



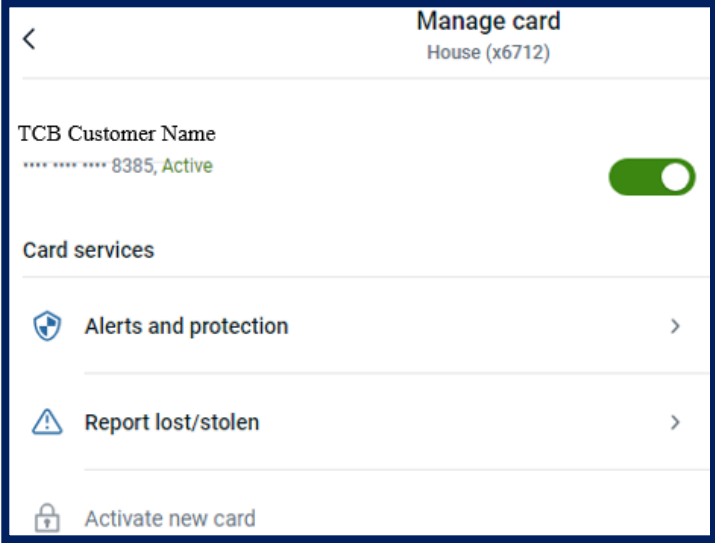
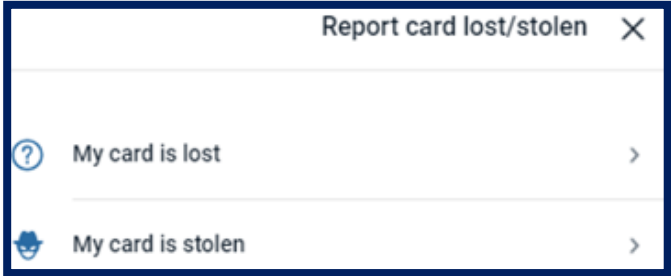
TCB Security Tool - Card Management



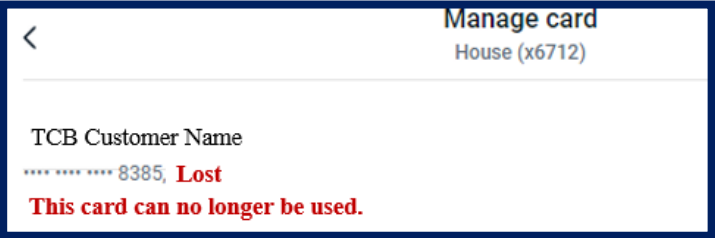

Report Card as **Lost** or **Stolen**

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 different options for **immediate debit card cancelation**.

Card Management Feature

Status	Displayed Setting	Status and Displayed Setting Description
<p>Active</p>	 	<p>Active:</p> <ul style="list-style-type: none"> • The debit card is enabled and ready for use. • If the card is active, it indicates that the debit card is neither blocked nor cancelled. • The Report lost/stolen option is available to immediately cancel your debit card. <p>Report Card lost/stolen:</p> <ul style="list-style-type: none"> • If you select either Lost or Stolen, you will be provided with details on its meaning and the opportunity to either select Back or officially Report your debit card as lost or stolen. • This will deactivate your card. Any new one-time or recurring transaction will be blocked. • In the event there is an unauthorized/recurring transaction that is in a pre-authorization status, it will still post after the block is placed.

Card Management Feature

Status	Displayed Setting	Status and Displayed Setting Description
<p>Lost</p>	 <p>The screenshot shows a mobile app interface for managing a card. At the top, it says 'Manage card' and 'House (x6712)'. Below that, it displays 'TCB Customer Name' followed by a masked card number '..... 8385, Lost'. A red message at the bottom states 'This card can no longer be used.'</p>	<p>Lost:</p> <ul style="list-style-type: none"> • The debit card is permanently disabled and unavailable for use. • If the card is lost, it indicates that the debit card is permanently blocked. • At your earliest convenience, please request a replacement debit card from your TCB Account Officer/Representative, whether you speak with them over the phone or in person.
<p>Stolen</p>	 <p>The screenshot shows a mobile app interface for managing a card. At the top, it says 'Manage card' and 'House (x6712)'. Below that, it displays 'TCB Customer Name' followed by a masked card number '..... 8385, Stolen'. A red message at the bottom states 'This card can no longer be used.'</p>	<p>Stolen:</p> <ul style="list-style-type: none"> • The debit card is permanently disabled and unavailable for use. • If the card is stolen, it indicates that the debit card is permanently blocked. • At your earliest convenience, please request a replacement debit card from your TCB Account Officer/Representative, whether you speak with them over the phone or in person.