

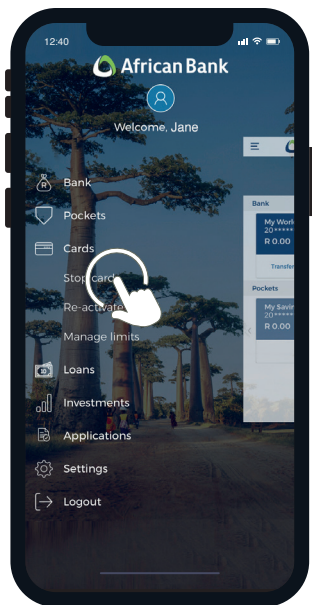
BANKING APP

This should take you about



HOW TO STOP A CARD

▶ **LOG IN TO YOUR BANKING APP TO BEGIN**

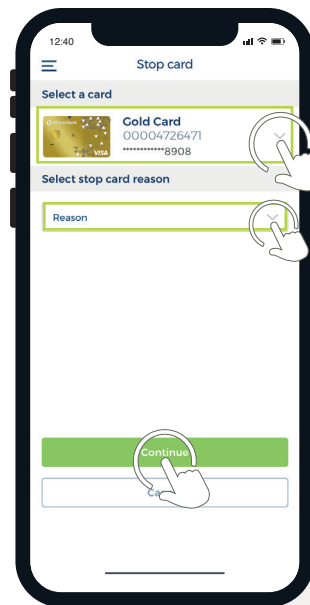


1 STEP

Go to **MENU** ☰

▼
TAP CARDS

▼
Tap STOP CARD

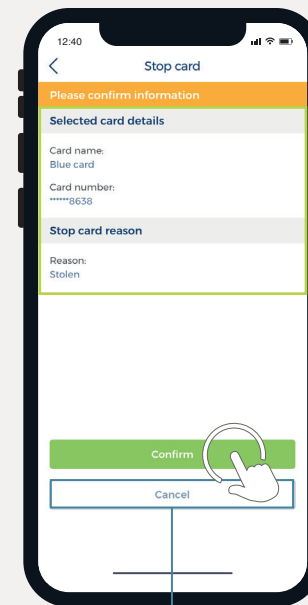


2 STEP

Select a card

▼
Select reason for stopping card

▼
Tap CONTINUE



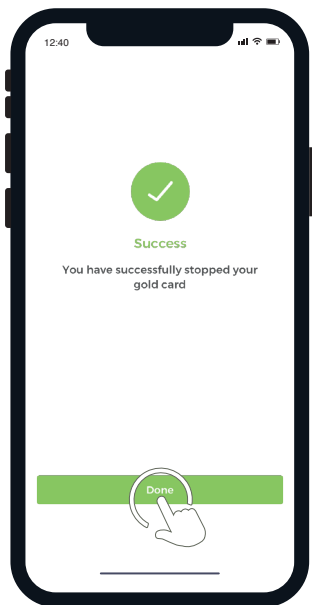
3 STEP

Confirm details of the card to be stopped

▼
Tap CONTINUE

Tip: You can click CANCEL if you do not want to proceed

HOW TO STOP A CARD



4 STEP

You have successfully stopped your selected card

Tap **DONE**

Tip: You can get a new card printed at any of our African Bank branches

IF YOUR CARD IS LOST AND FOUND WITHIN 30 DAYS OF STOPPING IT, YOU CAN RE-ACTIVATE IT ONLINE. THIS APPLIES TO BOTH DEBIT AND CREDIT CARDS.

HOWEVER, A CREDIT CARD CAN ONLY BE REACTIVATED IF THE REASON FOR STOPPING IT WAS TO PLACE IT ON TEMPORARY HOLD.

IF THE CARD HAS NOT BEEN REACTIVATED WITHIN THE ALLOWED TIMEFRAME, THEN YOU WILL NEED TO GET A NEW CARD PRINTED AT A BRANCH.

For more How To's, visit our **Knowledge Centre**

<https://www.africanbank.co.za/en/home/knowledge-centre>