

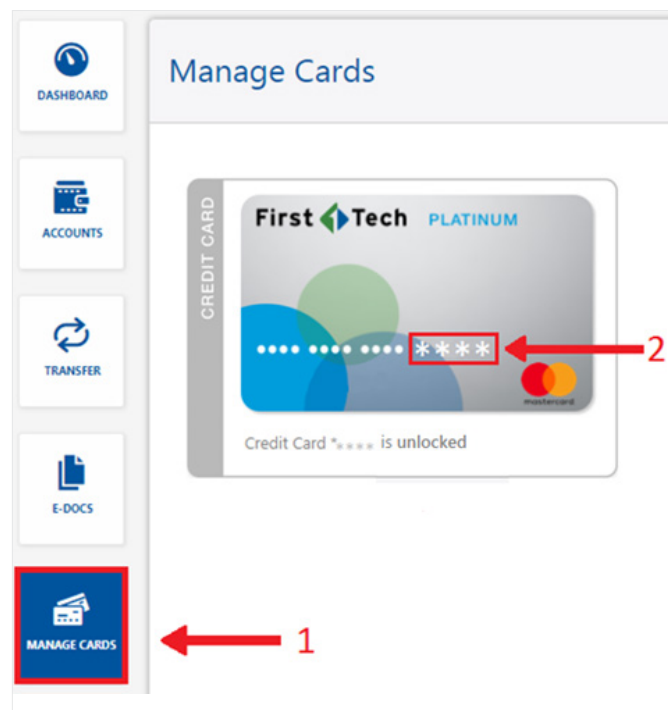


STEP-BY-STEP GUIDE: Online Banking

How to request a replacement card

Step 1: Locate your card

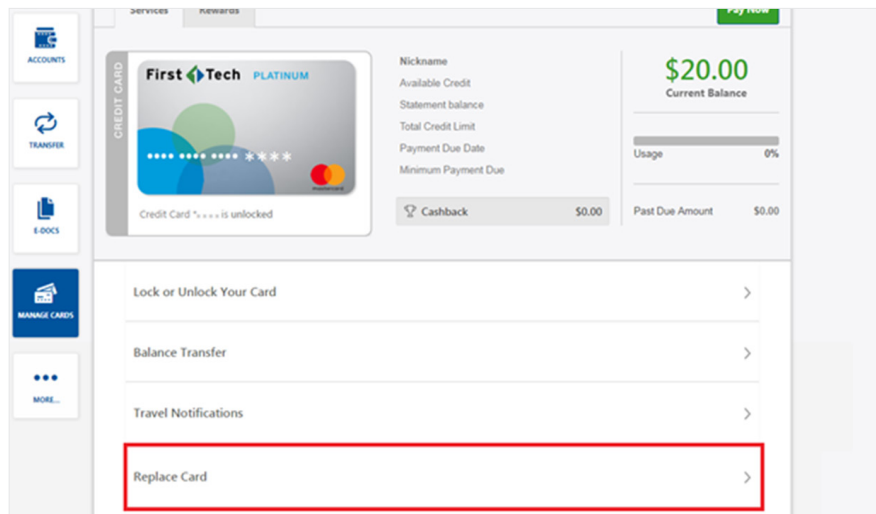
Log in to Online Banking and click on the MANAGE CARDS widget in the menu on the left. If you don't see the MANAGE CARDS widget, you can find it by clicking the MORE option. Next, locate the card you would like to replace by referring to the last four digits of the card. To access that card's features,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



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

- 1 Details**
Tell us what happened
Select a reason
I lost my card
My card was stolen
- 2 Shipping Method**
- 3 Terms & Conditions**

Dispute Fraudulent Charges X

If you suspect your card has fraudulent charges or charges you did not authorize, we will redirect you to start the dispute process.

Would you like to proceed to dispute charges?

No Yes



Indicate the date you believe your card was stolen or lost by clicking the yellow calendar icon and choosing the date.

1 Details

Tell us what happened

I lost my card

Date Stolen

MM/DD/YY

August 2018

Su	Mo	Tu	We	Th	Fr	Sa
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1
2	3	4	5	6	7	8

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

2

3

4 Terms & Conditions

You will also need to note the country or U.S. state where your card was stolen or lost.

Replace Card

1 Details

Tell us what happened

I lost my card

Date Stolen

08/08/18

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

Canada

Canada (Ca)



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.

2 Shipping Address

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

Alternate Address

Street

City State Zip Code

Step 5: Choose shipping preferences

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

3 Shipping Method

Standard Shipping
Free
7-10 Business Days

Expedited Shipping
\$20.00
2-3 Business Days



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.

Replace Card Terms & Conditions [X]

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.

Your Name

Cancel Accept

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.

Replace Card [X]

✓ 1 **Details**
My card was lost. No fraudulent charges.
Card was lost on 08/08/18
Lost at Canada (Ca)

✓ 2 **Shipping Address**
3515 TERRYRIDGE RD
FORT COLLINS, CO, 80524-1660

✓ 3 **Shipping Method**
Standard Shipping - Free
7-10 Business Days

✓ 4 **Terms & Conditions**

To replace your card please follow the questions to receive a new one. If you're replacing a lost card or never received the previous card, your new card will have a new card number.

If you need further assistance, please visit our Manage Cards resource page or give us a call at 855.855.8805.

Cancel Submit