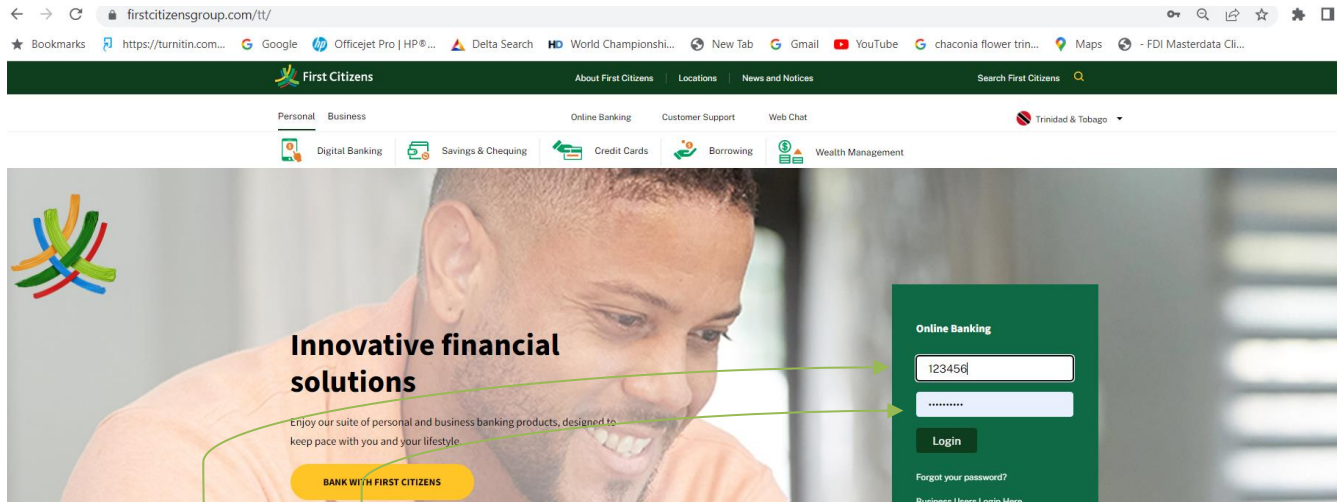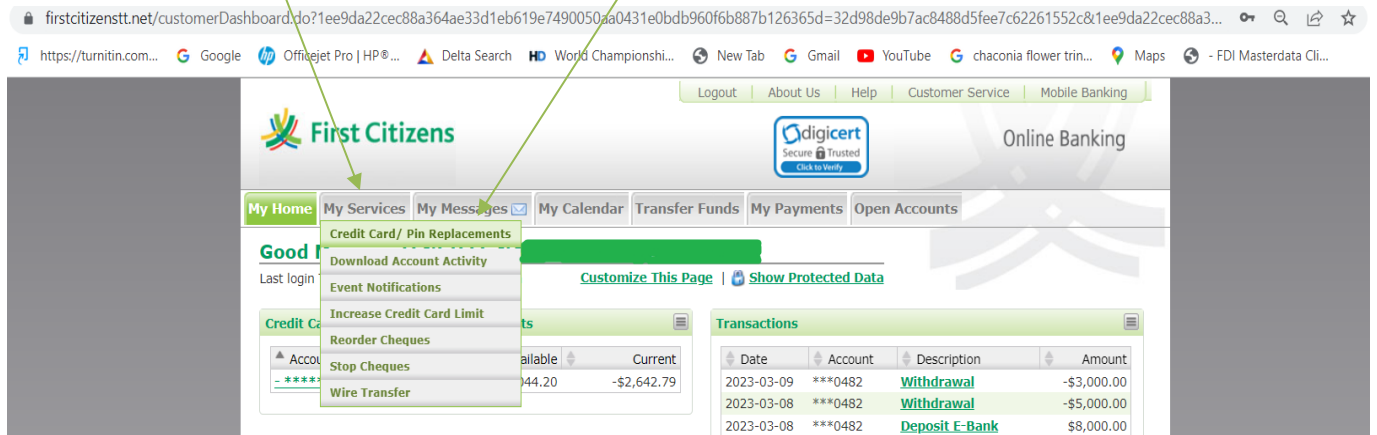# Credit Card / Pin Replacement Request

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

5. Select a **"Reason"** from the drop-down box.

6. Select the "**Card Type**"

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.

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

10. Select a **"Delivery Option"**

For delivery via **TTPOST**, your replacement card and PIN will be delivered to your mailing address registered with First Citizens.

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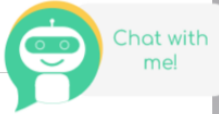
If you are using a company's address, kindly input the **name of the company**

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

12. Click the **"Submit"** button

13. Once your application was successfully submitted, an **email verification** will be sent to you.
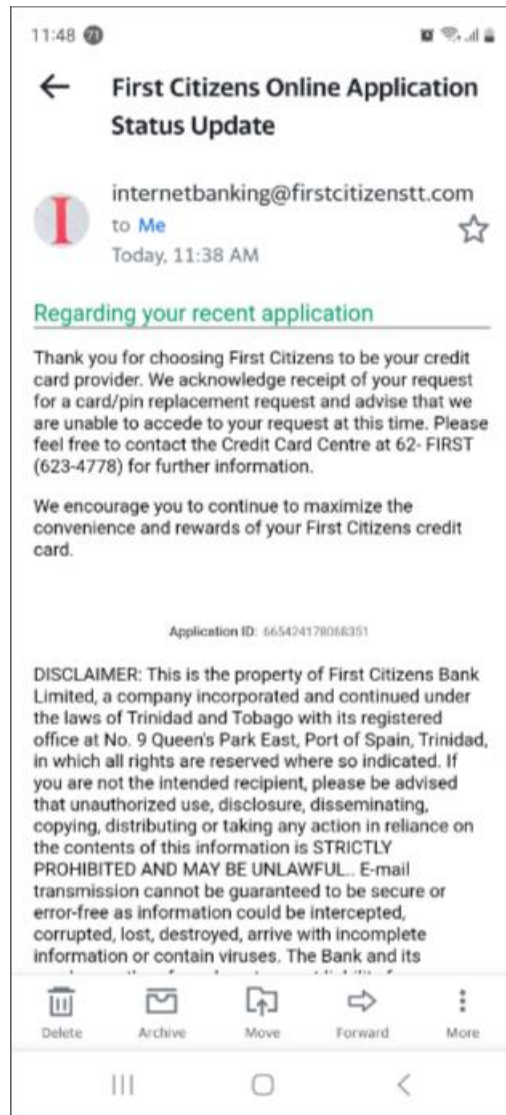
For any concerns or queries, you can:
- Send us a Secure Message or
- Email at channelsupport@firstcitizenstt.com or
- Chat with us via our Webchat service available every day from 6am to 10pm.