



## STEP-BY-STEP GUIDE: Mobile App

### How to request a replacement card

Step 1: : Navigate to Manage Cards widget

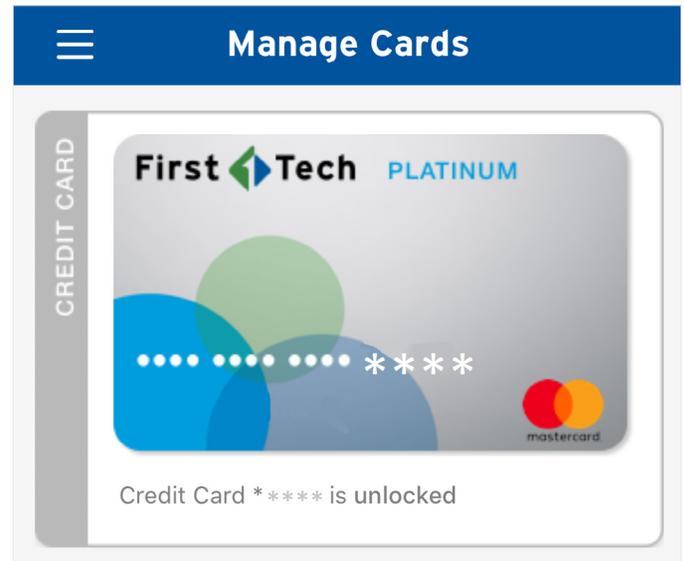
Once you've logged in to the app, tap the list icon in the top left corner of your screen to open the menu and tap the Manage Cards widget.

The image shows two screenshots from the First Tech mobile app. The left screenshot displays the 'Accounts' screen with a red box around the menu icon (three horizontal lines) in the top left corner. The screen lists several accounts under 'CHECKING' and 'SAVINGS' categories, including 'Dividend Rewards Che...', 'Carefree Checking car...', 'Membership Savings123', and 'Membership Savings'. The right screenshot shows the app's main menu with the First Tech logo at the top. Under the 'FAVORITES' section, there are options for 'Accounts', 'Transfer', 'Deposit', 'Send Money with Zelle', and 'e-Docs'. Under the 'MORE WIDGETS' section, the 'Manage Cards' option is highlighted with a red box.



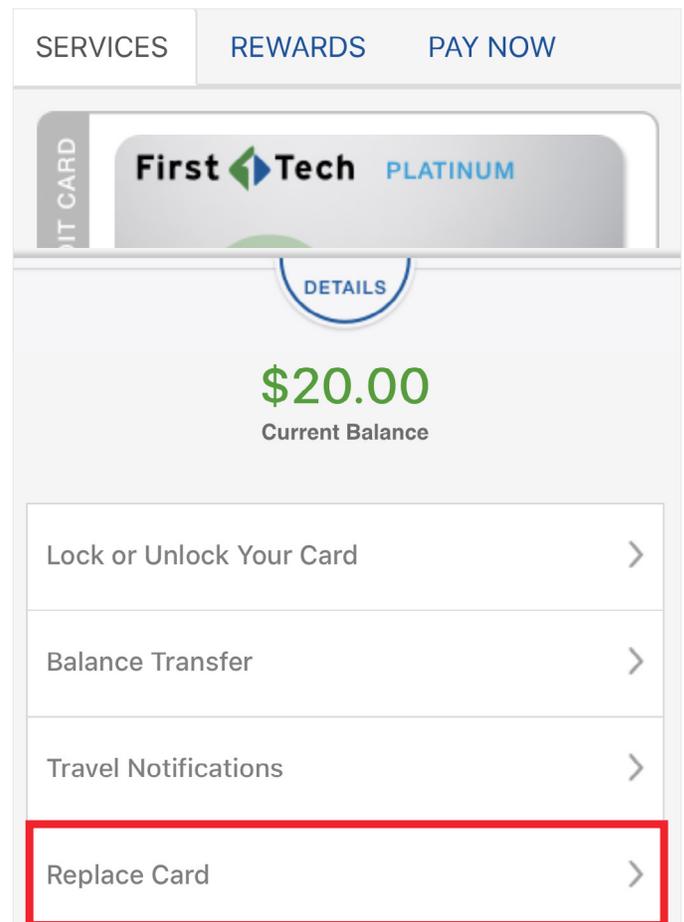
## Step 2: Locate your card

Next, locate the card you want 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 3: Navigate to Replace Card feature

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





## Step 4: Enter details

Select a reason for replacing your card and fill in the date when you believe the card was stolen or lost, as well as the country or U.S. state where it was stolen or lost.

### Details

Tell us what happened

I lost my card.

Date Lost

In what state in the U.S. or what country did you last use the card?

My card was stolen.

## Step 5: 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

Default Address  
3515 TERRYRIDGE RD  
FORT COLLINS, CO, 80524-1660

Alternate Address



## Step 6: Choose shipping preferences

Select which method of shipping you would prefer, and if you would like to sign for your new card when it's received.

### Shipping Method

- Standard Shipping  
Free  
7-10 Business Days
- Expedited Shipping  
\$20.00  
2-3 Business Days
- Signature Required

## Step 7: Agree to Terms and Conditions

Read the Terms and Conditions (T&C) when prompted and enter your name to confirm before tapping the "Accept" button in the top right corner.

### Terms and Conditions

By reporting your card lost or stolen, your card will be blocked and a new card will be ordered that will have a different card number and PIN. Please note that recurring transactions, pre-authorized payments and refunds will still post to your account. Pre-authorized charges made prior to blocking your card or transactions that occur offline may still post to your account. If you notice any unauthorized transactions, please notify us immediately at 855.855.8805.

Name

First Tech



## Step 8: Verify information and submit form

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

**Replace Card**      **FAQ**

DETAILS

1 I lost my card.No fraudulent charges.  
Card was lost on 08/14/2018.Stolen in California.

SHIPPING ADDRESS

2 12345 Test Street Anywhere,AK,12345 >

SHIPPING METHOD

3 Free  
7-10 Business Days >

TERMS AND CONDITIONS

4 Accepted

**Submit**