



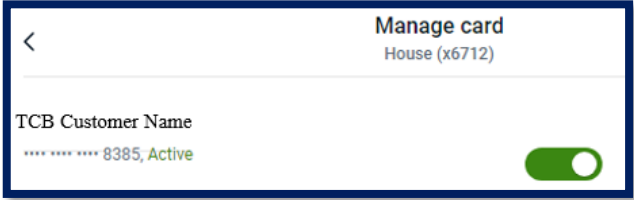
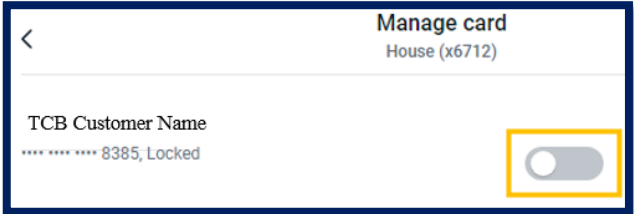
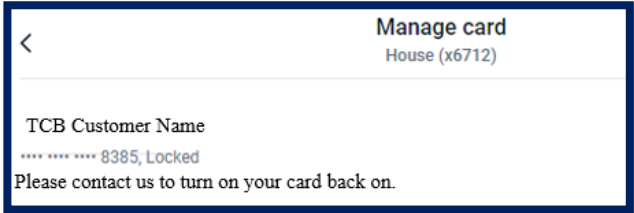
# TCB Security Tool - Card Management



## Active and Locked Status

To complete the process, follow these steps: Log into your TCB Online/Mobile banking profile > scroll down, locate **Card Management** > select the debit card > use the slider icon to **lock and unlock** your card.

### Card Management Feature

| Status   | Displayed Setting   | Status and Displayed Setting Description  |
|--|---|---|
| <b>Active</b>                                    |    | <p><b>Active:</b></p> <ul style="list-style-type: none"> <li>The debit card is enabled and ready for use.</li> <li>If the card is active, it indicates that the debit card is neither blocked nor cancelled.</li> <li>The slider icon is available to lock your debit card.</li> </ul>  |
| <b>Locked</b><br>WITH a slider icon displayed    |   | <p><b>Locked:</b></p> <ul style="list-style-type: none"> <li>The debit card is temporarily disabled and unavailable for use.</li> <li>If the card is locked, it indicates that the debit card is temporarily blocked.</li> <li>The slider icon is available to unlock your debit card.</li> </ul>   |
| <b>Locked</b><br>WITHOUT a slider icon displayed |  | <p><b>Locked: Please contact us to turn your card back on</b></p> <ul style="list-style-type: none"> <li>The debit card is temporarily disabled and unavailable for use.</li> <li>If the card is locked, it indicates that the debit card is temporarily blocked.</li> <li>The slider icon is unavailable to unlock your debit card, as it has been blocked for security protection by either the Fraud Center or by a TCB employee due to inactivity.</li> </ul> |