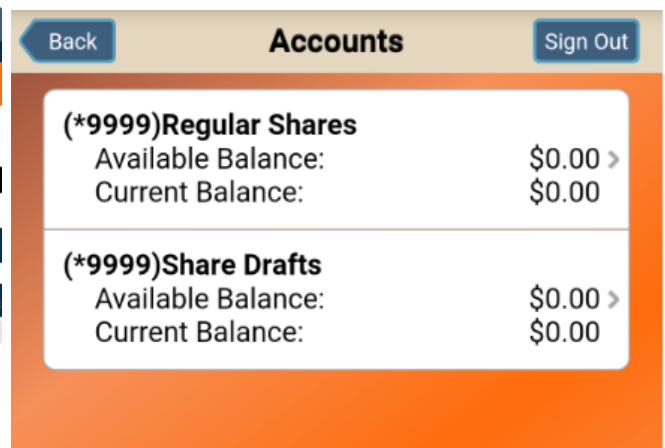
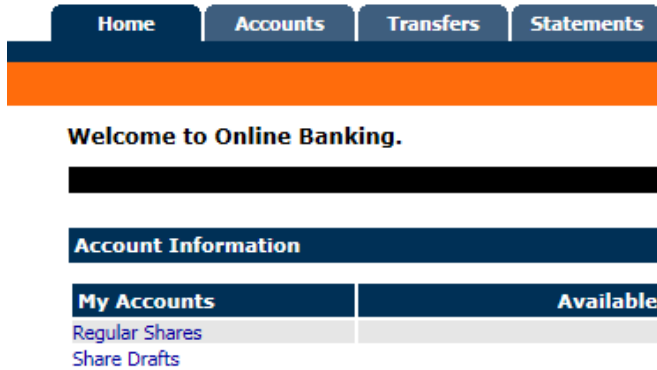
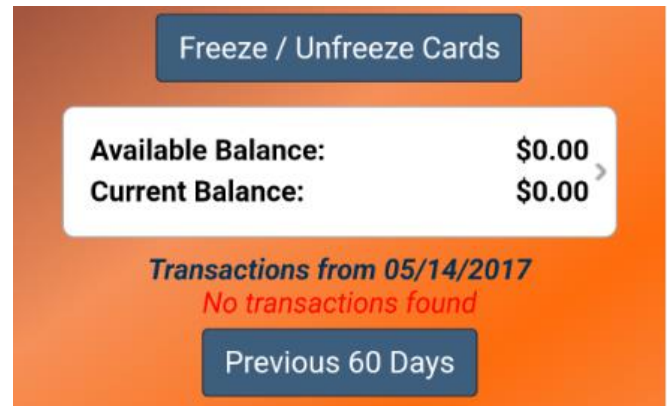
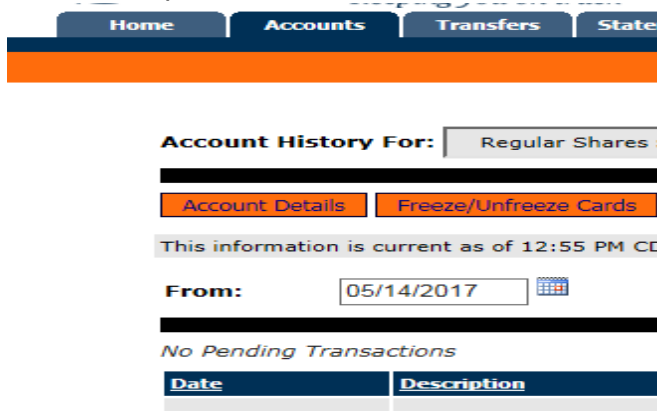


Freezing a Card on Online Banking and Mobile Banking

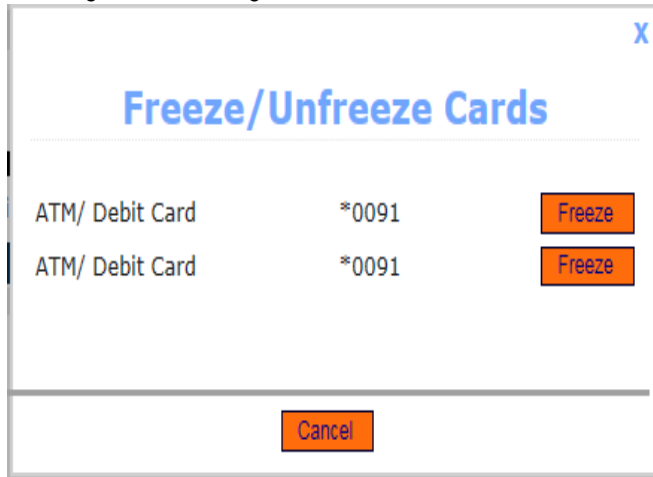
1. Log into Online Banking or Mobile Banking.
2. On the landing page of Online Banking. Select any account to be taken to the detail page.



3. This will take you to the detail of the account.



4. You will see a "Freeze/Unfreeze Cards" button, clicking this will bring up the **ACTIVE** cards on the account. Only showing the last 4 digits of the cards.



5. Select the cards you wish to freeze or unfreeze. A new pop-up window will appear.

The screenshot shows a white pop-up window titled "Freeze Card *0091" with a close button (X) in the top right corner. The text inside reads: "Temporarily freeze your card to prevent new purchases, cash advances, or balance transfers from occurring. You can unfreeze your card at any time. Contact the credit union immediately if your card is lost or stolen." At the bottom, there are two buttons: "Freeze" and "Cancel". To the right is an orange background overlay with a rounded rectangle containing the same text and a "Freeze" button.

6. Once you select Freeze a new pop-up will be displayed confirming that the card has been frozen.

The screenshot shows a white pop-up window titled "Your Card is Frozen *0091" with a close button (X) in the top right corner. The text inside reads: "Your card has been frozen and will not authorize new purchases, cash advances or balance transfers. Payments, returns and adjustments will continue." At the bottom, there is a "Close" button. To the right is an orange background overlay with a rounded rectangle containing the same text and a "Close" button.

7. To unfreeze a card use the same method but now the card will show as "Unfreeze"

The screenshot shows a white pop-up window titled "Freeze/Unfreeze Cards" with a close button (X) in the top right corner. It contains a table with two rows of card information and buttons for "Unfreeze" and "Freeze". At the bottom, there is a "Cancel" button. To the right is an orange background overlay with a rounded rectangle containing the same table and "Unfreeze" and "Freeze" buttons.

ATM/ Debit Card	*0091	Unfreeze
ATM/ Debit Card	*0091	Freeze