

Getting Started is Easy

Before using the Card Reader for the first time, you must nominate the First Trust Bank Visa Debit card you want to use with it.

Step 1

Log in to Online Banking
www.firsttrustbank.co.uk/onlinebanking

Step 2

Select **'Service and Settings'** from the top of the screen.

Step 3

Select **'Card Reader'** from the menu.

Step 4

Select the option **'Select your Visa Debit Card'** and click **'Next'**.

Step 5

Select the Visa Debit card you wish to use and follow the instructions on the screen to complete the activation. If you require any assistance with the set up of your Card Reader, ring **0345 793 0000** and select the option to speak to one of our Customer Service Advisers.

If you do not have a Visa Debit card, you can order one by calling our Card Services Team on **028 9024 1822**.

Security Tips

Keeping your money safe online



NEVER give your Online Services log in details or Visa Debit card PIN to anyone.

DON'T disclose codes from your Card Reader **OR** the full five digits of your Personal Access Code (PAC).

If you notice any suspicious activity on Online Services, email us on alert@aib.ie or call 0345 793 0000.

For your added peace of mind visit our Security Centre on www.firsttrustbank.co.uk/securitycentre

For more information on your Card Reader visit our website www.firsttrustbank.co.uk/cardreader

First Trust Bank Card Queries

If your Visa Debit card is lost or stolen, contact us on **028 9033 0099**. For all other Visa Debit card queries, please contact us on **028 9024 1822**.

If you need this brochure in Braille, in large print or on audio, ring **0345 6005 925** or ask your branch. Customers with hearing difficulties can use our Text Relay service by dialling **18001 0345 6005 925**.

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Card Reader



Keeping your money safe online



What is the Card Reader?

The Card Reader is a security device that works in conjunction with your First Trust Bank Visa Debit card and PIN to generate unique security codes which are used to complete certain activities on Online Services.

How does it work?

Card Reader security uses something you have (your First Trust Bank Visa Debit card) and something only you know (your Visa Debit card PIN) to generate a unique eight-digit code which allows you to authorise certain activities on Online Services.

Why do I need it?

Fraudsters are becoming more sophisticated in attempting to get access to customer's Online Services details. Security experts recommend Card Readers that use your debit card and PIN as one of the best ways to protect you.

As the Card Reader does not hold any secure information it is not unique and can be shared if required.

What do the Function Keys mean?



When completing certain activities you will be prompted to use one of the function keys above.

Using your Card Reader

1. Insert your Visa Debit card into the Card Reader.
2. Select the function you need. You will be clearly prompted to do this on Online Services or over the phone if you are speaking with a Customer Service Adviser.
3. Enter your 4 digit PIN into the Card Reader. This is the PIN you enter at a cash machine, or in a shop, when you use your Visa Debit card.
4. Follow the online/spoken prompts.
5. If asked for an account reference, enter the last 8 numeric digits of the receiver's account number.
6. A unique security code will be generated and displayed on the Card Reader.