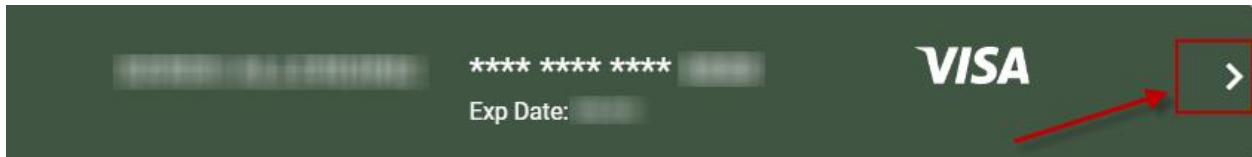


Card Actions Tutorial

A new feature in Online Banking is our Card Actions menu! From this page you can perform actions such as alerting us of travel, reporting a card lost/stolen, alerting us of a damaged card AND you can now lock/unlock your card for safety.

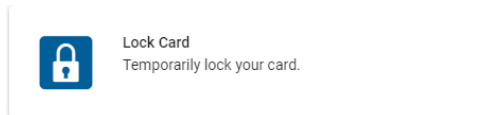
Most importantly, at the top of the Card page, you can scroll through multiple cards if you have more than one card on your account. Card Actions only affect one card at a time. To scroll through cards, click the arrows left or right.



The middle of the page shows Connected Accounts for the card (which shares the card has access to) and Card Details, which shows the daily limits of the card along with the Card Status. (Active/Locked)

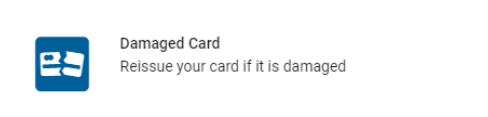
Below those items you will see Lock Card, Damaged Card, Missing Card and Travel.

Lock Card



Allows you turn your card on or off – so if you do not plan on using your card for a period of time, you can turn it off. Please note that automatic transactions (Utilities, Cable, etc.) will NOT POST to your card if your card is locked. To turn your card off, Block your card. To turn your card back on, Unblock.

Damaged Card



Damaged card allow you to alert us that your card needs to be replaced because it is not working. Select a reason for replacement and click “Reissue Card”. Easy as that! Our card department will be alerted of the request and a new card will be sent to the address we have on file for you.

If you prefer to pick up your card in-branch, you do not need to use the Damaged Card option, just stop in and ask for a replacement card for your damaged card at any branch.

Please select the reason you are reissuing the card:

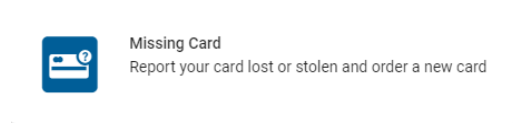
Chip doesn't work ▼

Your card will be sent to the mailing address we have on file.

REISSUE CARD

Card Actions Tutorial

Missing Card



Missing Card allows you to report your card Lost/Stolen. This will put an instant block on your card. Just choose whether it was Lost or Stolen and whether you would like a replacement card. If you request a replacement card, our card department will be notified of your request and a new card will be mailed to the address we have on file.

Please select the reason you are blocking this card:

Lost

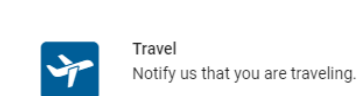
Order Replacement Card?

Your card will be sent to the mailing address we have on file.

SUBMIT

If you prefer to pick up your card in-branch, you do not need to use the "Order Replacement Card" option, block your card lost or stolen and then just stop in and ask for a replacement card for your Lost/Stolen card at any branch.

Travel



Travel notifications help us keep your card from being blocked while you're traveling outside of Michigan or even outside of the United States! Let us know if you're traveling by click on "New Travel Notification" on the Travel Notifications page. Select the card number (you can select any card your account is linked to, but travel notifications must be entered one at a time) and enter a Departure Date and Return Date. Let us know where you're traveling by selecting "Domestic" or "International" and then click on "Add Travel Notifications". Your request will be processed during business hours or the next business day if we are closed.

See next page for an image of Travel Notifications.

Card Actions Tutorial

Travel Notifications



Notify us of your travel plans to minimize the chances of your debit/credit card being blocked or flagged for unusual activity while traveling.

Travel notifications are effective the **next business day** following submission. If you need immediate assistance, please call (231) 348-7690 during business hours.

Add travel notifications to card ending in:

Card

Select Card



Departure Date

Select Departure Date

Return Date

Select Return Date

Where will you be traveling?

Domestic

International

ADD TRAVEL NOTIFICATION