



Manage Your Debit Card in Online Banking and Mobile

Suspend Card Activity, Activate New Cards, Report Lost or Stolen Card!

First National is committed to providing convenient, easy to use tools for managing your money. Now, you can manage your Debit Card activity within Online Banking or Mobile. Temporarily suspend card activity to protect yourself from fraud, activate a new card, even report a card lost or stolen card.

Managing your card is simple. To access these useful tools, log-in to Online Banking, then select 'Options', and 'ATM/Debit Cards'. In Mobile, select 'card management':

SUSPEND ACTIVITY (Mobile only option) – *A great tool to protect yourself from fraud. Using your smartphone and First National Mobile, you can temporarily 'Suspend' card activity until you are ready to use your card. Or, if you know you will not be using your card for a time, you can ensure no one else can fraudulently do so either. Think you may have lost your card? 'Suspend' activity while you confirm it is lost (once confirmed, immediately report it lost or stolen and contact First National to replace it). **Note** – it may take up to two minutes for 'Suspend' or 'Unsuspend' to activate.*

CARD ACTIVATION – *Online or Mobile card 'activation' is simple and easy. Just click the 'activate' button and then 'submit' to activate your new card upon receipt in the mail. That's it, real simple. Remember to NEVER activate a card that you have not yet received.*

REPORT LOST OR STOLEN CARD – *Reporting a lost or stolen card is just as simple and convenient using your PC or Smartphone. Just click on the 'Lost/Stolen' button and then click submit. Once reported, please contact First National to order a new card. NOTE: Reporting your card lost/stolen cannot be undone and you will be required to replace that card once reported. If you are unsure your card is actually lost or stolen, use the 'Suspend' feature until you are sure your card is not retrievable. While you can still call to report a lost or stolen card, you may not have the phone number readily available to do so and the online option may be easier.*

Remember, First National provides the tools you need and want to easily and conveniently manage your finances. Plus, we are here to help. Call us at 517.546.3150 or email us at Info@fnbh.com.

Thank you for banking locally at First National!