

CardSwap

Frequently Asked Questions

Q: What is CardSwap?

CardSwap is a free feature in Northwest Online Banking that allows you to update merchants or subscriptions you use regularly like Amazon, Netflix and Hulu from one place.

Q: When I use CardSwap, does it update my information immediately?

It can take up to 24 hours for your card information to update with your selected merchants.

Q: Why can't I find my merchant on the list?

Merchants must sign up to participate in CardSwap, but don't worry—new ones are being added all the time. If you don't see your merchant now, check back another time and you may find them on the list!

Q: If I delete a merchant from my Card Swap list, is the billing card removed as the payment type?

No—to remove your billing card as the payment type you must log-in to the merchant's site.

Q: When I get a card with a new expiration date, will it automatically update Card Swap?

No. When you receive your new card, simply go to CardSwap, update your card information and all of your linked merchants will update at once.

Q: What does this message mean: "Your subscription is paid through a third-party billing service; therefore, we are unable to obtain billing details for this account"?

If you have a billing account set-up through a third party, you must first update the third-party billing account. For example, if you pay Netflix through iTunes, once you update your billing card with iTunes, your Netflix account will reflect the swapped billing card.