

HOW TO STOP/ RE-ACTIVATE A CARD

STOP

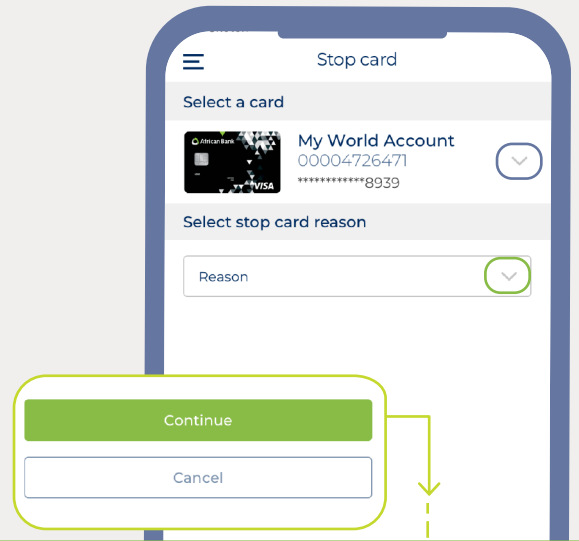
01 Logon to your Banking App with your secure login details

- Tap Cards
- Tap Stop a card



02 Tap ✓ to Select a card from list

- Tap ✓ to Select Reason
- Tap Continue



03 Review Information of the card you want to stop

- Tap Confirm

Tips
You can tap **Cancel** at any point to stop this request.



04 You have successfully stopped your card

- Tap Done

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



RE-ACTIVATE

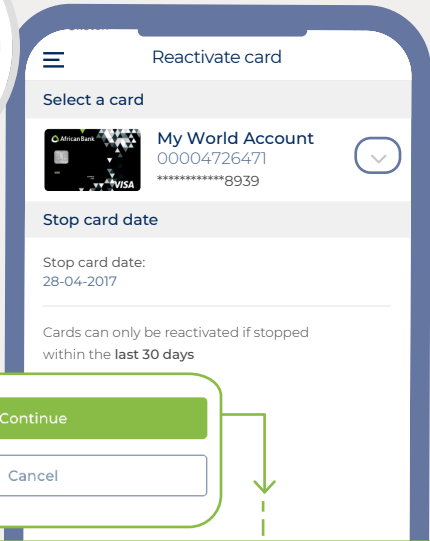


- 01** Logon to your Banking App with your secure login details
- Tap Cards
 - Tap Re-activate a card

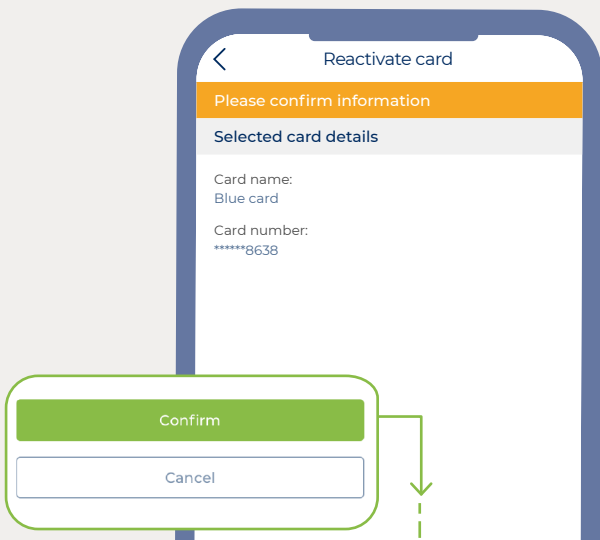


- 02** Tap ✓ to Select a card from list
- Tap Continue

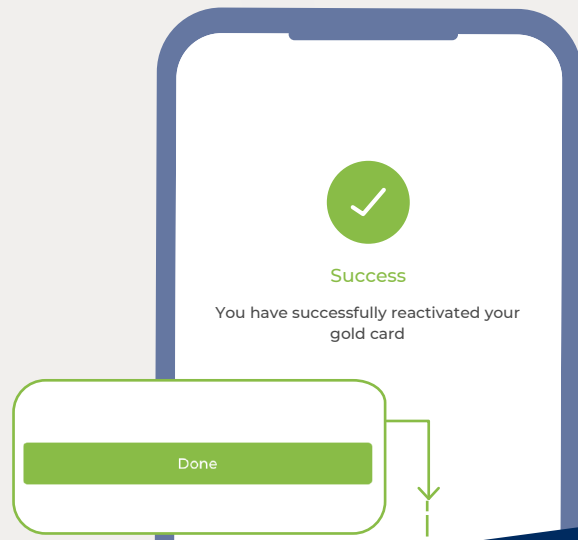
Tips
Cards can only be re-activated within 30 days after stopping.



- 03** Review Information of the card you want to re-activate
- Tap Confirm



- 04** You have successfully re-activated your card
- Tap Done



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