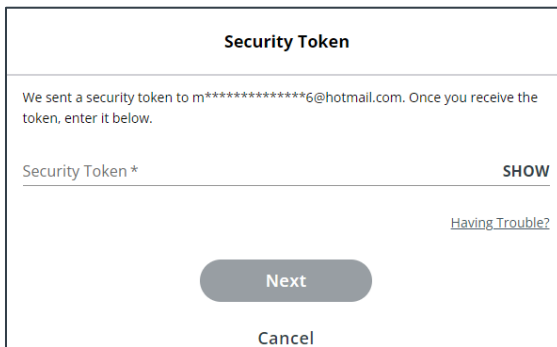


How to Change Password & Unlock Account

To maintain security of your **CardWise** account, it is recommended you change your password often. You can change your password easily in **CardWise** using the instructions below.

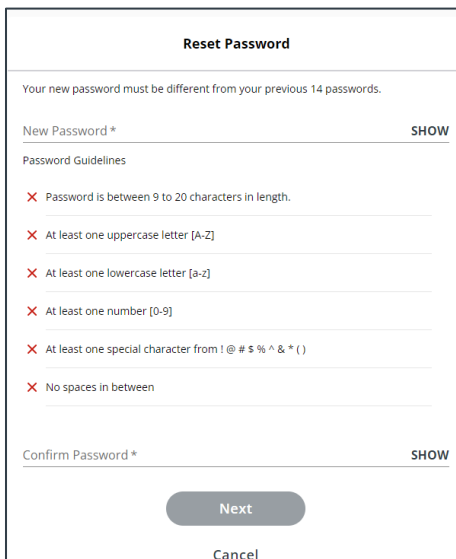
How to reset a password

1. Click Forgot Password from **CardWise Mobile** or **CardWise Online** login screen.
2. Enter your Username and click Next.
3. A security token will be sent to the email address on file. Enter the token from the email and click Next.

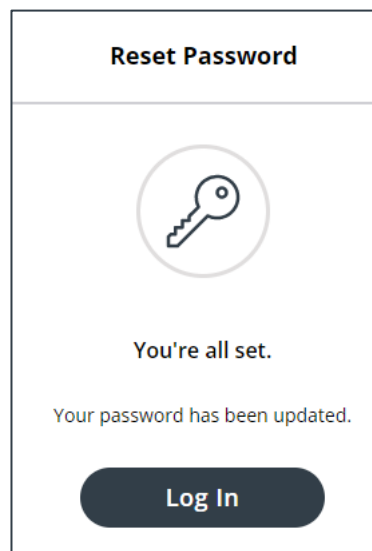


The screenshot shows a screen titled "Security Token". It contains the following text: "We sent a security token to m*****6@hotmail.com. Once you receive the token, enter it below." Below this is a text input field labeled "Security Token *" with a "SHOW" link to its right. Underneath the input field is a blue link that says "Having Trouble?". At the bottom of the screen are two buttons: "Next" and "Cancel".

4. Enter a new password. It must be different than the last 14 passwords and meet the password criteria displayed. Re-enter password in the Confirm Password field and click **Next**. Click Log In and log in with your new password.



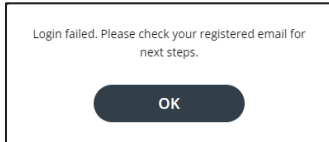
The screenshot shows the left side of a "Reset Password" screen. It includes the title "Reset Password" and the instruction: "Your new password must be different from your previous 14 passwords." There is a "New Password *" input field with a "SHOW" link. Below it are "Password Guidelines" with five red 'X' icons and their corresponding rules: "Password is between 9 to 20 characters in length.", "At least one uppercase letter [A-Z]", "At least one lowercase letter [a-z]", "At least one number [0-9]", and "At least one special character from ! @ # \$ % ^ & * ()". There is also a rule for "No spaces in between". At the bottom is a "Confirm Password *" input field with a "SHOW" link, and "Next" and "Cancel" buttons.



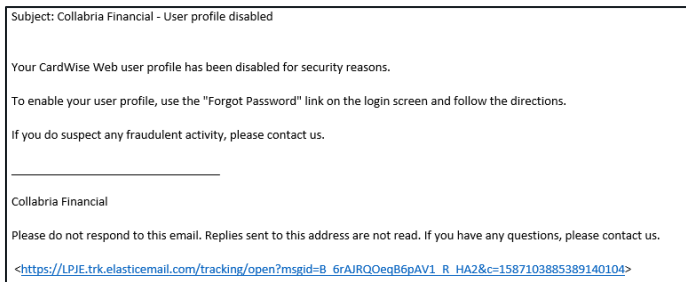
The screenshot shows the right side of the "Reset Password" screen. It features a key icon inside a circle. Below the icon, the text reads: "You're all set." and "Your password has been updated." At the bottom is a large "Log In" button.

How to Unlock an Account

1. If a cardholder has entered an incorrect username or password 3 times, their account will be locked and an error message displayed.



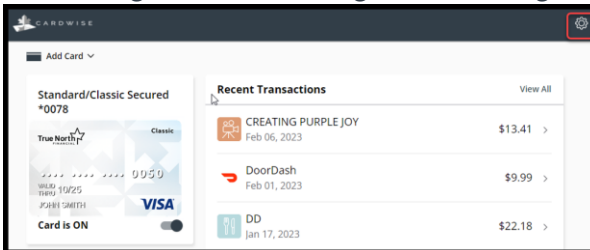
2. Follow the prompts in the email sent to your email address to unlock your account.



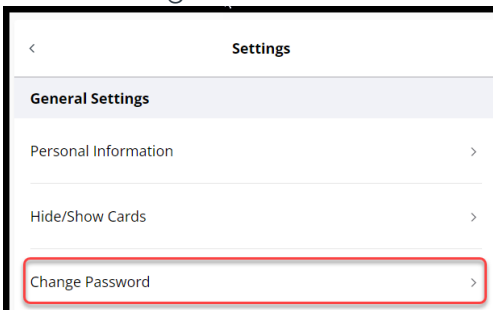
If you cannot unlock your account after following the directions in the email, contact the number on the back of your card.

How to Change a Password

1. Click the gear icon to navigate to Settings.



2. Select Change Password.



3. Follow the prompts on screen to change password and click **Save**.

< **Change Password**

Your new password must be different from your previous 14 passwords.

Current Password*
***** SHOW

New Password*
***** SHOW

Password Guidelines


- ✓ Password is between 9 to 20 characters in length.
- ✓ At least one uppercase letter [A-Z]
- ✓ At least one lowercase letter [a-z]
- ✓ At least one number [0-9]
- ✓ At least one special character from ! @ # \$ % ^ & * ()
- ✓ No spaces in between

Confirm Password*
***** SHOW

Save

4. A confirmation screen appears confirming the password change. Click **Continue** to return to the CardWise Homepage.

< **Change Password**



You're all set.

Your password has been updated.

Continue

The CardWise platform supports both Mastercard® and Visa credit cards issued by Collabria Financial Services. The above instructions apply to both networks.

The Collabria Card is issued by Collabria Financial Services Inc. pursuant to a license. *All other trademarks are the Property of their respective owner(s).