

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.

Control at your fingertips

Lock your card if it's lost or stolen

pg 2

Replacement cards

Order a new card

pg 3

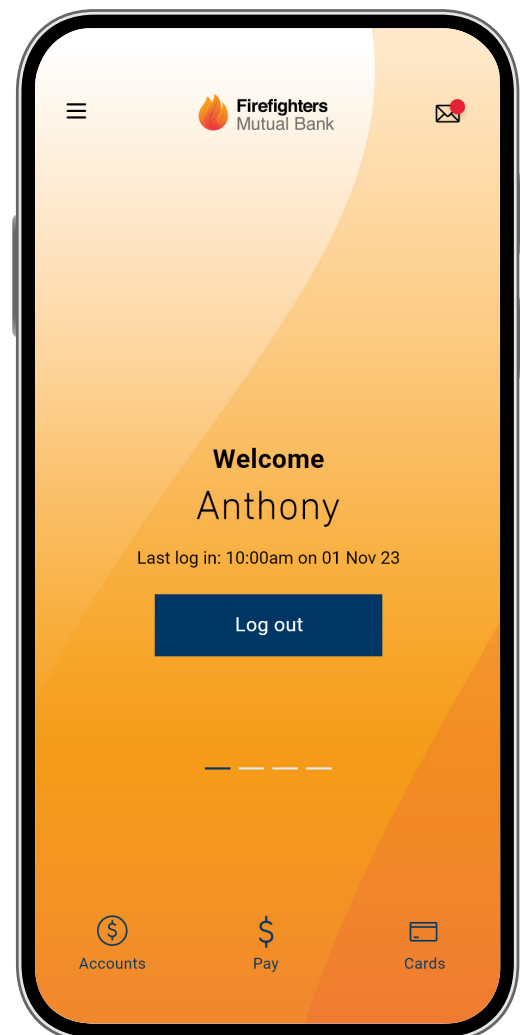
PIN changes

Change your card's PIN

pg 4

DOWNLOAD THE APP

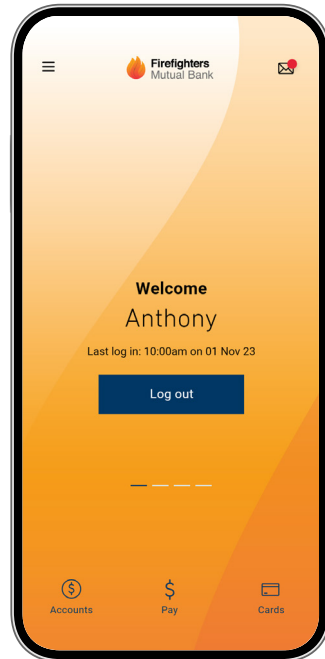
Make sure you have your Member Number and your Internet Banking Password, then simply download the app to get started.



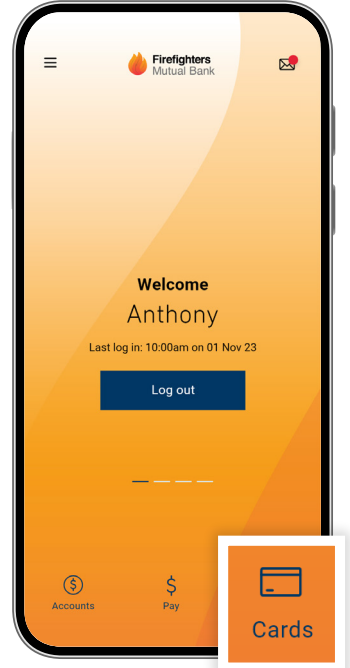
CONTROL AT YOUR FINGERTIPS

Lock your card if it's lost or stolen

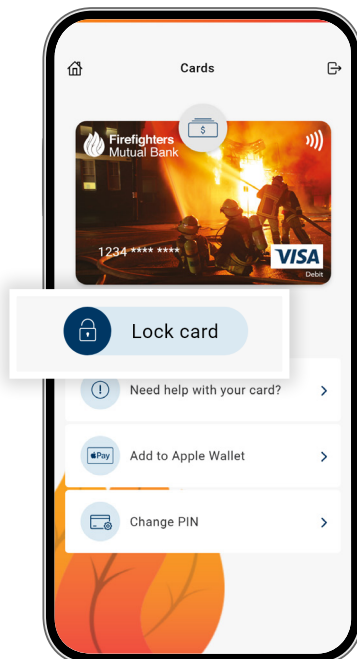
1 If you can't locate your card, use the Firefighters Mutual Bank Mobile Banking App to temporarily lock all future transactions.



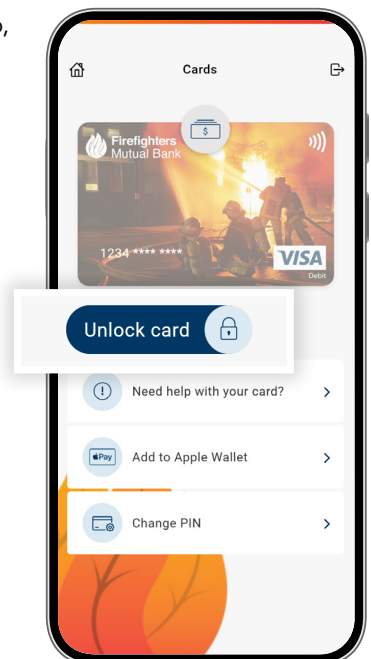
2 To do this, tap on **Cards** in the bottom-right corner of the home screen.



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



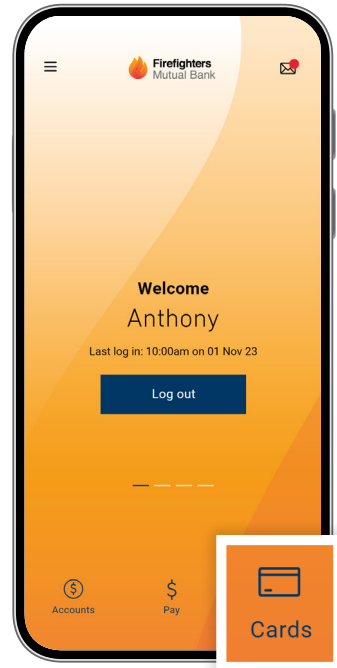
4 If your card turns up, simply unlock it by following the steps above and tapping **Unlock card**.



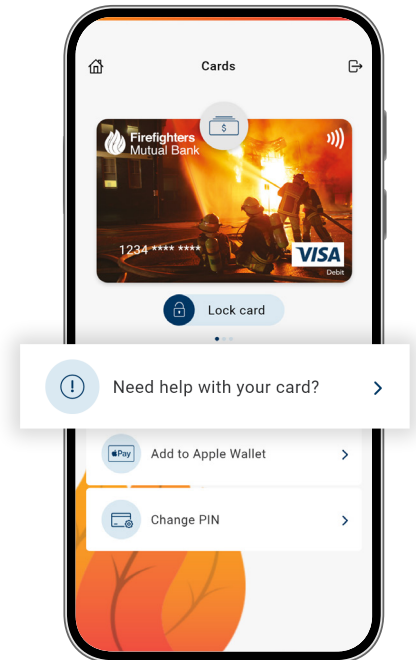
REPLACEMENT CARDS

Order a new card

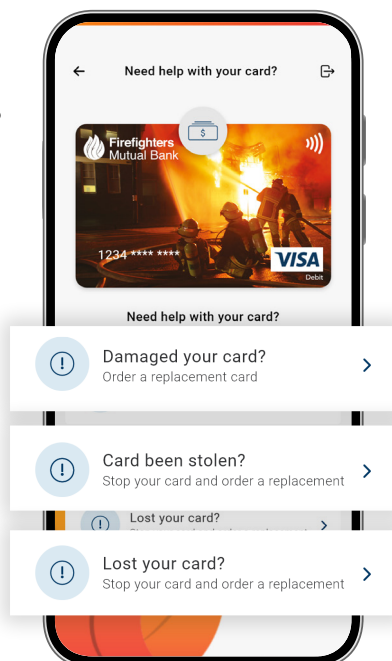
1 Tap on **Cards** in the bottom-right corner of the home screen.



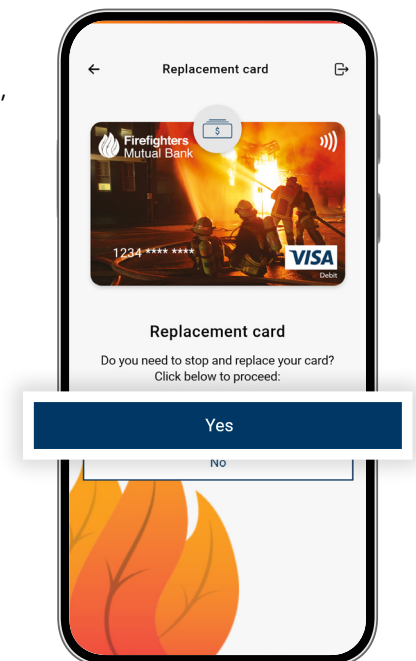
2 Select **Need help with your card?**



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



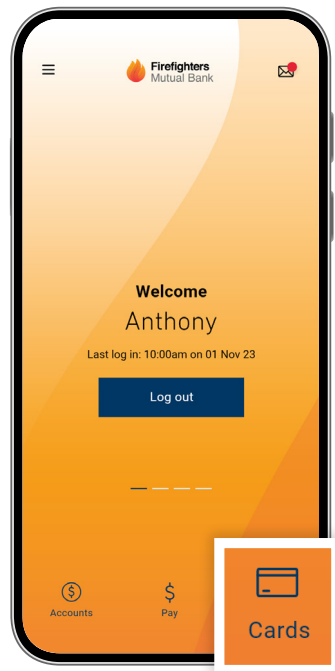
4 When asked whether you'd like a replacement card, tap **Yes**.
Then confirm your postal address.



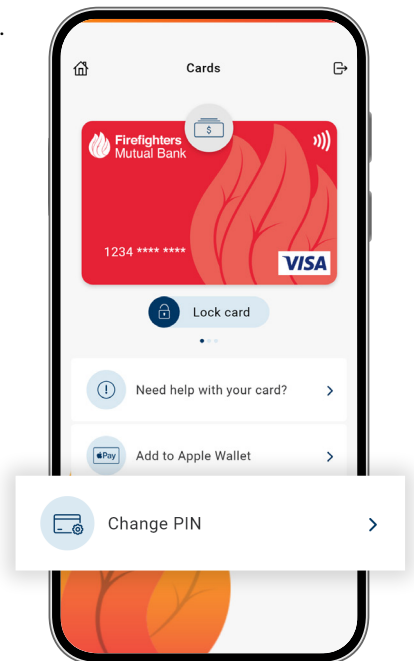
PIN CHANGES

Change your card's PIN

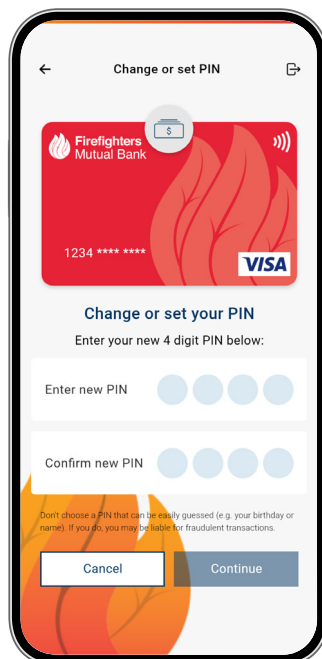
- 1** Tap on **Cards** in the bottom-right corner of the home screen.



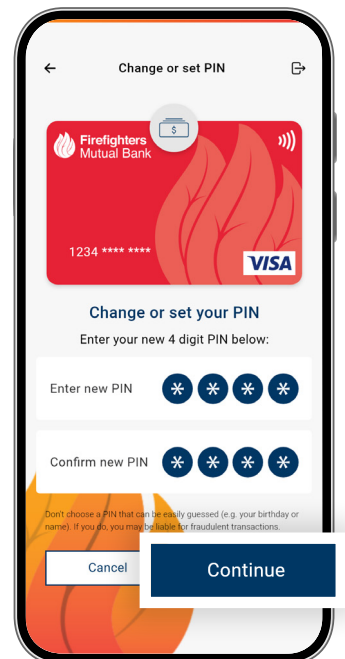
- 2** Select **Change PIN**.



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



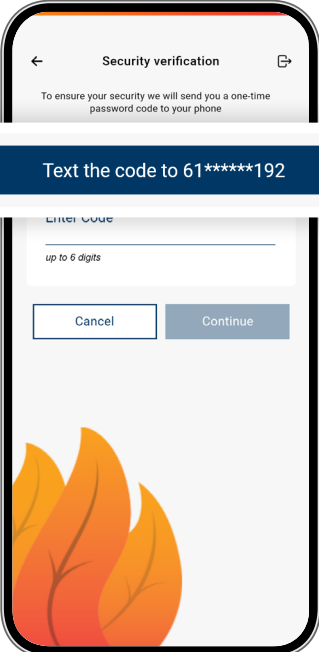
- 4** Tap **Continue**.



PIN CHANGES

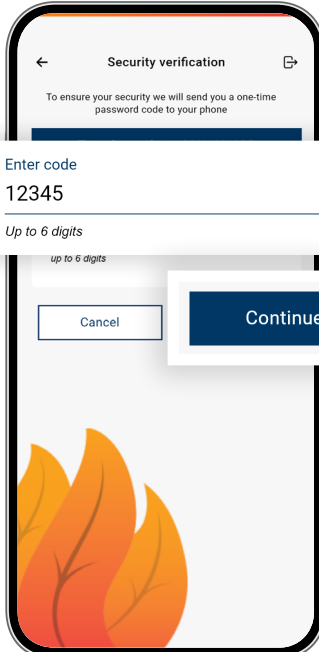
Change your card's PIN – cont'd

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



The screen displays a 'Security verification' header with a back arrow and a share icon. Below the header, a message states: 'To ensure your security we will send you a one-time password code to your phone'. A text input field is present with the placeholder 'Enter code' and a note 'up to 6 digits'. At the bottom, there are 'Cancel' and 'Continue' buttons. A blue callout box with white text 'Text the code to 61*****192' is overlaid on the screen.

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



The screen displays a 'Security verification' header with a back arrow and a share icon. Below the header, a message states: 'To ensure your security we will send you a one-time password code to your phone'. A text input field contains the code '12345' with a note 'Up to 6 digits' below it. At the bottom, there are 'Cancel' and 'Continue' buttons. A blue callout box with white text 'Enter code 12345' is overlaid on the screen.

Important information: 1. You should consider whether this service is appropriate for you before acquiring it. For additional information please refer to our Security Guide for electronic transactions and the Mobile App Terms of Use. Internet connection is needed to access the Mobile App. Normal mobile data charges apply. We test mobile banking to ensure compatibility with the majority of popular devices, but cannot guarantee compatibility with all devices and operating systems. **2.** PayID Terms of Use apply in respect of any PayID you create, attempt to create or request that we create for an Account and must be read together with any other terms and conditions that apply to the relevant Account. The complete PayID Terms of Use can be reviewed and accepted before you create any PayID within your Internet Banking. **3.** The phones screens shown are for illustration purposes. There may be slight colour, wording or display variances between Android and iOS and the version you are viewing on. Firefighters Mutual Bank is a division of Teachers Mutual Bank Limited ABN 30 087 650 459 AFSL/Australian Credit Licence 238981 | DB03255-FMB-0824-ManageCards