STEP-BY-STEP GUIDE: Online Banking
How to request a replacement card

Step 1: Locate your card

Log in to Online Banking and click on the MANAGE CARDS widget in the menu on the left. If you don’t see the MANAGE CARDS widget, you can find it by clicking the MORE option. Next, locate the card you would like to replace by referring to the last four digits of the card. To access that card’s features, simply click on the image of the card.
Step 2: Navigate to Replace Card feature

Under the SERVICES tab, there is a tab labeled Replace Card. Click the arrow on the right to access the feature.

![Replace Card feature](image)

Step 3: Enter details

Under the SERVICES tab, there is a tab labeled Replace Card. Click the arrow on the right to access the feature.

![Replace Card details](image)
Indicate the date you believe your card was stolen or lost by clicking the yellow calendar icon and choosing the date.

You will also need to note the country or U.S. state where your card was stolen or lost.
Step 4: Enter Shipping Address

If you have your address saved in your contact information, it will appear in this section as a default address. If you would like your card to be shipped to a different location, please select Alternate Address and fill out the information when prompted.

![Shipping Address]

Step 5: Choose shipping preferences

Select which method of shipping you would prefer for your replacement card.

![Shipping Method]
Step 6: Agree to Terms and Conditions

Read the Terms and Conditions (T&C) when prompted and enter your name to confirm to the agreement before clicking the Accept button.

Step 7: Verify information and submit form

After agreeing to the T&C, make sure that all the information you have entered is correct and then click Submit.