

## 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 UniBank Mobile Banking App<sup>1</sup>.

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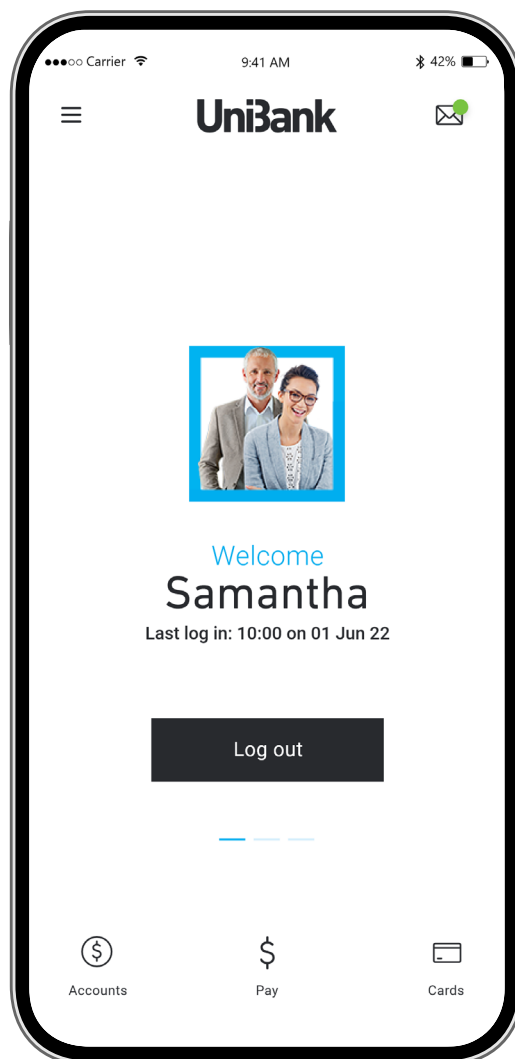
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### Download the app

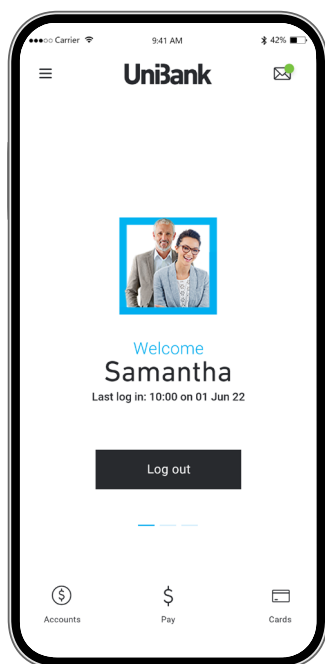
Make sure you have your Member Number and your Internet Banking Access Code, then simply download the app to get started.



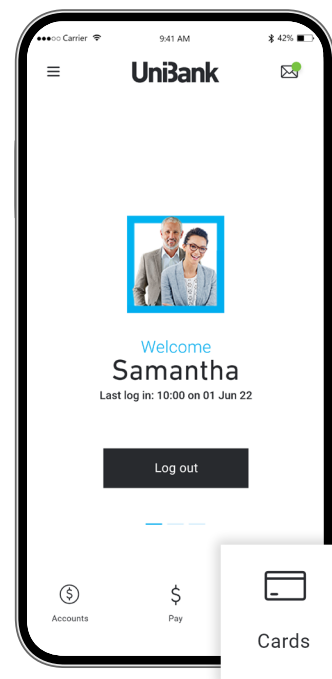
# Control at your fingertips

## Lock your card if it's lost or stolen

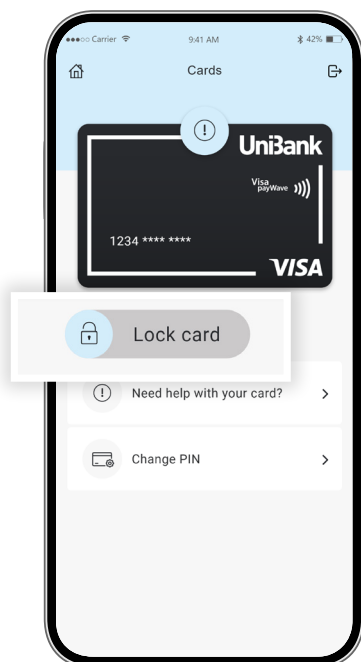
**1** If you can't locate your card, use the UniBank Mobile Banking App to temporarily lock all future transactions.



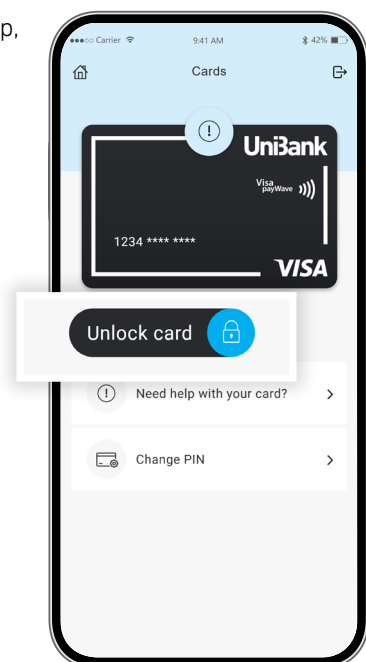
**2** To do this, tap on **Cards** in the bottom-right corner of the home screen.



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



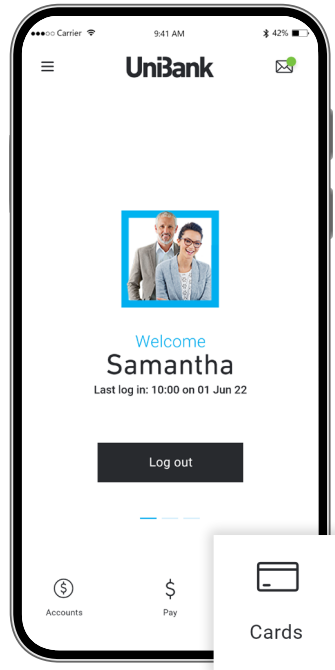
**4** If your card turns up, simply unlock it by following the steps above and tapping **Unlock card**.



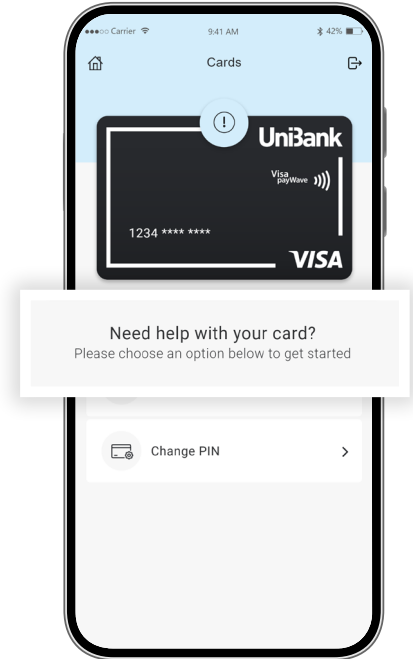
# Replacement cards

## Order a new card

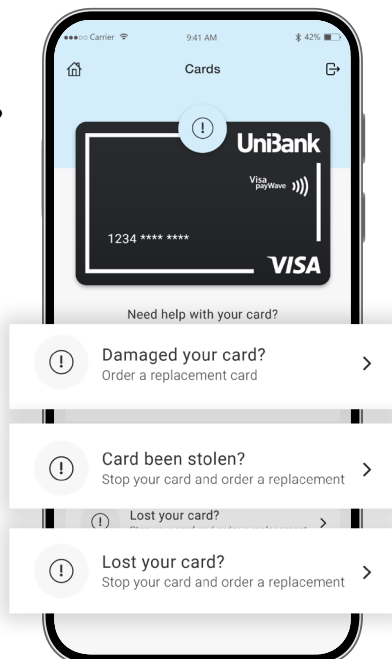
- 1** Tap on **Cards** in the bottom-right corner of the home screen.



- 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**.

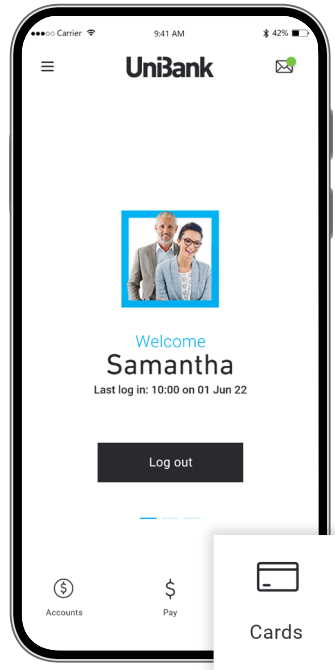
Then confirm your postal address.



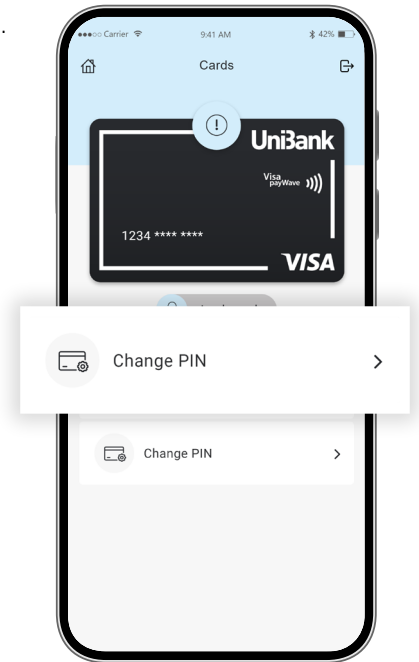
# PIN changes

## Change your card's PIN

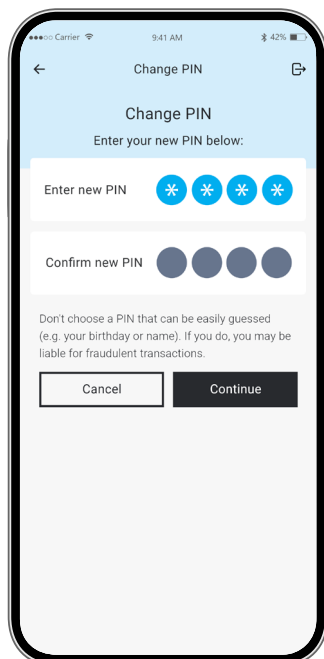
**1** Tap on **Cards** in the bottom-right corner of the home screen.



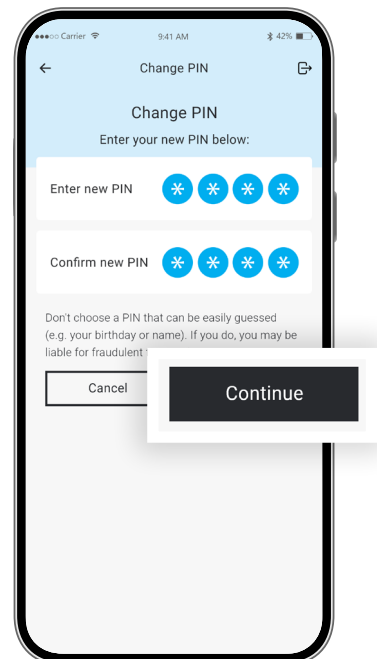
**2** Select **Change PIN**.



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



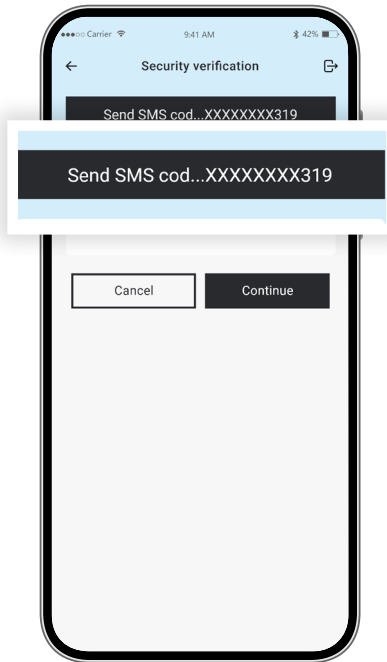
**4** Tap **Continue**.



# 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**.

