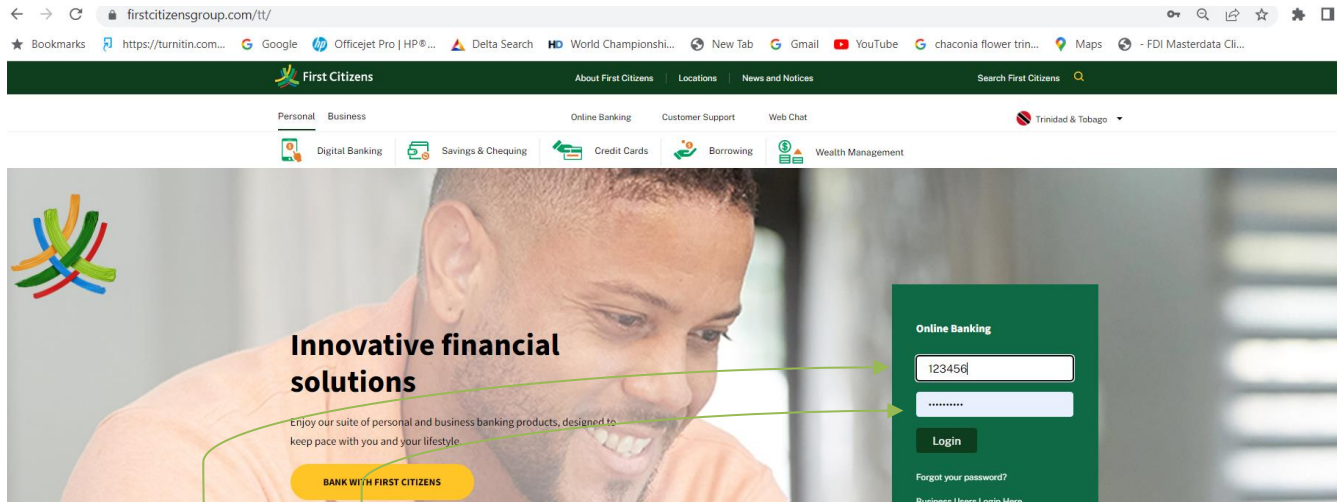
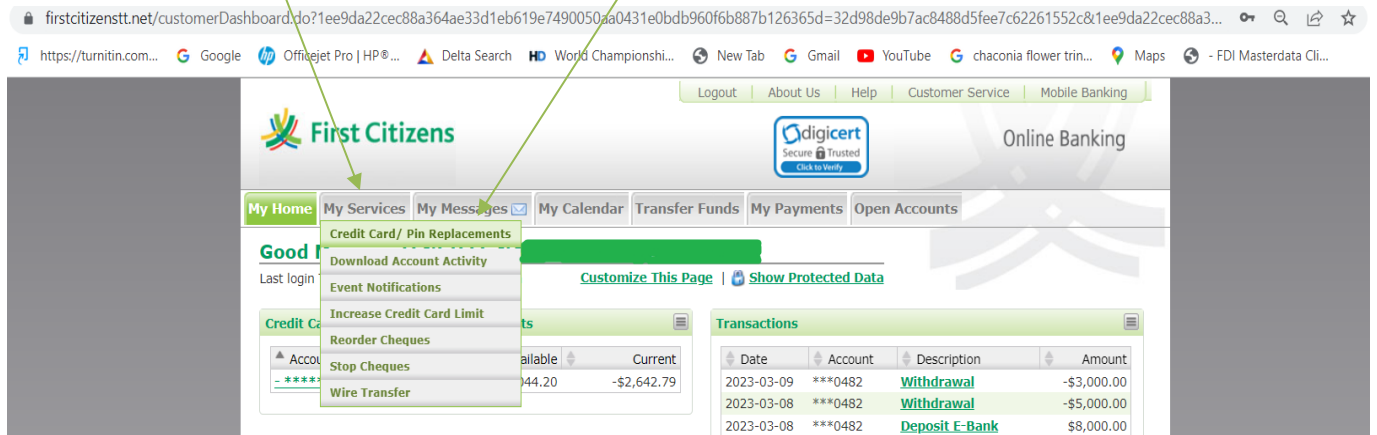


Credit Card / Pin Replacement Request

1. Log into your Online Banking from www.firstcitizensgroup.com/tt/




2. Enter your **User ID and Password**. Remember your User ID is the same as your Customer Information File (CIF) number.
3. Select the **“My Services”** main tab, then select **“Credit Card/ Pin Replacements”** from the drop-down list.



4. Select the preferred “Action” option. Please note, the “Card & PIN” option should be selected if your card is damaged, lost, stolen or compromised. For card renewal, select the “Card only” option

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My Home **My Services** My Messages My Calendar Transfer Funds My Payments Open Accounts

Credit Card/ Pin Replacements

All areas denoted with an * must be completed.

* Action: Card & Pin
 Card Only

* Reason:

* Type: Visa
 MasterCard
 Prepaid Card

* Credit Card Number:

* Cardholder's Name:

Card Replacement Fee:

* Accept All Replacement Fee:

* Email Address:


* Confirm Email Address:

* Delivery Options: FedEx
 TTPOST (your mailing address on our Credit Card System will be used as the delivery address)

* Accept FedEx Charges/TTPOST Charges:

5. Select a “Reason” from the drop-down box.

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Credit Card/ Pin Replacements

All areas denoted with an * must be completed.

* Action: Card & Pin
 Card Only

* Reason:

* Type:

* Credit Card Number:

* Cardholder's Name:

Card Replacement Fee:

* Accept All Replacement Fee:

* Email Address:


* Confirm Email Address:

* Delivery Options: FedEx
 TTPOST (your mailing address on our Credit Card System will be used as the delivery address)

* Accept FedEx Charges/TTPOST Charges:

6. Select the "Card Type"

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My Home **My Services** My Messages My Calendar Transfer Funds My Payments Open Accounts

Credit Card/ Pin Replacements

All areas denoted with an * must be completed.

* Action: Card & Pin
 Card Only

* Reason:

* Type: Visa
 MasterCard
 Prepaid Card

* Credit Card Number:

* Cardholder's Name:

Card Replacement Fee:

* Accept All Replacement Fee:

* Email Address:


* Confirm Email Address:

* Delivery Options: FedEx
 TTPOST (your mailing address on our Credit Card System will be used as the delivery address)

* Accept FedEx Charges/TTPOST Charges:

7. Enter your **Credit Card Number**. Ensure the Credit Card number entered is accurate. Please note that if the incorrect number is inputted, you will be prompted to enter a valid card number. Please note, the **Cardholder's Name** will be automatically populated in the field and should not be amended.

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My Home **My Services** My Messages My Calendar Transfer Funds My Payments Open Accounts

Credit Card/ Pin Replacements

All areas denoted with an * must be completed.

* Action: Card & Pin
 Card Only

* Reason:

* Type: Visa
 MasterCard
 Prepaid Card

* Credit Card Number:

* Cardholder's Name:

Card Replacement Fee: **please enter valid credit card number**

* Accept All Replacement Fee:

* Email Address:

* Confirm Email Address:

* Delivery Options: FedEx
 TTPOST (your mailing address on our Credit Card System will be used as the delivery address)

* Accept FedEx Charges/TTPOST Charges:

8. Select **“Accept All Replacement Fee”**
9. Input a valid **Email Address** and re-enter to confirm

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My Home **My Services** My Messages My Calendar Transfer Funds My Payments Open Accounts

Credit Card/ Pin Replacements

All areas denoted with an * must be completed.

* Action: Card & Pin
 Card Only

* Reason:

* Type: Visa
 MasterCard
 Prepaid Card

* Credit Card Number:

* Cardholder's Name:

Card Replacement Fee:

* Accept All Replacement Fee:

* Email Address:

* Confirm Email Address:

* Delivery Options: FedEx
 TPOST (your mailing address on our Credit Card System will be used as the delivery address)

* Accept FedEx Charges/TPPOST Charges:

Submit Cancel

10. Select a **“Delivery Option”**
- For delivery via **TPPOST**, your replacement card and PIN will be delivered to your mailing address registered with First Citizens.

My Home **My Services** My Messages My Calendar Transfer Funds My Payments Open Accounts

Credit Card/ Pin Replacements

All areas denoted with an * must be completed.

* Action: Card & Pin
 Card Only

* Reason:

* Type: Visa
 MasterCard
 Prepaid Card

* Credit Card Number:

* Cardholder's Name:

Card Replacement Fee:

* Accept All Replacement Fee:

* Email Address:

* Confirm Email Address:

* Delivery Options: FedEx
 TPOST (your mailing address on our Credit Card System will be used as the delivery address)

* Accept FedEx Charges/TPPOST Charges:

Submit Cancel

In the case of the **FedEx** delivery option, you are required to complete the following fields:

- *Address Line1 and Address Line 2*
- *City*
- *Country*
- *State,*
- *Zip Code*
- *Contact Number*

If you are using a company's address, kindly input the **name of the company**

My Home My Services My Messages My Calendar Transfer Funds My Payments Open Accounts

Credit Card/ Pin Replacements

All areas denoted with an * must be completed.

* Action: Card & Pin
 Card Only

* Reason:

* Type: Visa
 MasterCard
 Prepaid Card

* Credit Card Number:

* Cardholder's Name:

Card Replacement Fee:

* Accept All Replacement Fee:

* Email Address:

* Confirm Email Address:

* Delivery Options: FedEx
 TTPOST (your mailing address on our Credit Card System will be used as the delivery address)

Company:

* Address Line 1:

Address Line 2:

* City:

* Country:

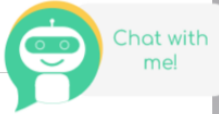
State:

ZIP Code:

* Contact Number:

* Accept FedEx Charges/TTPOST Charges:

Submit Cancel



11. Select "Accept FedEx Charges/TTPOST Charges" field

My Home **My Services** My Messages My Calendar Transfer Funds My Payments Open Accounts

Credit Card/ Pin Replacements

All areas denoted with an * must be completed.

* Action: Card & Pin
 Card Only

* Reason:

* Type: Visa
 MasterCard
 Prepaid Card

* Credit Card Number:

* Cardholder's Name:

Card Replacement Fee:

* Accept All Replacement Fee:

* Email Address:

* Confirm Email Address:

* Delivery Options: FedEx
 TTPOST (your mailing address on our Credit Card System will be used as the delivery address)

Company:

* Address Line 1:

Address Line 2:

* City:

* Country:


State:

ZIP Code:

* Contact Number:



* Accept FedEx Charges/TTPOST Charges:

Submit Cancel



12. Click the "Submit" button

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My Home **My Services** My Messages My Calendar Transfer Funds My Payments Open Accounts

Credit Card/ Pin Replacements

All areas denoted with an * must be completed.

* Action: Card & Pin
 Card Only

* Reason:

* Type: Visa
 MasterCard
 Prepaid Card

* Credit Card Number:

* Cardholder's Name:

Card Replacement Fee: TTD \$100.00

* Accept All Replacement Fee:

* Email Address:

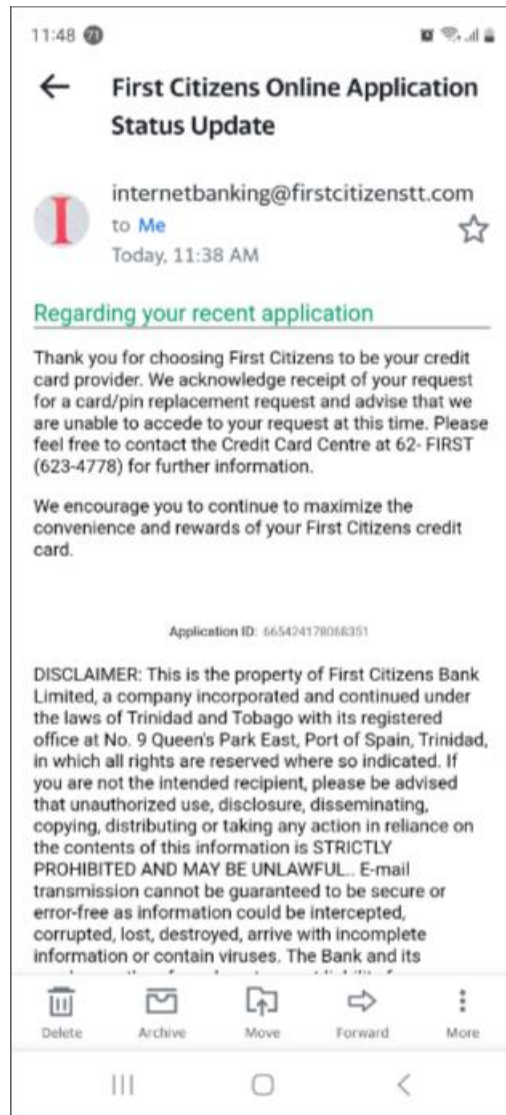
* Confirm Email Address:

* Delivery Options: FedEx
 TTPOST (your mailing address on our Credit Card System will be used as the delivery address)

* Accept FedEx Charges/TTPOST Charges:

Submitting... Cancel

13. Once your application was successfully submitted, an **email verification** will be sent to you.



For any concerns or queries, you can:

- Send us a Secure Message or
- Email at channelsupport@firstcitizenstt.com or
- Chat with us via our Webchat service available every day from 6am to 10pm.