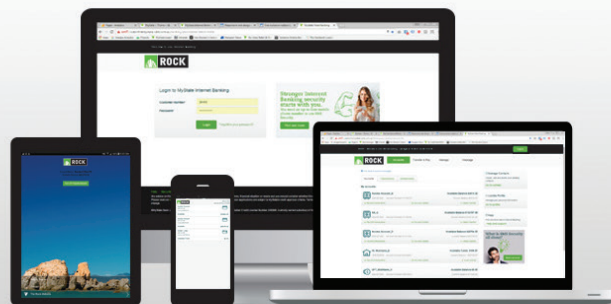


# Internet Banking Guide

## Manage your cards



### Ways to manage your Visa Debit or rediCARD PLUS

You can manage your own cards in a range of ways using the **web version** of Internet Banking or through **mobile apps**.

You can:

- Temporarily **block** and **unblock** a card
- **Stop/cancel** a card
- **Activate** a card
- **Change the PIN** on a card
- Order a **new/replacement** card

**Note** – New/replacement cards are only available on the **web version** of Internet Banking, **not using mobile app**.

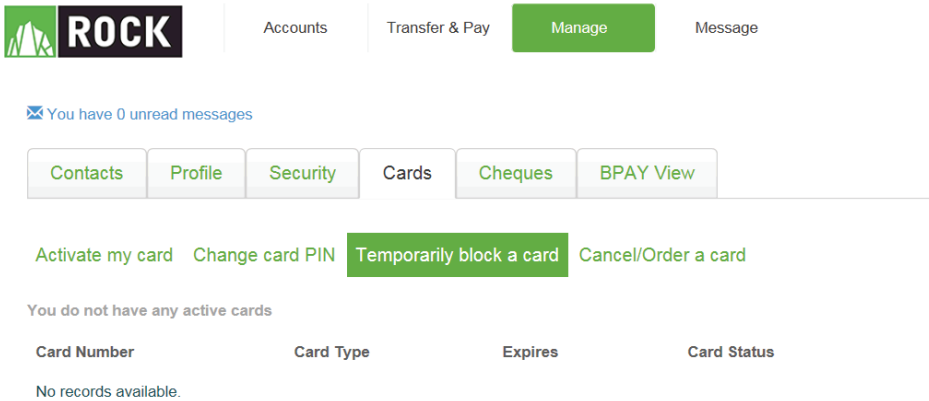
The screenshot shows the ROCK internet banking interface. At the top, there is a navigation bar with the ROCK logo and menu items: Accounts, Transfer & Pay, Manage (highlighted in green), and Message. Below the navigation bar, there is a message notification: "You have 0 unread messages". A secondary navigation bar contains buttons for Contacts, Profile, Security, Cards (highlighted in green), Cheques, and BPAY View. Below this, there is a row of action buttons: Activate my card (highlighted in green), Change card PIN, Temporarily block a card, and Cancel/Order a card. Underneath, there is a section for "Customer Card List\*" with a dropdown menu currently set to "- Please Select". At the bottom of this section, it states "You do not have any inactive card".

### Temporarily block and unblock a card

If you have misplaced your card (and think that you may find it) we recommend you immediately block the card without cancelling it. You can then unblock your card if you relocate it.

## To block/unblock a card in Internet Banking

To block or unblock your Visa Debit Card or rediCARD PLUS via Internet Banking, select **Manage > Cards** and then select **Temporarily block a card**. Click on the lock icon to change the status of a card.



## Cancel a Card

You can **cancel** your card if it is:

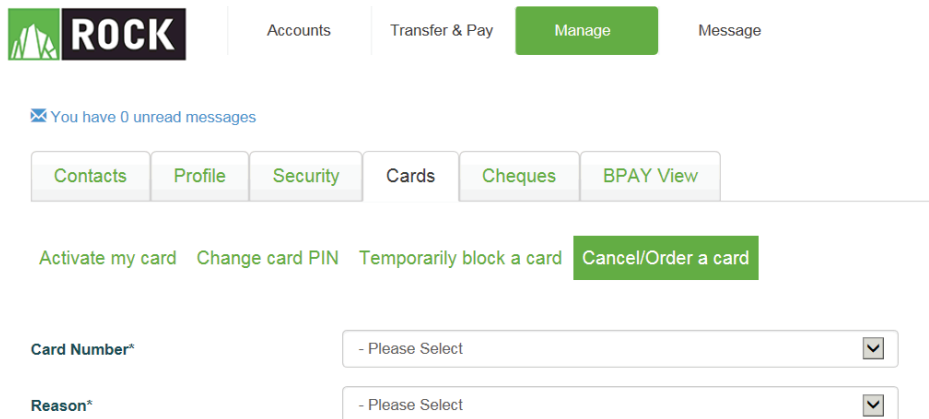
- Damaged
- Lost
- Stolen



We recommend you cancel your card immediately if any of the above occurs.

You can cancel a card in the **web version** of Internet Banking or through a **mobile app**.

Select **Manage > Cards** from the web version of Internet Banking or **Cards** in the mobile app, then select a card from the drop down list. Then select the reason for cancelling your card then select **Cancel this Card** or **Cancel and Order a new Card**. **Cancel and Order a New Card** option is only available from the web version of Internet Banking.



## Order a new or replacement card

Select **Manage > Cards** from the menu bar on the home page, then select **Cancel and order a new card**.

[Activate my card](#)
[Change card PIN](#)
[Temporarily block a card](#)
[Cancel/Order a card](#)

Card Number\*

Reason\*

## Activate a card

Before you can use a new Rock Visa Debit or rediCARD, you need to activate it.

You can do this using either the web or mobile app versions of Internet Banking by selecting **Manage > Cards** from the menu bar on the home page and then selecting **Activate my card**

[Activate my card](#)
[Change card PIN](#)
[Temporarily block a card](#)
[Cancel/Order a card](#)

Select your card from drop down list and then click **Activate**.

## Change a card PIN

Card PINs are used whenever you make a withdrawal at an ATM, or during some EFTPOS transactions.

You can **change your card PIN** using **Internet Banking**, by visiting a branch and at selected rediATMs.

You must know your current PIN in order to change it. If you have forgotten your PIN will need to visit a branch to change.

To update your PIN, select **Manage > Cards** from the menu bar of the web browser version of Internet Banking or Cards in mobile apps.

Select option **Change card PIN**, select card, enter the following information – current PIN, new PIN and confirm PIN. Then click **Change PIN**.

[Activate my card](#)
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Two-factor authentication is required for this function.