



Video transcript: “Blocking Unauthorized Card Activity With Regions LockIt® | Regions Bank”

Video source: [<https://youtu.be/dApoDP4hTpg>]

[Upbeat music begins to play, and the Regions® logo animates on screen. The words “Manage your money with Regions LockIt®” appear. A turquoise circle comes down from the right and clicks the green play button.]

VOICE-OVER: Whether you are being proactive about reducing your risk for fraud, or if you are concerned about a lost or misplaced card, Regions LockIt® lets you control your Regions personal Debit Card, Credit Card, Now Card or ATM Card right from the Regions Mobile app or in Online Banking.

[A man is standing in front of a building holding a debit card in his left hand and his mobile phone in his right hand. He is looking back and forth at his card and phone. A different person is walking away in blue shoes and he drops his wallet on the sidewalk.

A mobile phone comes up from the bottom and you see the **Manage cards** screen. The screen zooms into the top part of the phone showing the debit card. The debit card shifts left. A credit card, a prepaid card and then an ATM card scroll onto the screen one by one. The mobile phone spins back and in comes a laptop computer showing Online Banking. The mobile screen shows the dashboard for the Regions Mobile app.]

VOICE-OVER: Getting started with LockIt is easy.

[The laptop shifts to the left and these words appear inside a green circle, “Getting started with LockIt is easy.” The mobile phone still displays the authenticated mobile app dashboard.]

VOICE-OVER: In the Regions Mobile app, there are a few ways to access LockIt.

[These words appear in the same green circle, “There are a few ways to access LockIt.” The mobile phone still displays the authenticated mobile app dashboard.]

VOICE-OVER: Once you log in, tap the chevron of the account you want to lock, then tap **LockIt**.

[A person is holding a phone over a table with the authenticated mobile app dashboard displaying. The LifeGreen checking account is highlighted and the turquoise circle taps the chevron in the upper right corner, which opens up to display four quick links. The turquoise circle taps the LockIt quick link.]

VOICE-OVER: The card associated with this account will display at the top of the screen.

[The Regions LockIt® screen displays on a mobile phone. The turquoise circle comes in from the right and hovers over the screen.]

VOICE-OVER: Next, select if you want to turn on LockIt for **All transactions, In-store purchases, Online purchases** or **ATM transactions**. You will need to confirm you want these turned on by toggling each one you want and then select **Yes**. Your selected transactions are now blocked.

[The turquoise circle hovers over the toggle for **All transactions, In-store purchases, Online purchases** and **ATM transactions**. The turquoise circle taps the toggle for **ATM transactions** and a modal pops up that says, "Block transactions? The transaction type you selected will be blocked." The buttons read, "No, go back," and "Yes." The turquoise circle taps the **Yes** button. These words appear within a light green circle, "Your **selected transactions** are now blocked."]

VOICE-OVER: Keep in mind, the toggles for the transactions you selected will remain on until you turn them back off.

[The Regions LockIt® screen shows the ATM transactions as blocked.]

VOICE-OVER: If your card is used for a blocked transaction, it will appear on screen when you tap **View blocked transactions**.

[The mobile phone with the Regions LockIt® screen on it slides over to the right. The turquoise circle hovers over and then taps the **View blocked transactions** button. The **Blocked transactions** page comes up.]

VOICE-OVER: If you go back to the home screen, you can also access LockIt in an account by tapping the **More** quick link and then **Go to account**.



[The turquoise circle floats up to the top of the **Blocked transactions** page and taps the chevron twice to take the customer back to the Regions LockIt® page and then the home screen. The turquoise circle then floats down and taps the **More** quick link and then taps the chevron for the **Go to account** section.]

VOICE-OVER: Once you're in the account details screen, tap **LockIt** at the top and choose which of the four types of transactions you want to block. Toggle on your selections, confirm by tapping **Yes** and you're all set.

[The LifeGreen Checking account page is shown and the turquoise circle floats up to the LockIt account shortcut, then taps it. The Regions LockIt® page is shown and the turquoise circle floats over the four toggles. The turquoise circle taps the **All transactions** toggle and all the toggles are turned on. A modal pops up that says, "Block transactions? The transaction type you selected will be blocked." The buttons read, "No, go back," and "Yes." The turquoise circle taps the **Yes** button. All toggles are turned on.]

VOICE-OVER: Another way to access LockIt is through the **Manage cards** feature within an account. Simply tap the chevron to open the account you want to manage, tap the **More** quick link, then **Manage cards**.

[A person is holding a mobile phone with the Regions Mobile app home screen on it. She takes a sip of coffee. The LifeGreen Checking section is highlighted. The turquoise circle taps the chevron of the LifeGreen Checking account and the four quick links are shown. The turquoise circle taps the **More** quick link and then hovers down to the chevron for the **Manage cards** section, where the chevron is tapped and the **Manage cards** screen is shown.]

VOICE-OVER: Tap the **LockIt card controls** and protect your card from unwanted transactions.

[The turquoise circle taps the chevron next to the **LockIt card controls** section and the **Regions LockIt®** page comes up.]

VOICE-OVER: To access card controls through Regions Online Banking, select the **Customer Service** tab, **Services** and then **Regions LockIt** under the **Card Services** section.

[A laptop is sitting on a desk with Online Banking authenticated for Tom Smith. The turquoise circle selects the **Customer Service** tab, **Services** in the dropdown menu, and then **Regions LockIt®** under the **Card Services** section.]

VOICE-OVER: Choose your level of control and change it as often as you'd like. You can specify the types of transactions you want to turn off.

[The **Regions LockIt®** page comes up within Online Banking. The turquoise circle floats over to the toggle for **All Transactions** and clicks it. All toggles are turned on and the word **LOCKED** displays within each toggle.]

VOICE-OVER: When LockIt is activated, your specified transactions will not go through.

[The **All Transactions** section is highlighted with the toggle turned on and the word **LOCKED** appears within the toggle. These words appear under the **All Transactions** section, "This control is unlocked. In-store purchases, online purchases and ATM transactions will not be blocked.

If you authorized bill payments to be charged automatically to your card, this control will not block those charges if the biller set them up as recurring transactions. Contact your biller to make sure your payments are not affected."]

VOICE-OVER: To view these within Online Banking, on the **Account Overview** page, under the **I want to** section, select **Manage Regions LockIt**.

[The **All Transactions** section floats back into the screen. The turquoise circle floats over to the **Accounts** menu at the top and selects it. The turquoise circle then floats over the **I want to** section and selects it. A long menu of links appears. The turquoise circle floats down and selects the link for **Manage Regions LockIt**.]

VOICE-OVER: Choose the **Blocked Transactions** tab and review the history of declined transactions.

[The turquoise circle then floats over to the **Blocked Transactions** tab and clicks it. The screen scrolls down to reveal all declined transactions.]

VOICE-OVER: Keep in mind, LockIt will not block all transactions on your card, such as certain merchant recurring transactions, credits to your account, transactions processed when standard authorization systems are not used or overdraft



protection advances.

[The turquoise circle floats up then clicks the link that says, “[Learn more about the types of transactions that LockIt controls will and will not block](#)” and the page scrolls down to show the **Transactions blocked by the All Transactions control** section. The **Regions LockIt®** page scrolls back up to the top.]

VOICE-OVER: You can opt in to receive push notifications, email or text messages.

[The mobile phone comes back, and the **Alerts** screen is shown. The **Regions LockIt®** section is tapped, and the **Alerts** section appears with **Regions LockIt®** underneath it. The turquoise circle taps the two toggles for **Phone** and **Text Message**. Both alerts are turned on.]

VOICE-OVER: With access to Regions LockIt controls at your fingertips, you’ll save time and enjoy increased peace of mind and convenience.

[The phone spins to the left and the laptop slides back in from the right. The **Regions LockIt®** page is shown both in the mobile app and in Online Banking. The **Regions LockIt®** page in Online Banking scrolls up. Two turquoise circles appear, one in the mobile app and the other in Online Banking. Both turquoise circles tap the toggles for **All transactions**. A modal pops up in the mobile app that says, “Block transactions? The transaction type you selected will be blocked.” The buttons read, “No, go back,” and “Yes.” The turquoise circle taps the **Yes** button. All toggles are turned on.]

VOICE-OVER: To learn more about Regions LockIt®, tap the **Learn about controls** button in the app, talk to a Regions banker or visit **regions.com/lockit** today.

[The mobile phone and laptop slide off the screen. The following words appear, “To learn more about Regions LockIt®, tap the **Learn about controls** button in the app, talk to a Regions banker or visit **regions.com/lockit** today.]

[The Regions logo animates over a white background and following disclosures appear on screen: Mobile Banking, Regions Mobile app, Alerts, Notifications, Text Banking and Mobile Deposit require a compatible device and enrollment in Online Banking. All are subject to separate terms and conditions. Mobile Deposit may be subject to fees. Your mobile carrier’s messaging and data fees may apply. The information presented may be changed without notice, is not an offer or contract,

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