

User Guide for Lock Card Function



Content

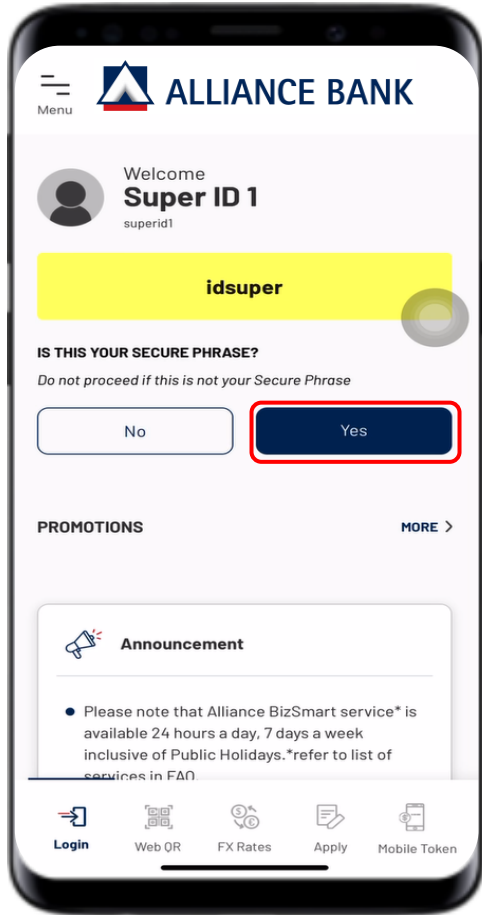
BizSmart[®] Lock Card Function

[Lock Card via BizSmart[®] Mobile App](#)

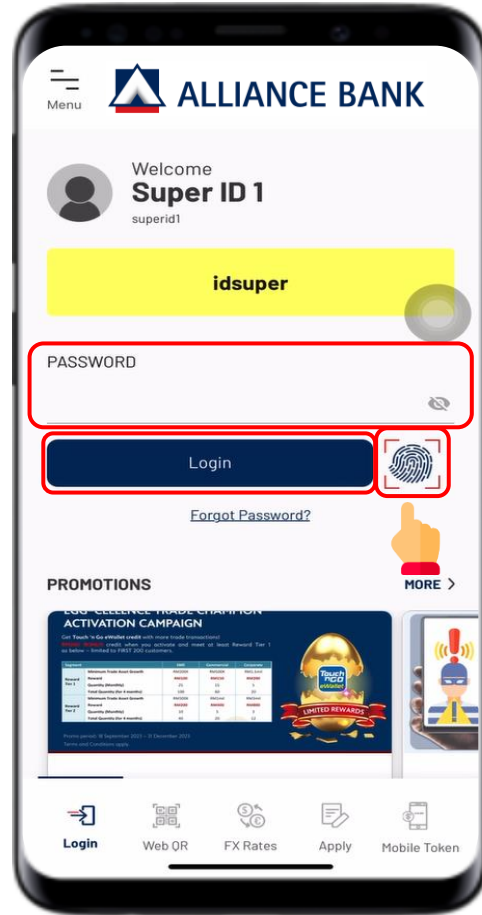
[Lock Card via BizSmart[®] Web](#)

*To unblock the card, user is required to perform over the counter

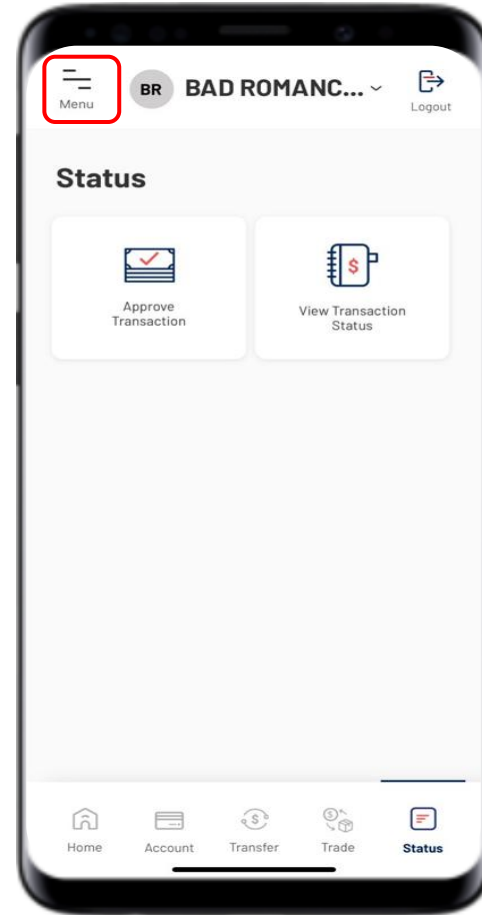
1.0 Lock Card via BizSmart® Mobile App [1/3]



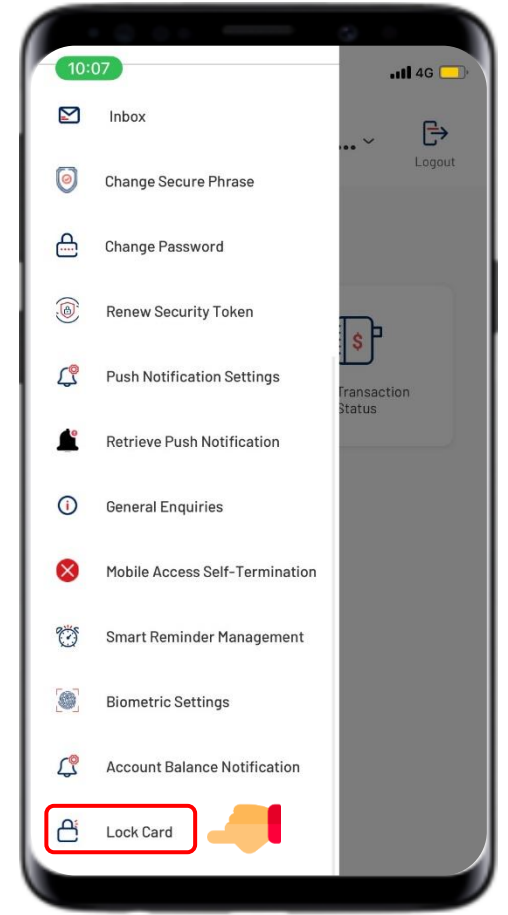
1 Launch BizSmart® Mobile app and click on **Yes** to confirm the Secure Phrase



2 Key in **Password** or click on the **biometric logo** to login

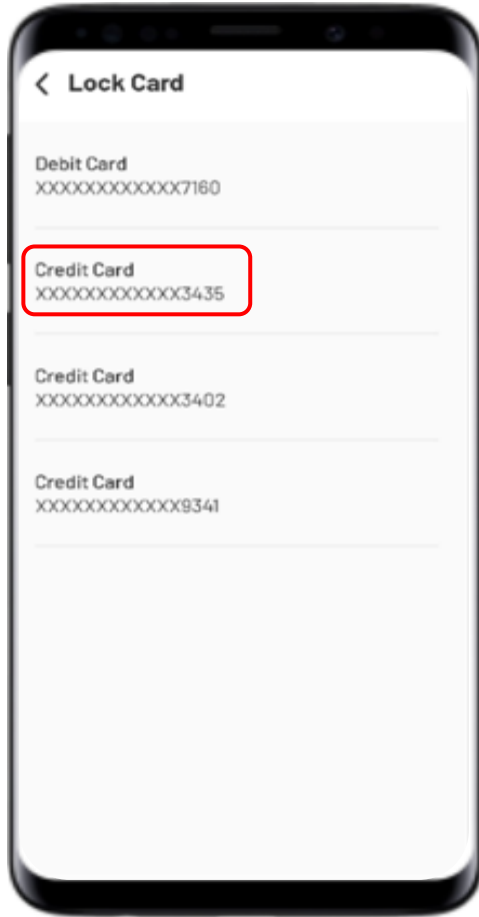


3 Click on **Menu** button

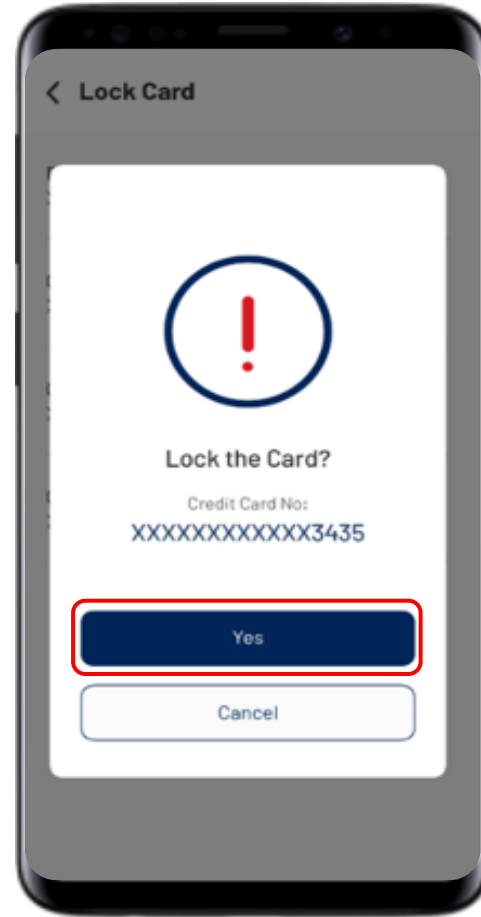


4 Click on **Lock Card** button

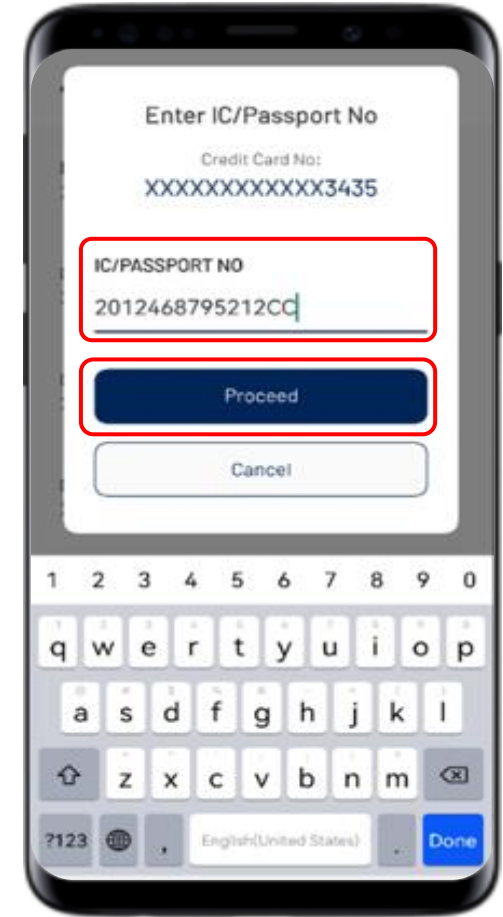
1.0 Lock Card via BizSmart® Mobile App [2/3]



5 Select on card to be locked

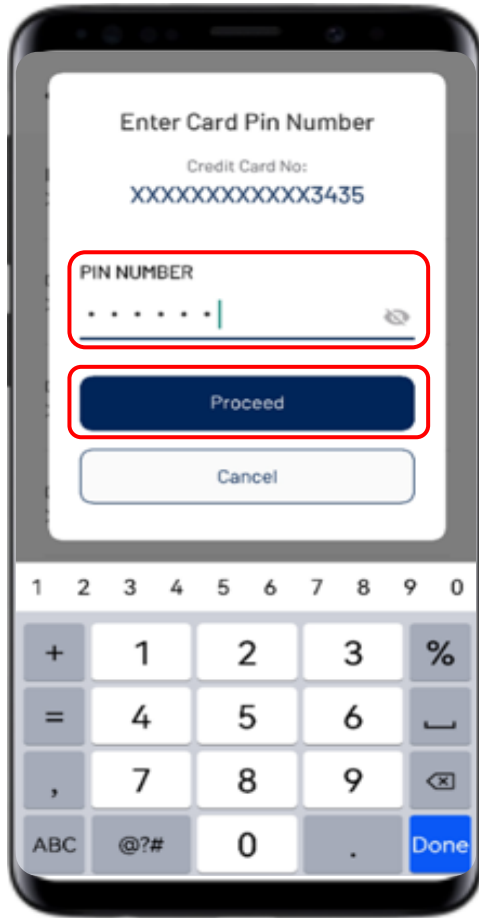


6 Click on **Yes** button

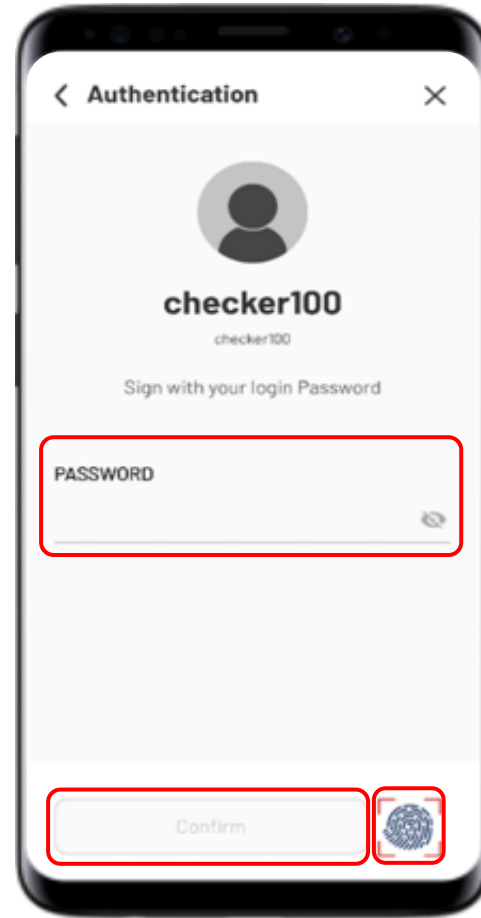


7 Key in cardholder **IC / Passport No.** and click on **Proceed** button

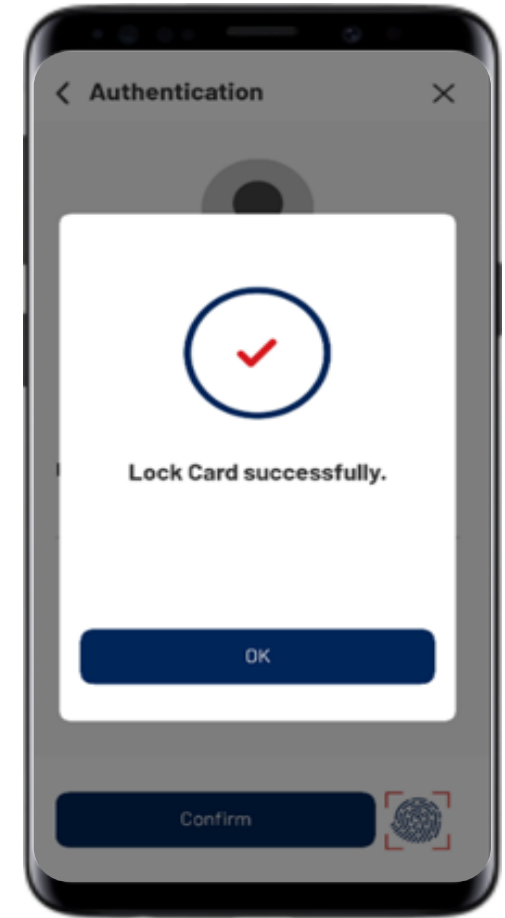
1.0 Lock Card via BizSmart® Mobile App [3/3]



8 Key in **6 Digit Card Pin Number** and click on **Proceed** button

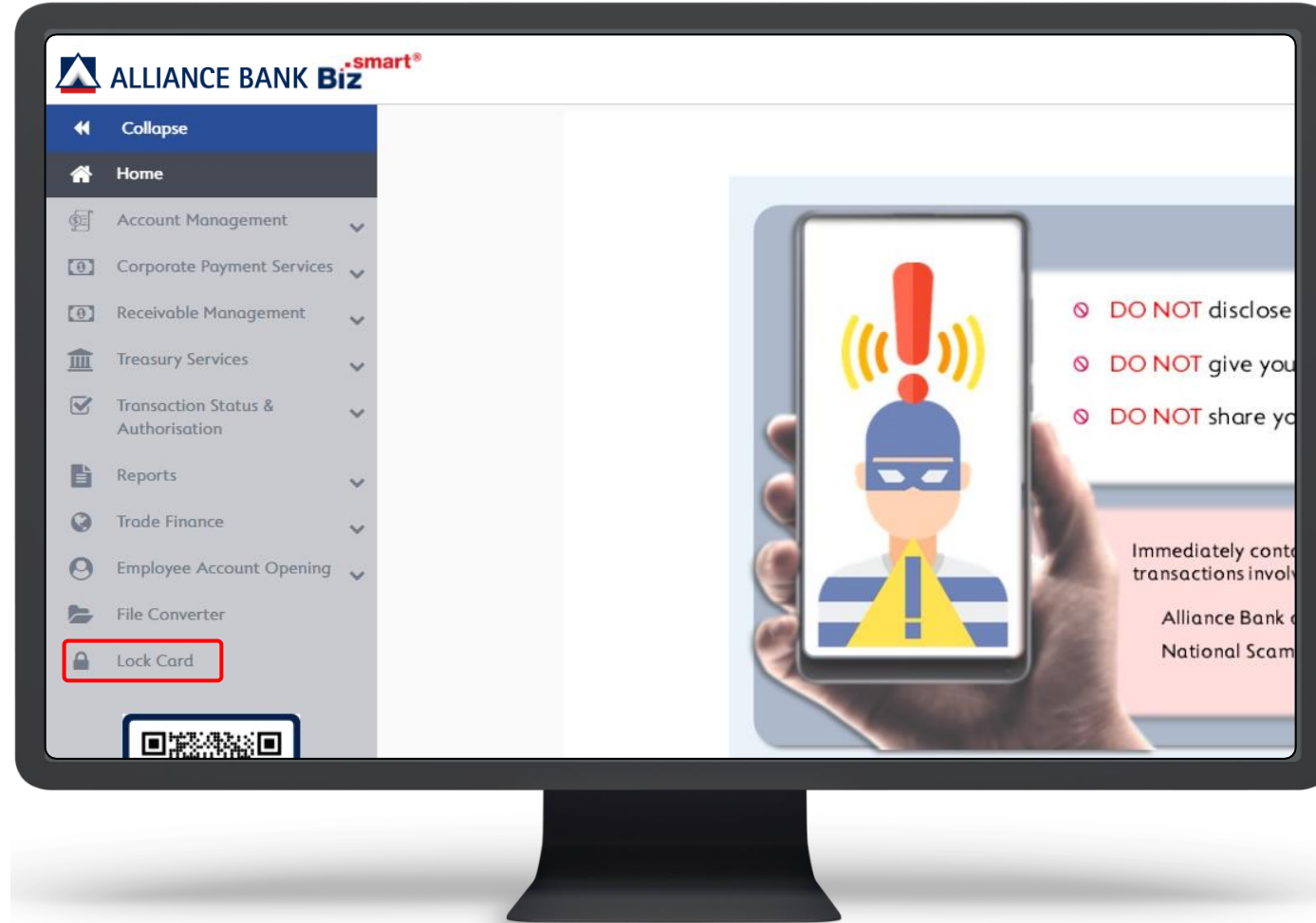


9 Enter the **login password** and click on **Confirm** button or perform **biometric verification**



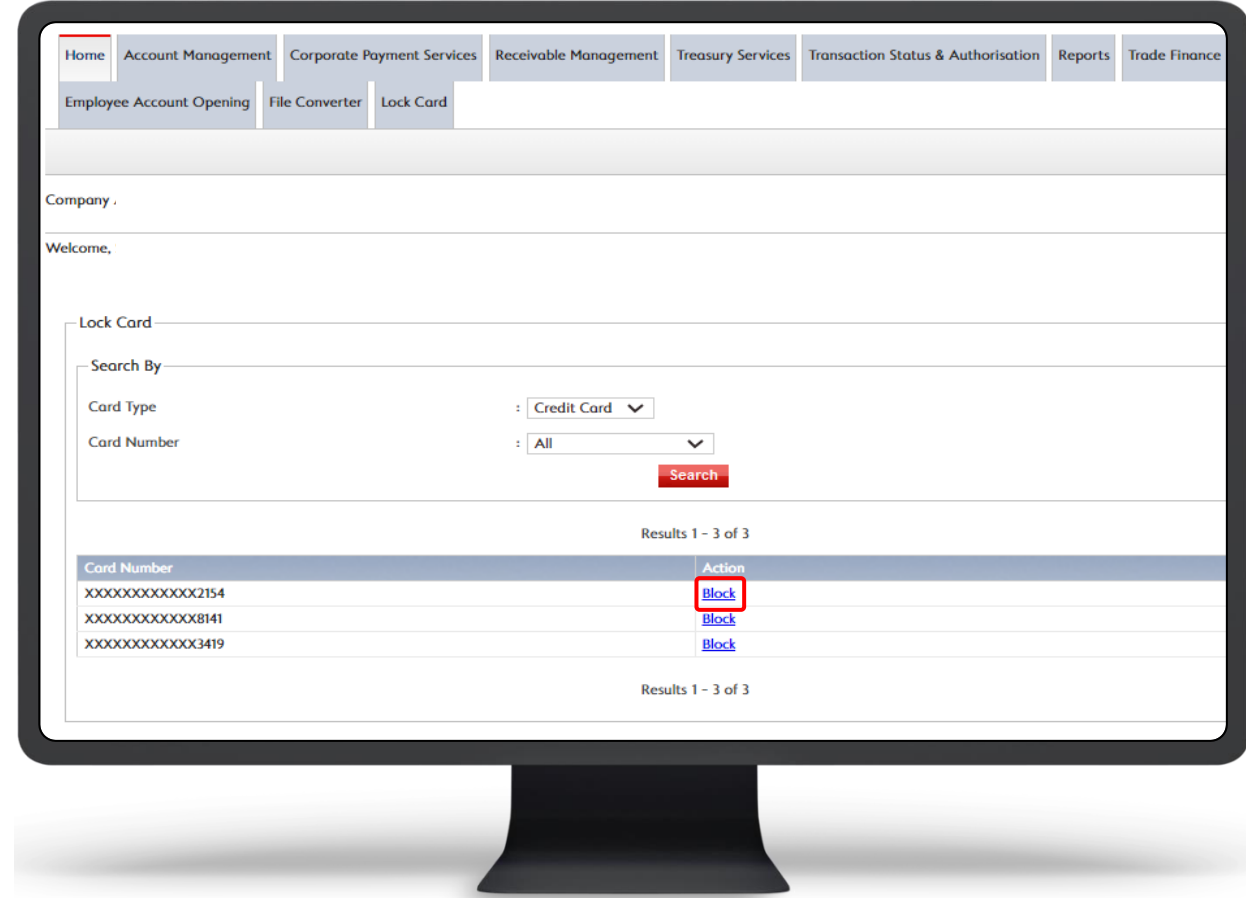
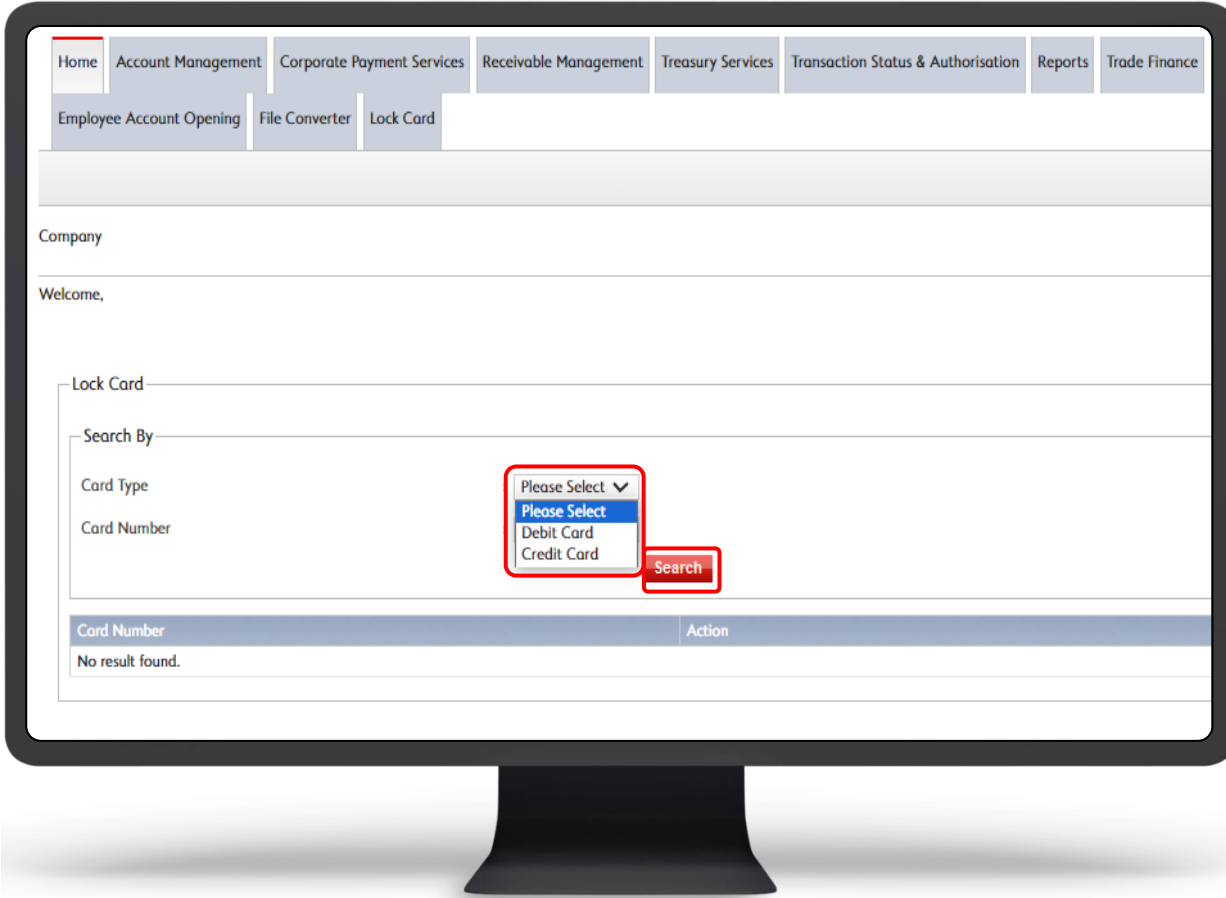
10 Receive a **Pop-up message** once the card is successfully blocked

2.0 Lock Card via BizSmart® Web [1/5]



1 Login as **any user** into BizSmart® Web and Click on **Lock Card** button

2.0 Lock Card via BizSmart® Web [2/5]



2 Select **Card Type** from drop down button and Click on **Search** button

3 Click on **Block** hyperlink at selected card

2.0 Lock Card via BizSmart® Web [3/5]



The screenshot shows the BizSmart web interface for the 'Lock Card' function. The navigation menu at the top includes 'Home', 'Account Management', 'Corporate Payment Services', 'Receivable Management', 'Treasury Services', 'Transaction Status & Authorisation', 'Reports', and 'Trade Finance'. Below this, there are sub-menus for 'Employee Account Opening', 'File Converter', and 'Lock Card'. The main content area displays 'Company', 'Welcome,', and a 'Lock Card' section. The instructions are: 'Please enter your IC/Passport No for verification'. The 'Card Number' is pre-filled as ':XXXXXXXXXXXX3419'. The 'Action' is set to ': Block'. The 'IC/Passport No' field is empty and highlighted with a red box. At the bottom, there are 'Back', 'Clear', and 'Submit' buttons, with the 'Submit' button also highlighted in red.

4

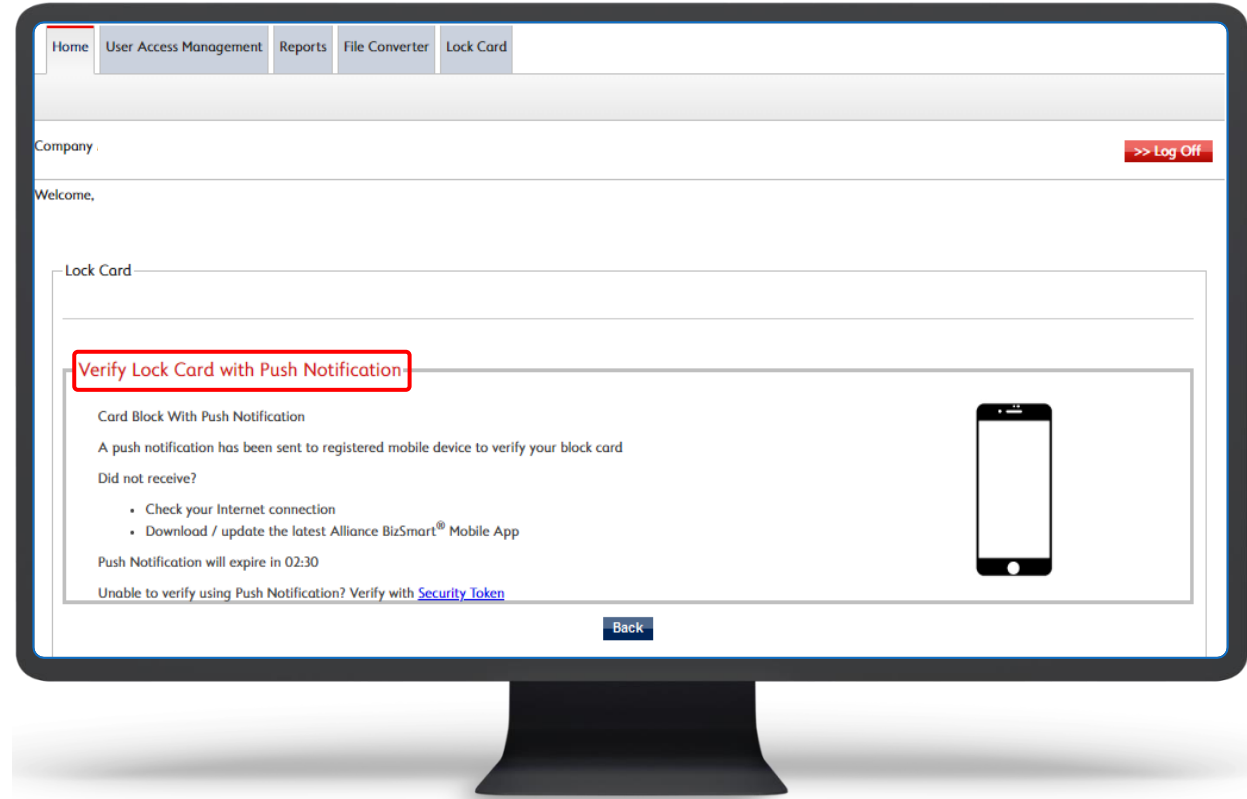
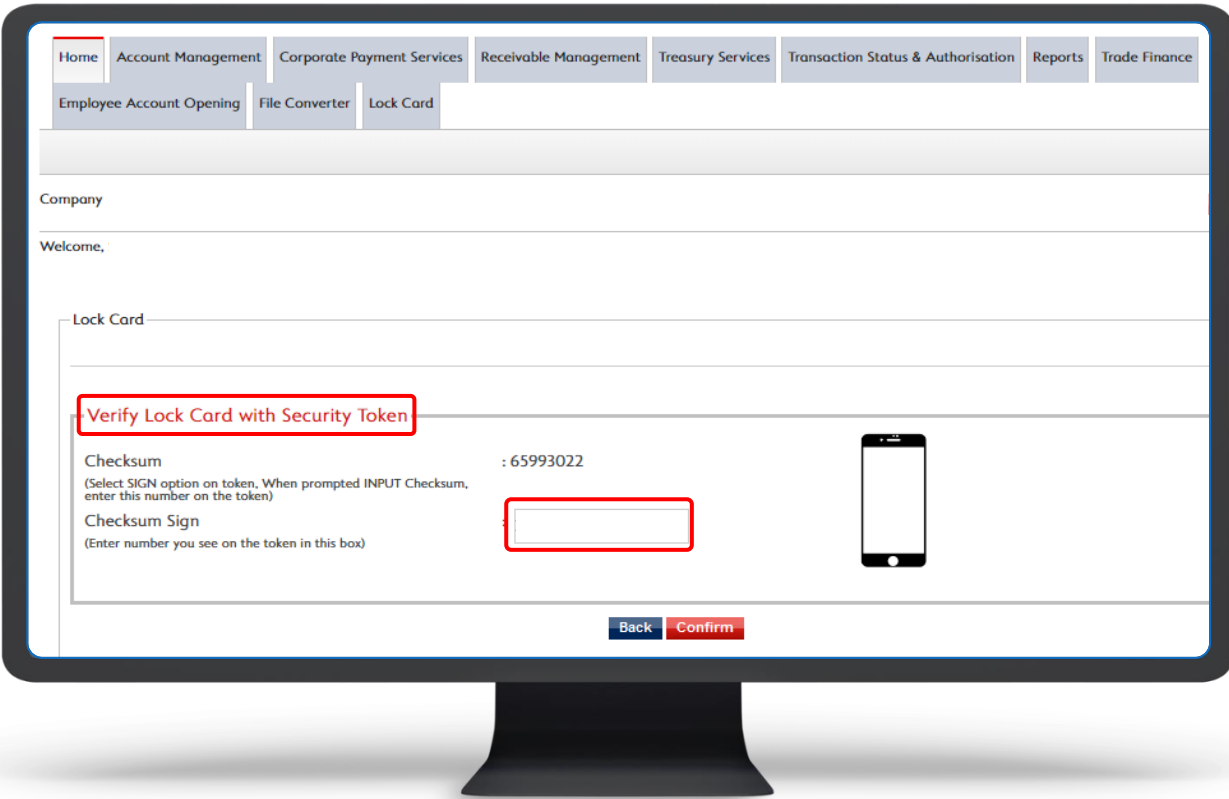
Key in cardholder **IC / Passport No.** and click on **Submit** button

The screenshot shows the BizSmart web interface for the 'Lock Card' function, continuing from step 4. The navigation and sub-menus are the same. The 'Lock Card' section now prompts: 'Please enter your card PIN for verification'. The 'Card Number' remains ':XXXXXXXXXXXX3419' and the 'Action' is still ': Block'. The 'Card Pin' field is now filled with six asterisks and is highlighted with a red box. The 'Back', 'Clear', and 'Submit' buttons are at the bottom, with the 'Submit' button highlighted in red.

5

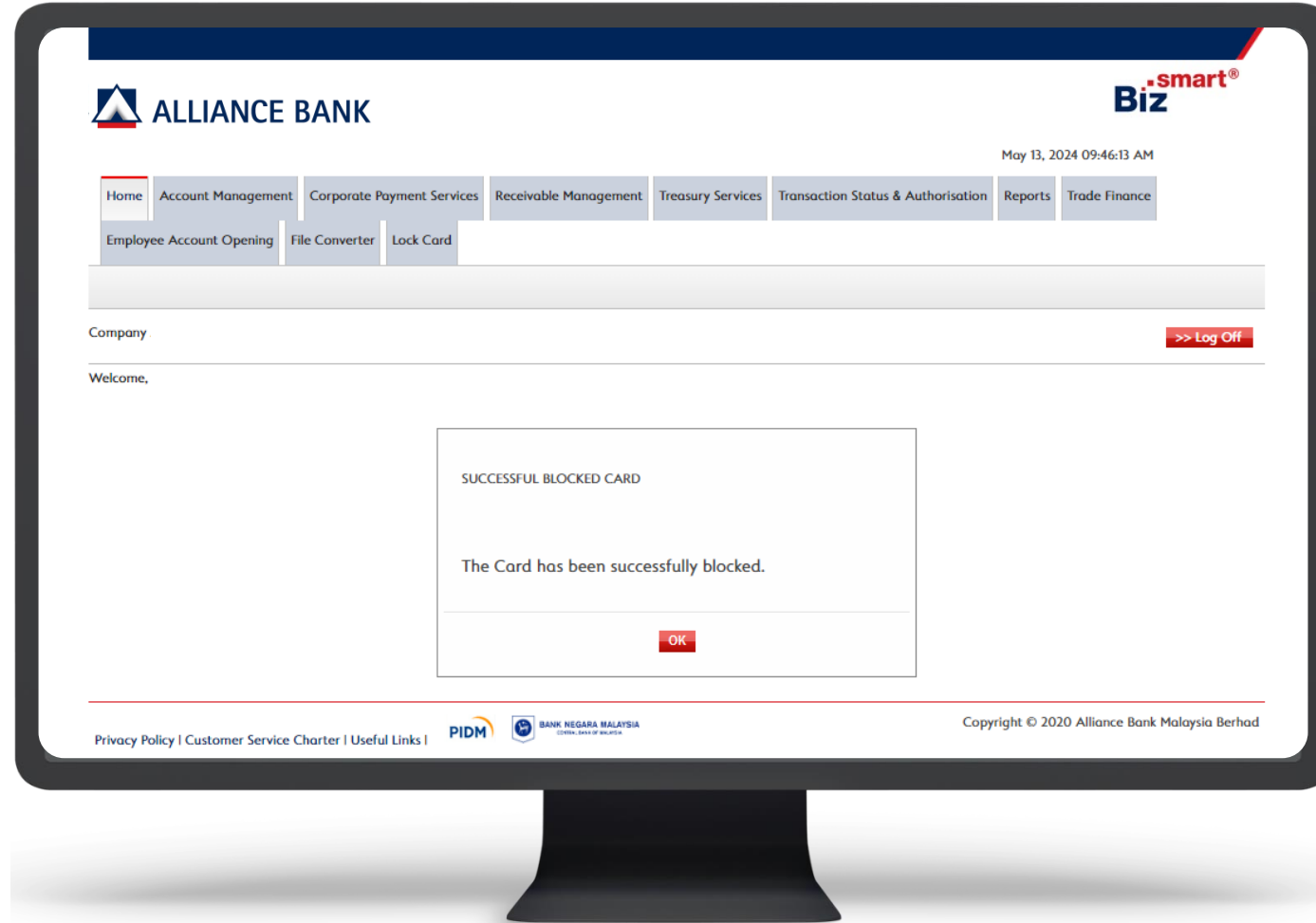
Key in **6 Digit Card Pin Number** and Click on **Submit** button

2.0 Lock Card via BizSmart® Web [4/5]



6 Cardholders required to authenticate the Block Request via **Checksum Authentication** or **Push Notification**

2.0 Lock Card via BizSmart® Web [5/5]



7 Receive a **message** once the card is successfully blocked



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