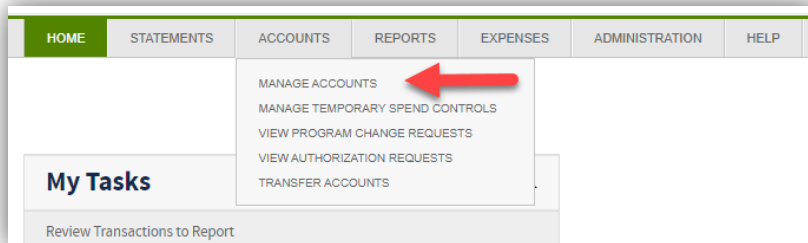


The following information provides guidance to help Program Administrators lock and unlock Card Accounts to prevent fraudulent activity.

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

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



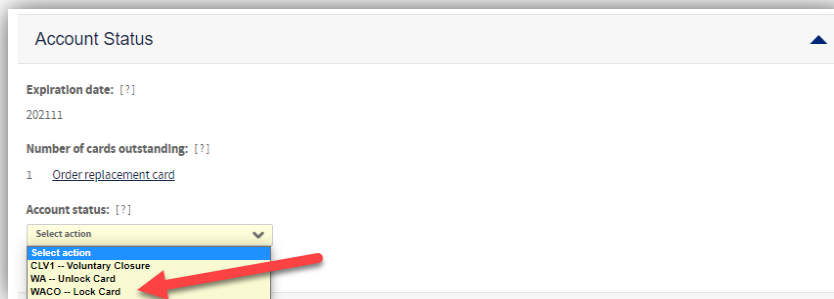
2. Search for the card account which needs to be Locked and click on the **details icon**.



The screenshot shows the 'Search Results' page. A table lists card accounts with columns for Account Number, Name, Status, Email, Type, Credit Limit, Available Balance, Last Posted Transaction, Inactive, Date Created, and Expiration Date. A red arrow points to the 'Details' icon (three dots) in the first row.

Details	Account Number	Name	Status	Email	Type	Credit Limit	Available Balance	Last Posted Transaction	Inactive	Date Created	Expiration Date
...	410063****2404	DAVID B LESLIE	CL FU GA PP RD TA		Individual	6,000.00	6,000.00		No	9/9/2008	5/2012
...	410063****3175	DAVID B VORNEHM	CL FU GA PP RD TA	N	Individual	5,000.00	5,000.00		No	5/25/2001	5/2013
...	410063****0781	DAVID BARR	DC FU IN GA PP RD TA	N	Individual	2,500.00	2,500.00		No	6/24/1992	6/2013

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 immediately 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.