

How to manage your cards

You can cancel a lost or stolen card, have a new card sent to you or change the PIN for your card using the Health Professionals Bank Mobile Banking App¹.

Control at your fingertips

Lock your card if it's lost or stolen

pg 2

Replacement cards

Order a new card

pg 3

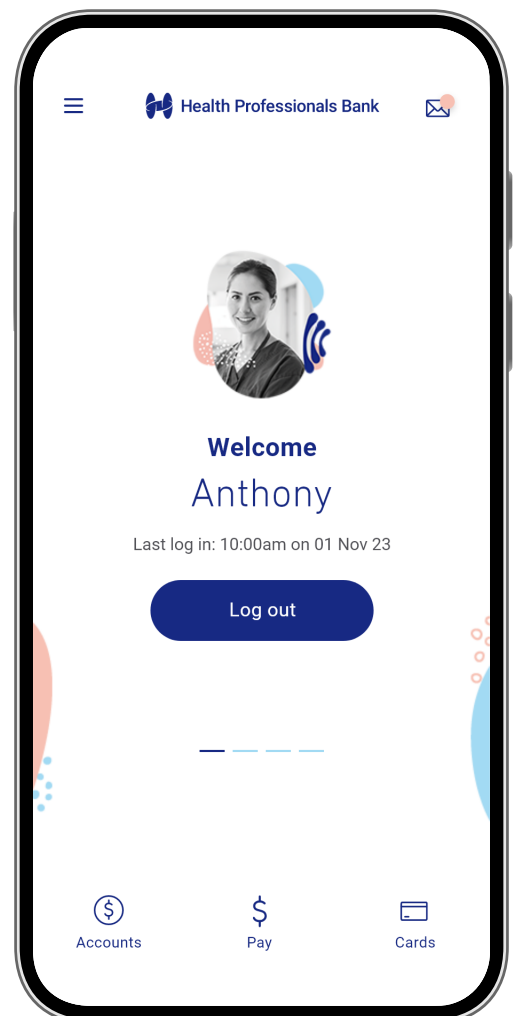
PIN changes

Change your card's PIN

pg 4

Download the app

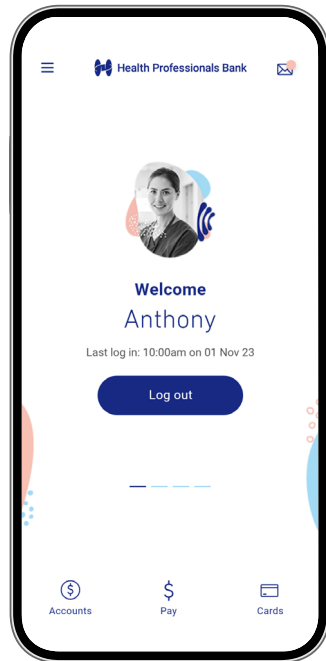
Make sure you have your Member Number and your Internet Banking Password, then simply download the app to get started.



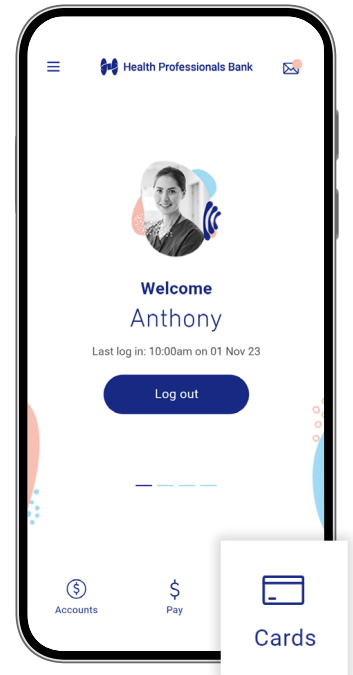
Control at your fingertips

Lock your card if it's lost or stolen

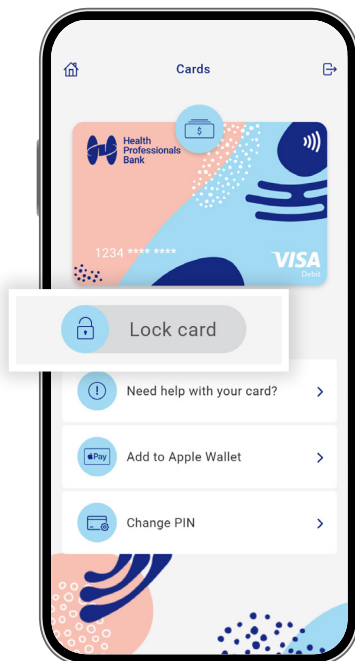
- 1 If you can't locate your card, use the Health Professionals Bank Mobile Banking App to temporarily lock all future transactions.



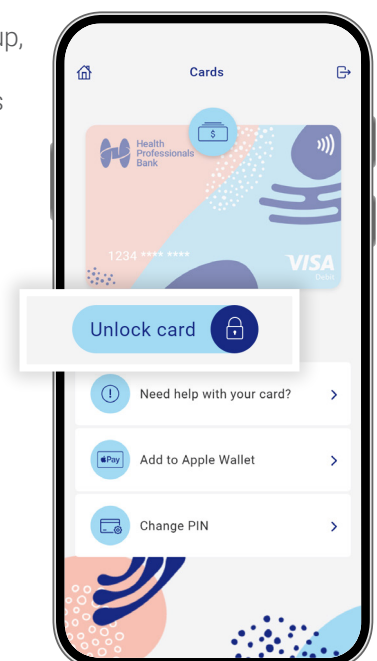
- 2 To do this, tap on **Cards** in the bottom-right corner of the home screen.



- 3 Tap **Lock card** (next to the padlock icon). Your card is now temporarily locked.



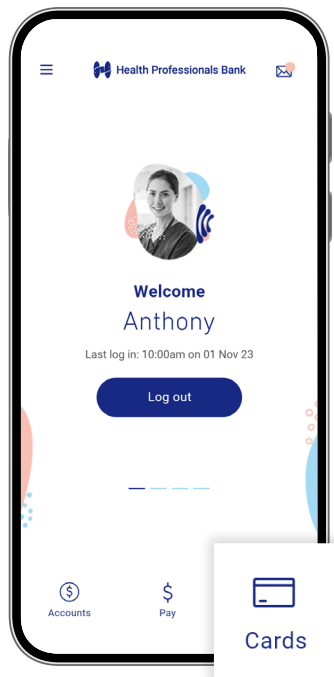
- 4 If your card turns up, simply unlock it by following the steps above and tapping **Unlock card**.



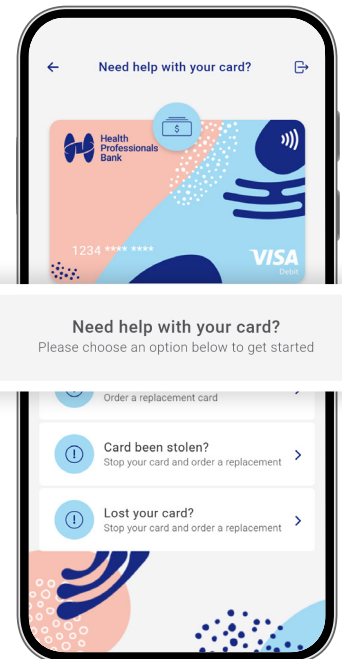
Replacement cards

Order a new card

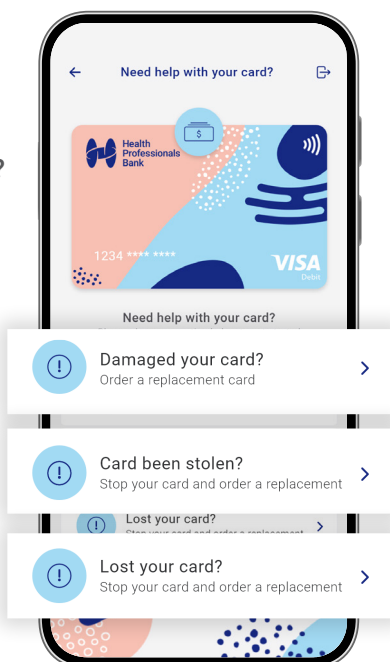
- 1 Tap on **Cards** in the bottom-right corner of the home screen.



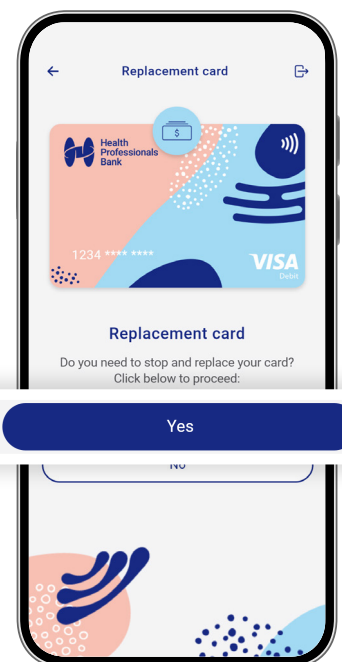
- 2 Select **Need help with your card?**



- 3 Tell us what happened by selecting one of three options:
Damaged your card?
Card been stolen?
Lost your card?



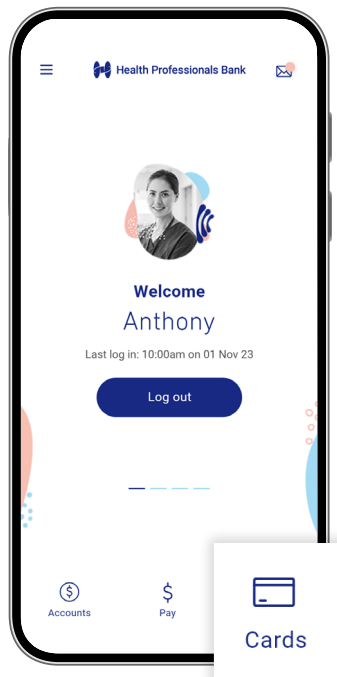
- 4 When asked whether you'd like a replacement card, tap **Yes**.
Then confirm your postal address.



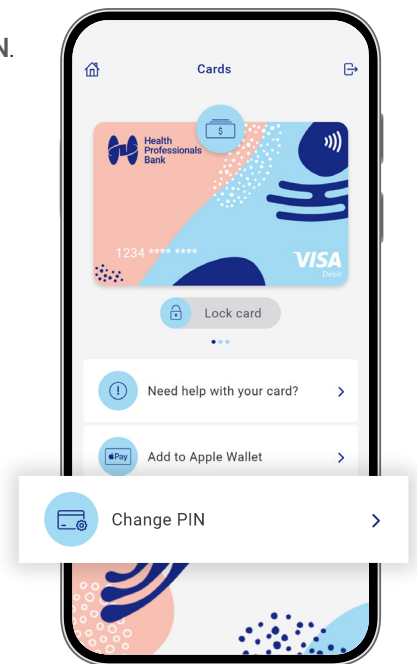
PIN changes

Change your bank card's PIN

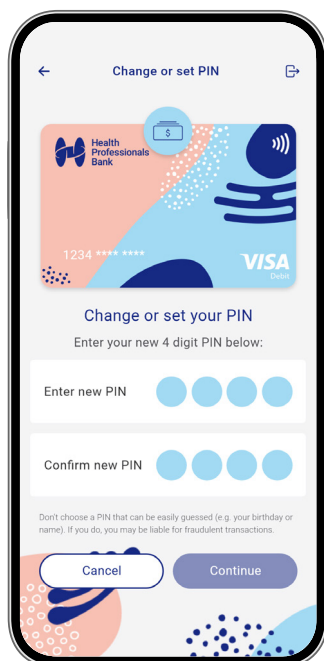
- 1 Tap on **Cards** in the bottom-right corner of the home screen.



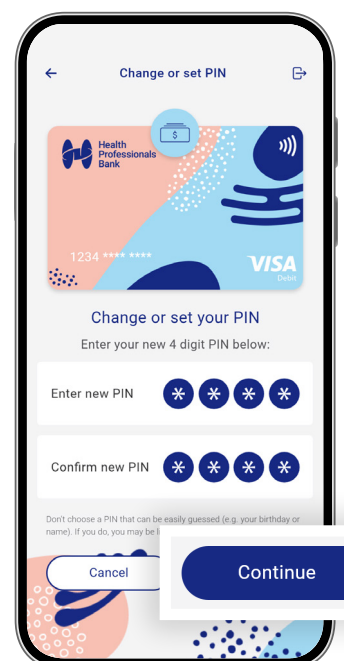
- 2 Select **Change PIN**.



- 3 Enter a new four-digit PIN. **Re-enter** your PIN to confirm it.



- 4 Tap **Continue**.



PIN changes

Change your bank card's PIN – cont'd

- 5** Choose the mobile number you want to receive the security verification code.

The screen shows a 'Security verification' header with a back arrow and a share icon. A blue banner at the top says 'Text the code to 61*****192'. Below this is a text input field labeled 'Enter Code' with a hint 'up to 6 digits'. At the bottom are 'Cancel' and 'Continue' buttons. A decorative graphic of blue and orange waves is at the bottom of the screen.

- 6** Enter the code we send to your mobile. Tap **Continue**.

The screen shows the same 'Security verification' header. The blue banner remains. The text input field now contains the code '12345'. A callout box highlights the 'Continue' button. The decorative graphic is at the bottom.

Important information: 1. You should consider whether this service is appropriate for you before acquiring it. For additional information please refer to our Security Guide for electronic transactions and the Mobile App Terms of Use. Internet connection is needed to access the Mobile App. Normal mobile data charges apply. We test mobile banking to ensure compatibility with the majority of popular devices, but cannot guarantee compatibility with all devices and operating systems. 2. PayID Terms of Use apply in respect of any PayID you create, attempt to create or request that we create for an Account and must be read together with any other terms and conditions that apply to the relevant Account. The complete PayID Terms of Use can be reviewed and accepted before you create any PayID within your Internet Banking. 3. The phones screens shown are for illustration purposes. There may be slight colour, wording or display variances between Android and iOS and the version you are viewing on. Health Professionals Bank is a division of Teachers Mutual Bank Limited ABN 30 087 650 459 AFSL/Australian Credit Licence 238981 | DB03255-HPB-0824-ManageCards