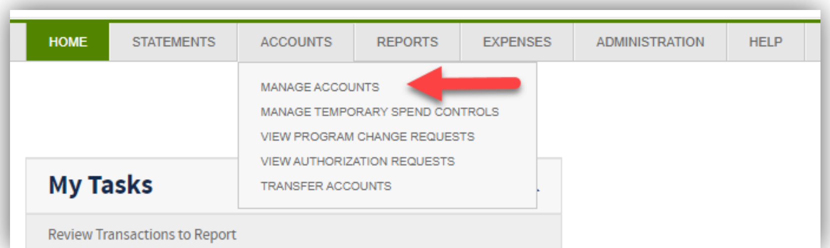
How to lock a Card Account

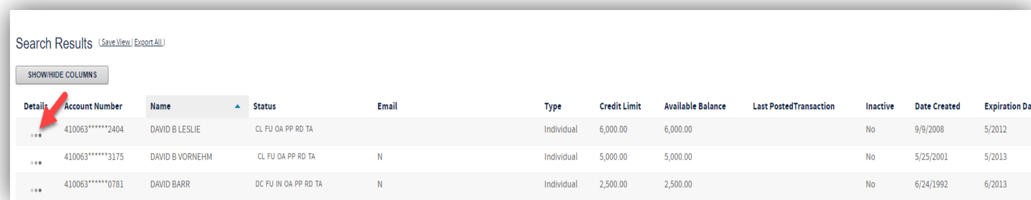
The following information provides guidance to help Program Administrators lock and unlock Card Accounts to prevent fraudulent activity.

TO LOCK AND UNLOCK A CARD PLEASE FOLLOW THE BELOW PROCESS.

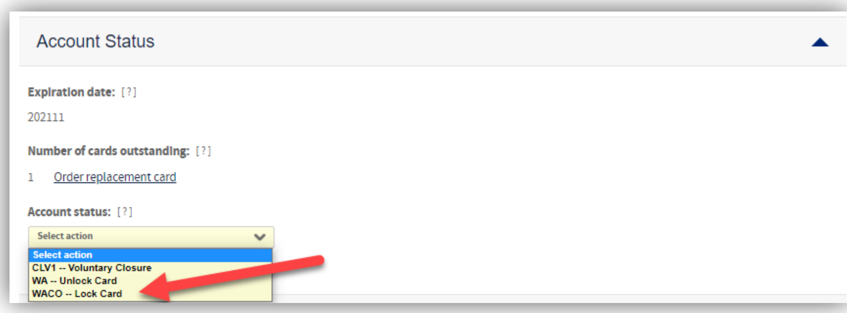
1. Go to a Accounts and select **Manage Accounts.**



2. Search for the card account which needs to be Locked and click on the **details icon**.



3. Scroll down to the **Account Status** section and select "Lock Card" from the Account Status drop down menu.



4. Scroll down and click on **Submit**. Once Submitted, the card will be inmidiately Locked. To unlock the card follow the same process as locking the card, but choose "Unlock Card" from the Account Drop Down menu.

QUESTIONS?

If you have additional questions or need further assistance, contact Regions Client Services at 1-800-760-1983.