George

Your Products

Credit Cards

Credit Card Notifications from George

Last Article Update 12.07.2024

Notifications are important if you want to keep up to date with what's happening with your credit card, without you having to take any action yourself. Information about purchases you have made or conversions into foreign currencies not only serves to keep you informed, but also makes a significant contribution to security by keeping you promptly informed about any activity on your card. In the following article you will learn in detail how notifications work, how you can activate them, what additional notification options are available to you through George and what other diverse functions the notifications offer.

Read this article in

English ~

Content

Direct notifications from George

Receive push messages

How to activate notifications

Customisable

Types of notifications

SMS Service

How to activate your SMS services

What a SMS notification contains

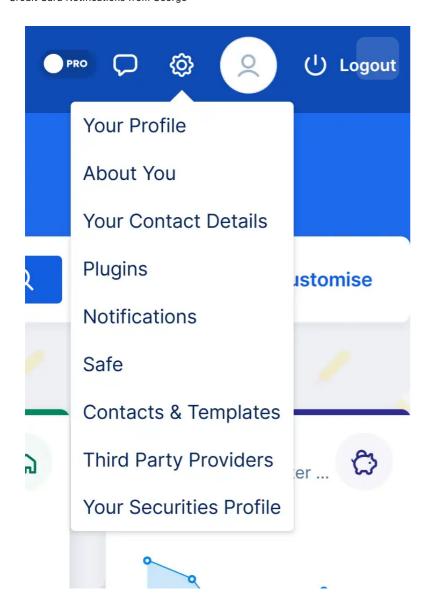
Share this article



ரீட Share now



🖨 Print this art...



Direct notifications from George

With George, you have the option of activating push notifications to receive notifications directly from George. You can activate or edit these via the George web and George app version, so the changes are also possible when you are travelling and only have your smartphone with you.

Receive push messages

George notifications can do more than just inform you about your credit card transactions: Your salary is coming. You pay by card. The share price is rising. Your household budget is about to burst. George notifications inform you immediately when something happens with your finances.

How to activate notifications

App

To activate the notifications, click on your profile in the app version of George. Then select the menu item "Notifications". Here you can decide when you would like to receive a push notification. Under the "Cards" menu item, select which cards you would like to be informed about. For example, you can decide whether you only want to be informed about your credit card transactions or also about transactions on your debit card.

Web

To activate the notifications, click on your settings in the in the desktop version of George. Then select the menu item "Notifications".

In the notifications overview, you find the "Cards" menu item. Select here which cards you would like to be informed about. For example, you can decide whether you only want to be informed about your credit card transactions or also about transactions on your debit card.

You can also decide how you want to get notified - via the George App or George Web or via email.

In the last step George shows you the summary and you can sign the action. George will then inform you when there is something happening on your cards.

Customisable

Choose the notifications you want and only receive messages that are important to you. You can also specify the amount or keyword for which you would like to receive a notification.



Please note

If you are not receiving any push notifications even though you have activated them in the app or via the web, this is usually because you have not authorised notifications in the George app settings on your smartphone. Please check your settings and activate the notification function if it is not active. This is the only way to receive push notifications from George.

Types of notifications

A distinction is made between general notifications, for example when you pay or withdraw money with one of your selected cards, and regulatory notifications, which are mandatory, for example regarding currency conversion if you pay with your card in a country that does not use the euro.

If you have activated the notifications, George will inform you of all important information. For example, if a payment order has failed, if you do not have sufficient funds for an upcoming standing order, or if your credit card needs to be blocked due to suspected fraud.



(i) A tip

If you would also like to be informed via channels other than your smartphone, you can make the settings for this directly in the George desktop version. Here you can choose between notifications in the app (push notifications), via George Web or via e-mail.

SMS Service

The SMS service with s credit cards provides you with quick information and security through notification by SMS. You will also receive a text message if your new credit card or PIN code has been sent by post or if you have changed your PIN code at a self-service machine in the foyer of a branch of Erste Bank und Sparkasse.



(X) A tip

The SMS service is not available for all types of credit card. The service is only available for First, Gold or Platinum credit cards. For all other cards, please activate the notifications for George as described above, for example push messages or e-mail notifications.

How to activate your SMS services

Web Browser

The activation is possible via the George

Desktop version. To do this, select the desired credit card in the menu under "Your products". Or select it directly in the overview.

In the next step, select "Notifications" in the side menu. George will take you to the activation of the SMS services.

Here, to activate the service, you need am mobile phone number. George has already automatically pre-filled the telephone number from your profile. If you would like to have the SMS notifications sent to a different number, you can add a new one and, if desired, set this as the main phone number.

If the telephone number on which you would like to receive your notifications matches and you have read the information sheet and the terms and conditions, you can confirm the SMS service with your authorisation.

The SMS service is now active. And George will contact you via SMS as soon as he notices any account movement on your card.

App

Please switch to the George Desktop version. Activation of the SMS services is currently only possible with George in the web version.

What a SMS notification contains

The SMS contains the following information

The last four digits of your credit card number

Information on whether the transaction was successful or declined, or whether it is a credit or cancellation from a merchant

Date and time

The amount in the original currency and the abbreviation of the currency in which payment was made

The merchant name

Your available amount on the card after the payment has been made



(i) Good to know

The SMS service also works without an Internet connection. You just need to be connected to the mobile phone network. This means you are well protected when you are on the move and know about transactions on your card at all times.

Author: Tamara Berger-Feichter

Related Topics

Your Credit Card Overview

How to Lock Your Credit Card

Credit Card Features

Did this content help you understand George better?

Oh yes! G(e)orgeous.

No, please improve this Help Center content.

George

O George Login

Data & Impr int Privacy

Cook

© 2023 Erste Group Bank AG

English