

How to manage your cards

You can cancel a lost or stolen card, have a new card sent to you or change the PIN for your card using the Firefighters Mutual Bank Mobile Banking App¹.

CONTENTS

Control at your fingertips

Lock your card if it's lost or stolen pg 2

Replacement cards

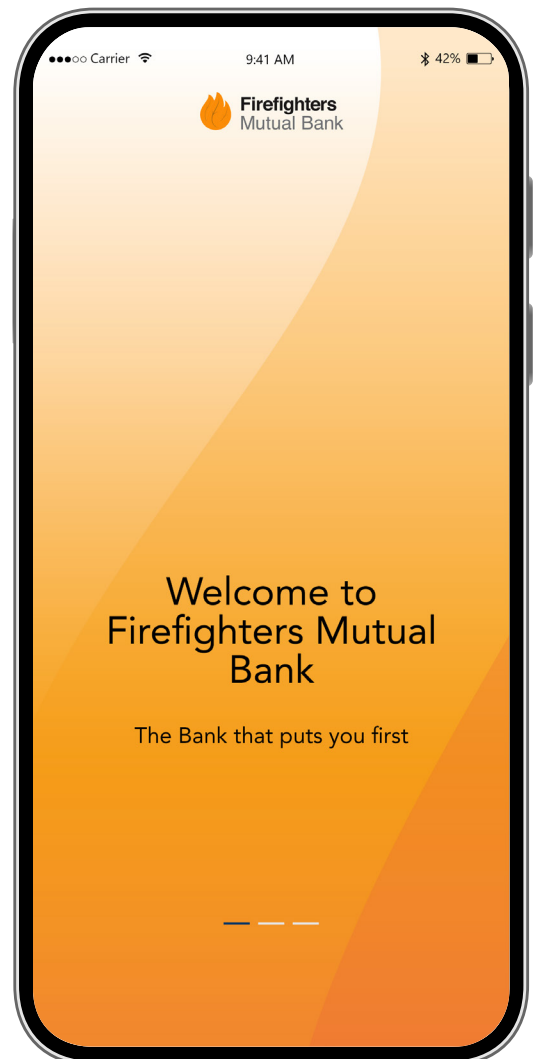
Order a new card pg 3

PIN changes

Change your card's PIN pg 4

DOWNLOAD THE APP

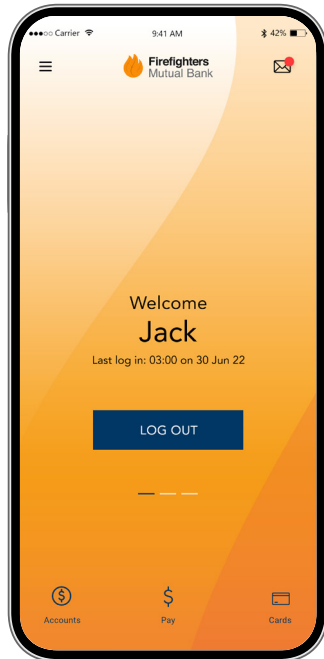
Make sure you have your Member Number and your Internet Banking Access Code, then simply download the app to get started.



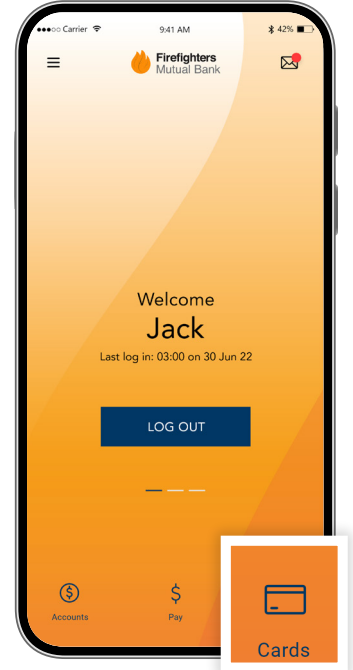
Control at your fingertips

LOCK YOUR CARD IF IT'S LOST OR STOLEN

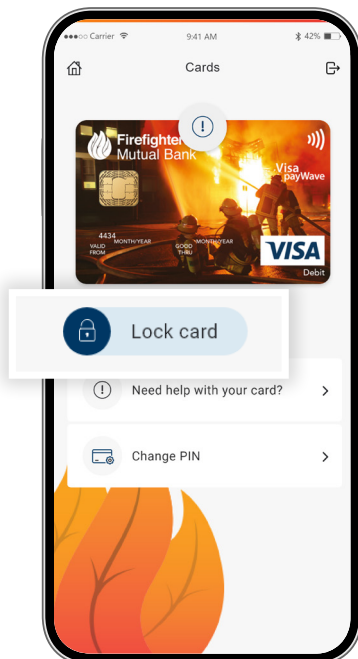
1 If you can't locate your card, use the Firefighters Mutual Bank Mobile Banking App to temporarily lock all future transactions.



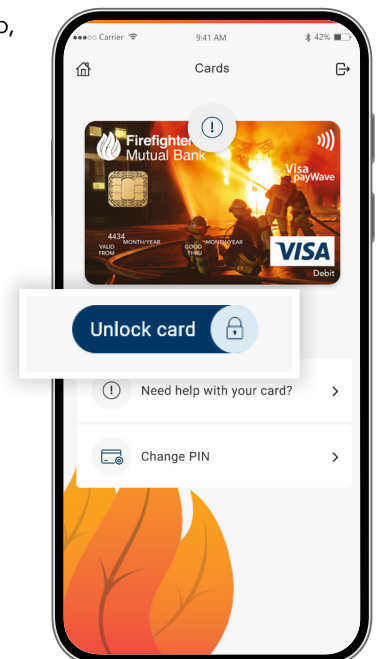
2 To do this, tap on **Cards** in the bottom-right corner of the home screen.



3 Tap **Lock card** (next to the padlock icon). Your card is now temporarily locked.



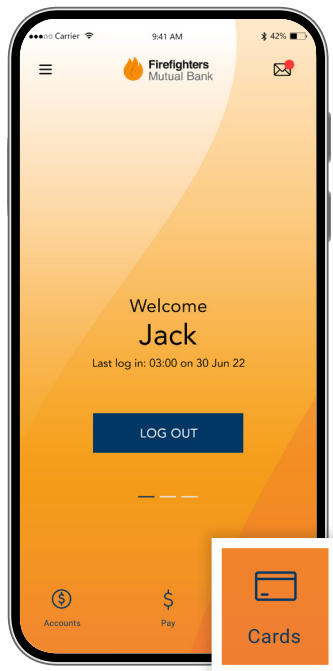
4 If your card turns up, simply unlock it by following the steps above and tapping **Unlock card**.



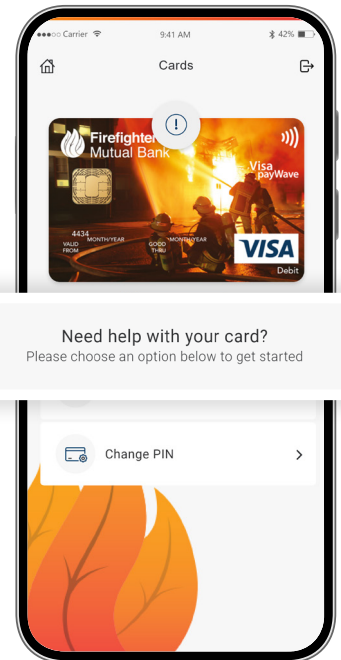
Replacement cards

ORDER A NEW CARD

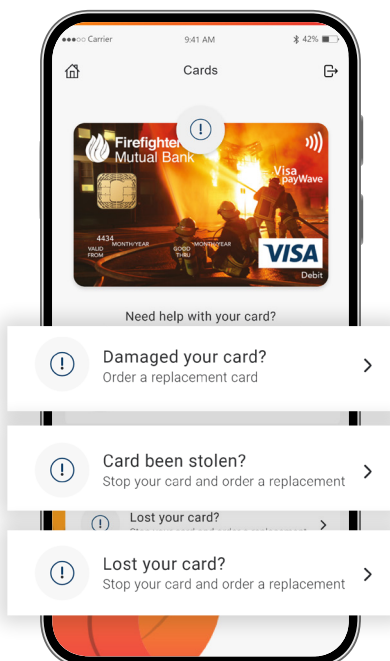
- 1** Tap on **Cards** in the bottom-right corner of the home screen.



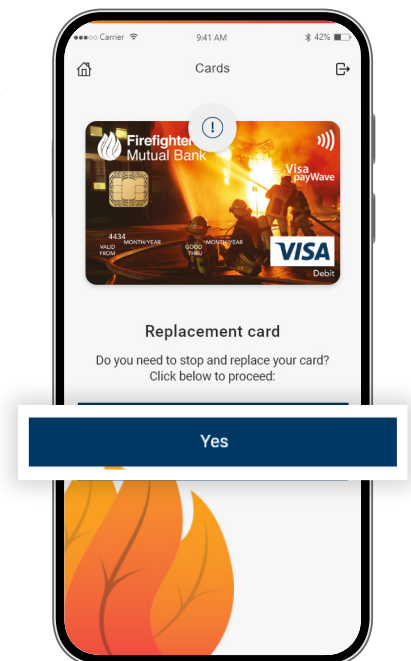
- 2** Select **Need help with your card?**



- 3** Tell us what happened by selecting one of three options:
Damaged your card?
Card been stolen?
Lost your card?



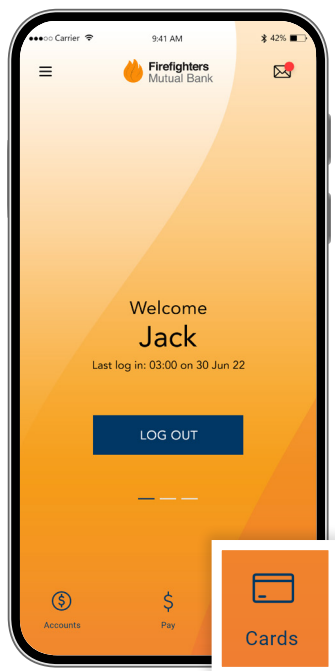
- 4** When asked whether you'd like a replacement card, tap **Yes**.
Then confirm your postal address.



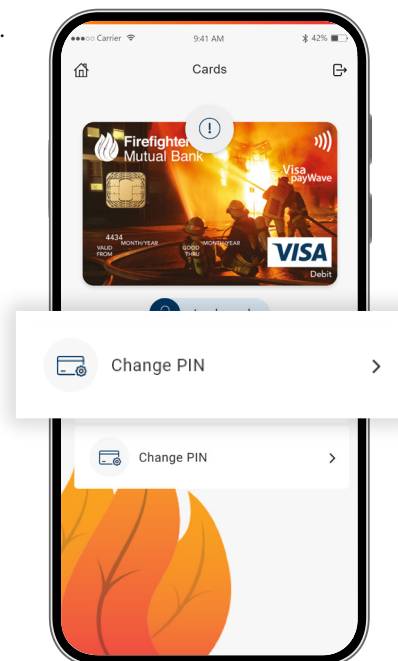
PIN changes

CHANGE YOUR CARD'S PIN

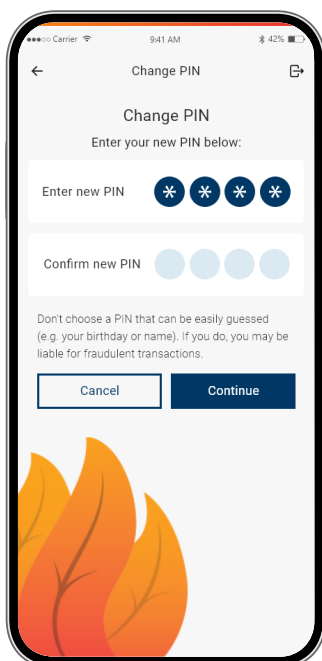
1 Tap on **Cards** in the bottom-right corner of the home screen.



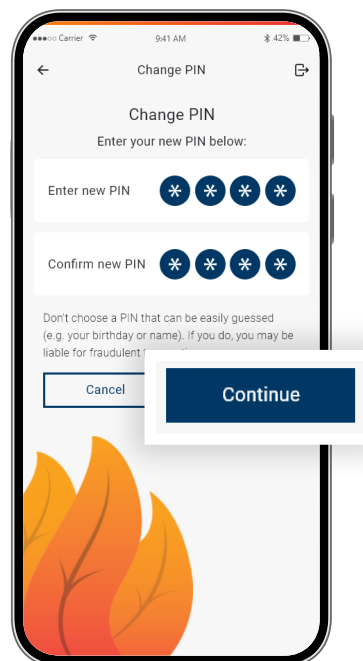
2 Select **Change PIN**.



3 Enter a new four-digit PIN. **Re-enter** your PIN to confirm it.



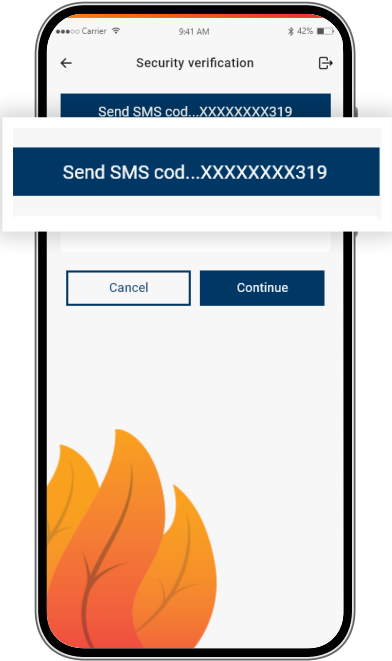
4 Tap **Continue**.



PIN changes

CHANGE YOUR CARD'S PIN – CONT'D

5 Choose the mobile number you want to receive the security verification code.



6 Enter the code we send to your mobile. Tap **Continue**.

