Card Instructions

Activating or deactivating a card

In addition to using this method, users can also activate and deactivate cards from the dashboard using the *Manage Cards* card.

1- Select **Accounts > [Account Name] > Manage Cards**.
2- Select the appropriate card.
3- Select the toggle next to the card name to activate the card or to deactivate the card temporarily.

Reordering a card

Users have the ability to reorder a card through the mobile app.

1- Select **Accounts > [Account Name] > Manage Cards**.
2- Select the appropriate card.
3- Select **Re-order Card >Re-order Card**.
   CAUTION:
   Fees may apply. Contact your financial institution for more details.

The card status changes to *Re-order Card*. The financial institution sends a new card to the user if there are no issues.

Reporting a lost card

Users who have lost cards can report the loss through the mobile app. Using this feature sets the card's status to warm, and the card becomes temporarily unusable.
CAUTION:
When you report a card as lost, you will no longer be able to manage the card from the mobile app.

1- Select **Accounts > [Account Name] > Manage Cards**.
2- Select the appropriate card.
3- Select **Report Lost/Stolen**.
4- Select **Card Lost**.

The card status changes to *Lost*. From now on, when you select the card, you will see a message about your card's lost status. After 30 days of being in the *Lost* status, the card stops displaying in the app entirely.

SJAFB
1350 Edwards Street
Seymour Johnson AFB, NC 27531

Main Branch
2401 E. Ash Street
(PO Box 10589)
Goldsboro, NC 27534 (27532)

919.734.8224
www.nccfcu.org