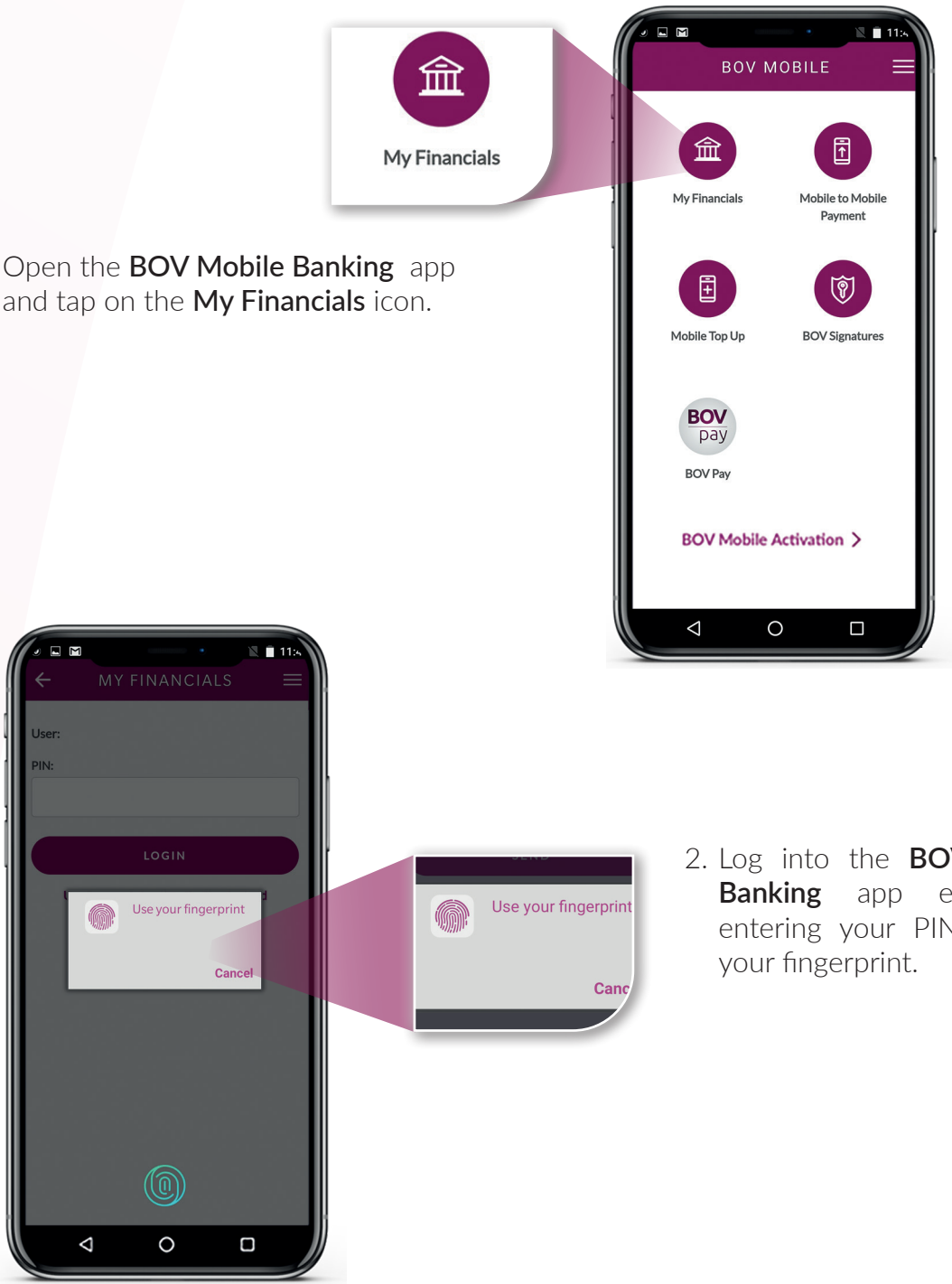


Welcome to BOV Mobile Banking

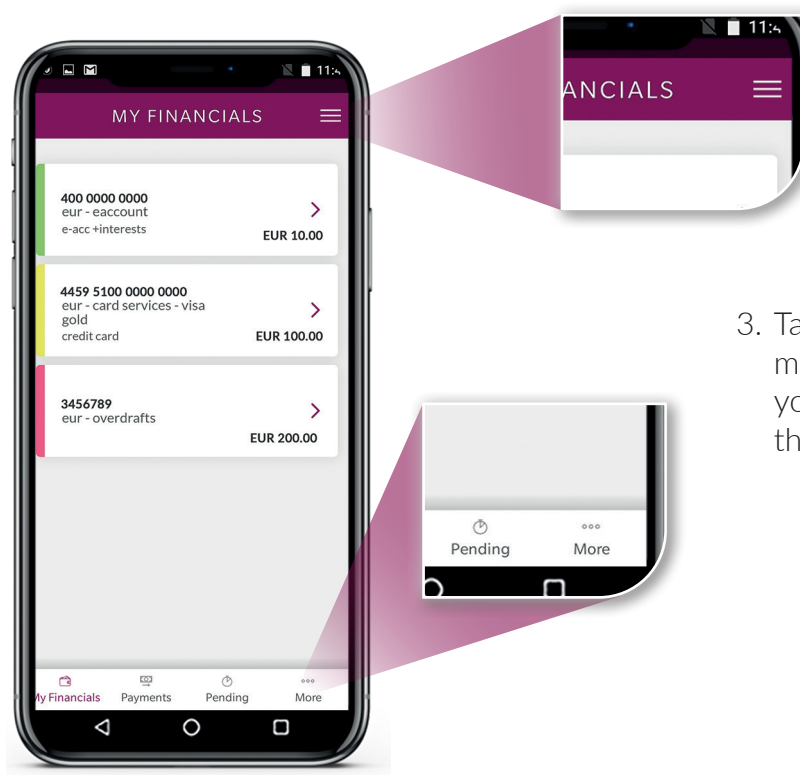
Stop a Card

With your BOV Mobile Banking app you can also Stop a Card, if card has been either lost or stolen. Please note that your card will be terminated and cannot be used again if found. A new card will be issued and mailed to you*.

1. Open the **BOV Mobile Banking** app and tap on the **My Financials** icon.

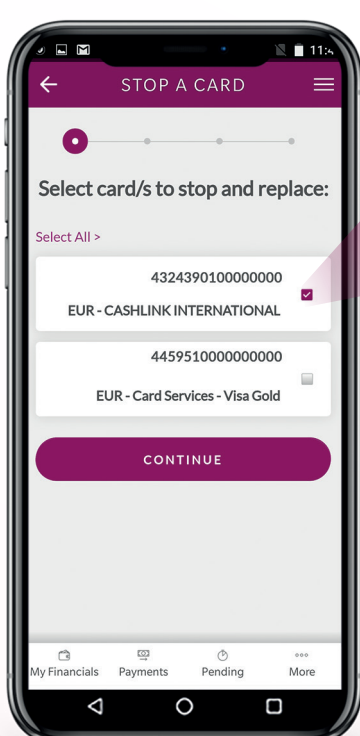
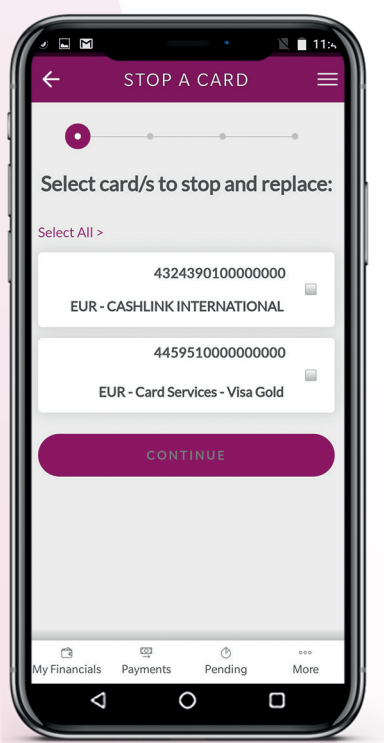
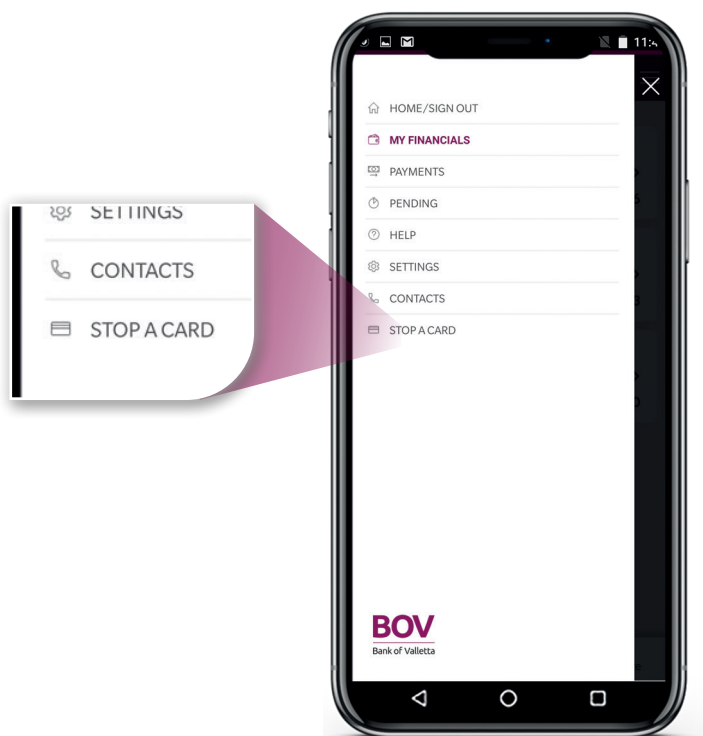


2. Log into the **BOV Mobile Banking** app either by entering your PIN or with your fingerprint.

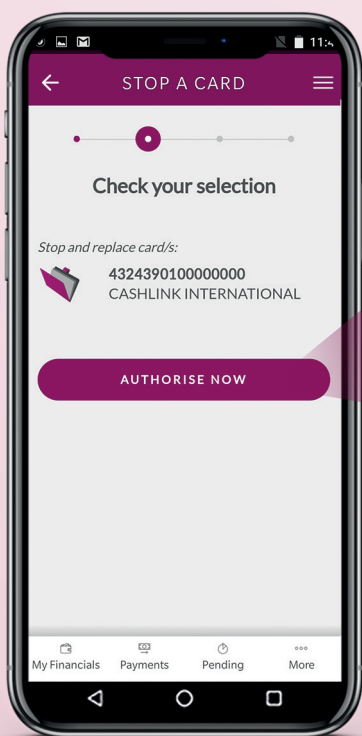


3. Tap on the hamburger menu at the top right of your screen or on **More** in the bottom menu.

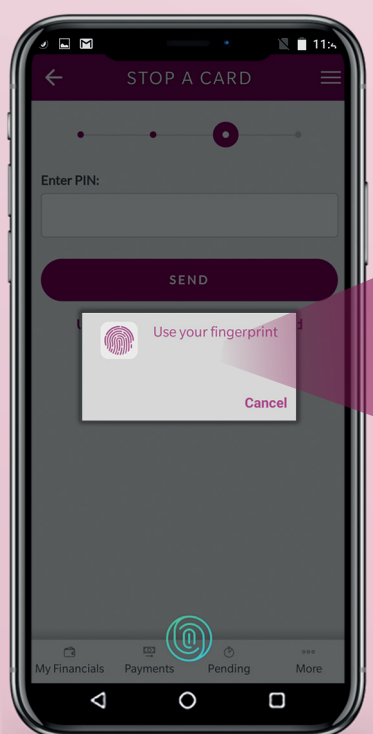
4. A menu will open up. Tap on **Stop a Card** to proceed.



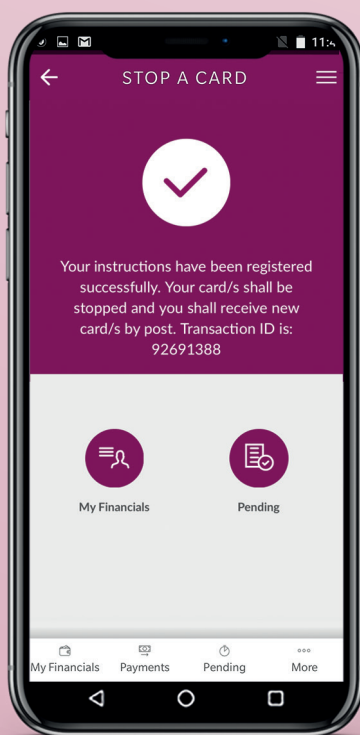
5. You will be presented with a list of your credit and debit cards.
6. Tap on the card/s you wish to stop. You can select all the cards by tapping on **Select All**. The tick box next to the selected card will light up.
7. Tap on **Continue** to proceed.



8. Confirm the card/s that you wish to stop and tap on **Authorise Now** to continue.



9. Authorise the Stop a Card transaction either by entering your PIN or with your fingerprint.



10. Confirmation that your instructions have been sent together with the transaction ID will be presented.