

Quick Reference Guide

JTR INTERNET BANKING

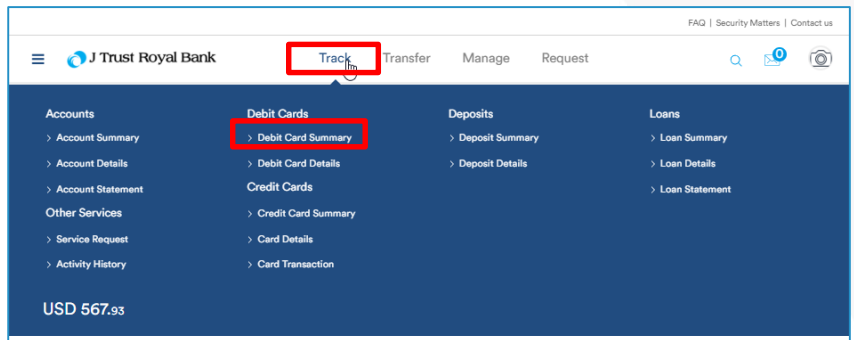
Simple and easy banking at your fingertips,
any time, any where

Debit Cards

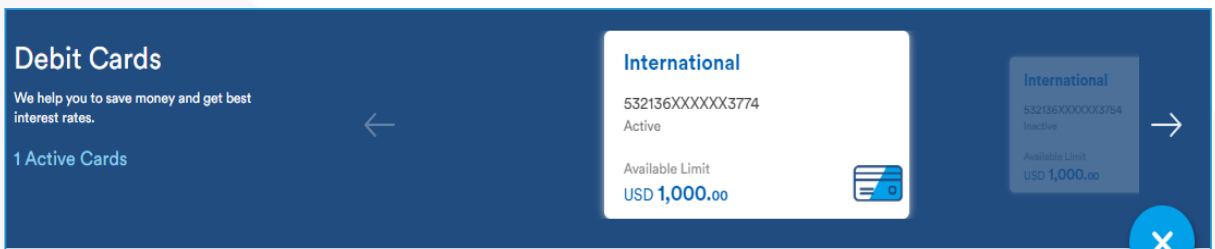


View Debit Card Summary

Step 1. To view the summary for your J Trust Royal Bank debit card/s, navigate to **Track** from the Home page and select **Debit Card Summary**.



Step 2. Navigate to the **Debit Cards** screen to view a list of your J Trust Royal Bank debit cards.



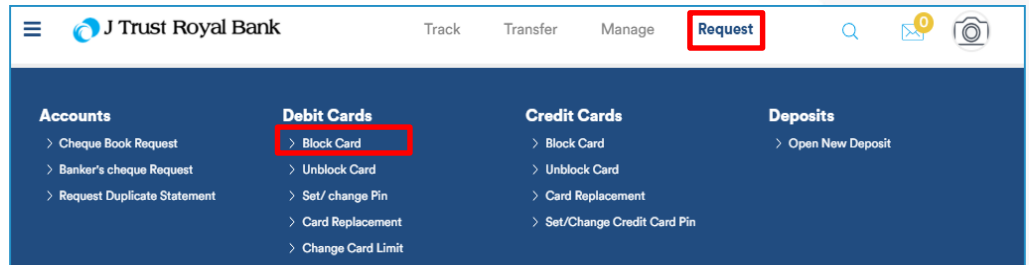
View Debit Card Details

Step 3. Click on **Debit Card Details** to view the debit card details (such as 'Debit Card Number').

Debit Card Details	
Debit Card Number	532136XXXXXX3774
Card Account Number	530515100980
Card Holder Name	PREPAID
Product Type	MC PP ANONYME
Card Status	Active
Issuing Branch	J Trust Bank Sahid Sudirman Center
Card Level	P
Ecommerce Status	Y
Card Not Presented Status	Y
Bank Account Linked to Card	530515100980

Block Debit Card

Step 1. To block usage and future transactions on your J Trust Royal Bank debit card/s, navigate to **Request** from the Home page and select **Block Card**.



Step 2. Select **Block Debit Card** and the Block Debit Card screen will display.

- Select the 'Debit card number' to be blocked
- Select the appropriate 'Reason for blocking' for this request
- Capture the 'Lost/stolen date'
- Add Narration

Click **Next**

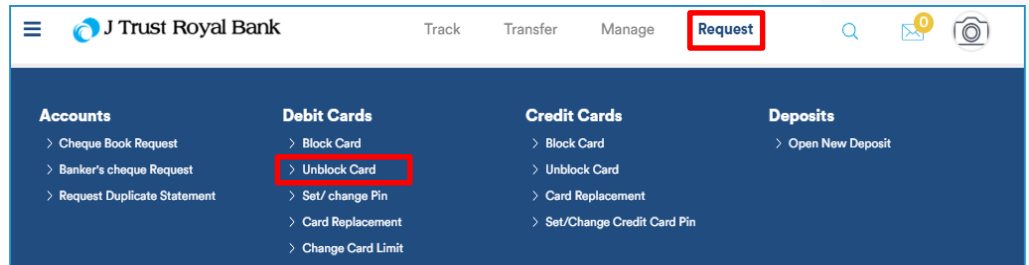
Step 3. Once 'Next' is clicked, the 'Review Details' screen displays.

- Go to the bottom section of the screen where you will be asked to enter the One Time Password (OTP) sent as a text message to your registered mobile phone number
- Once this OTP is entered, click **Submit** to continue

Once 'Submit' is clicked, the Confirmation Receipt screen displays confirming your Debit Card Block has been successfully submitted.

Unblock Debit Card

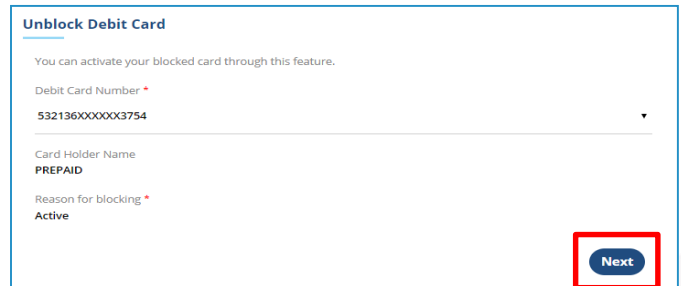
Step 1. To unblock usage and future transactions on your J Trust Royal Bank debit card/s, navigate to **Request** from the Home page and select **Unblock Card**.



Step 2. Select 'Unblock Debit Card' and the Unblock Debit Card screen will display.

- Select the 'Debit card number' to be unblocked

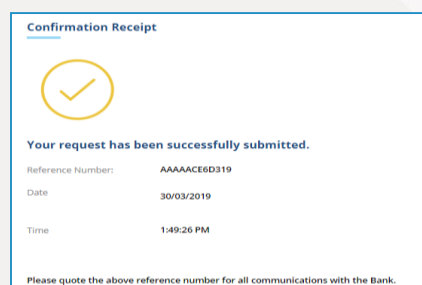
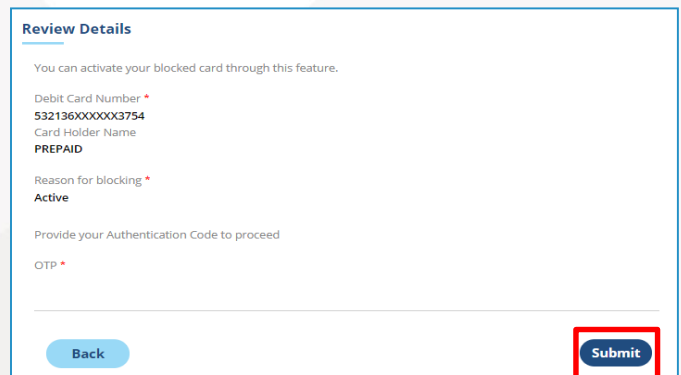
Click **Next**.



Step 3. Once 'Next' is clicked, the 'Review Details' screen displays

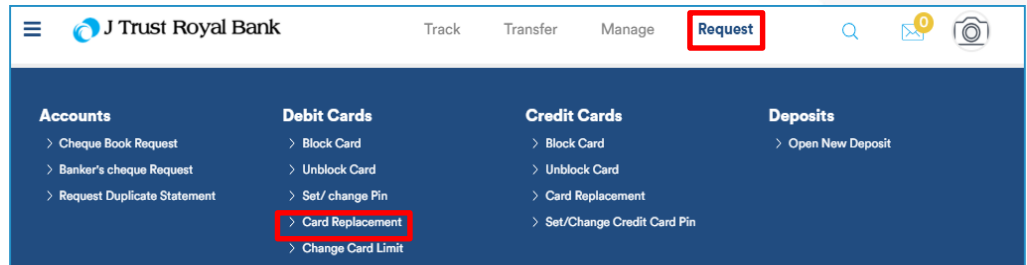
- Go to the bottom section of the screen where you will be asked to enter the One Time Password (OTP) sent as a text message to your registered mobile phone number
- Once this OTP is entered, click **Submit** to continue

Once 'Submit' is clicked, the Confirmation Receipt screen displays confirming your Debit Card Unblock has been successfully submitted.



Card Replacement Request

Step 1. To request a replacement card for your J Trust Royal Bank debit card/s, navigate to **Request** from the Home page and select **Card Replacement**.



Step 2. Within the 'Debit Card' screen, select 'Card Replacement' and the Debit Card Replacement screen will display.

- Select the 'Debit card number'
- Select the 'Reason for replacement'
- Select the 'Delivery option'
- Add Narration

Click **Next**.

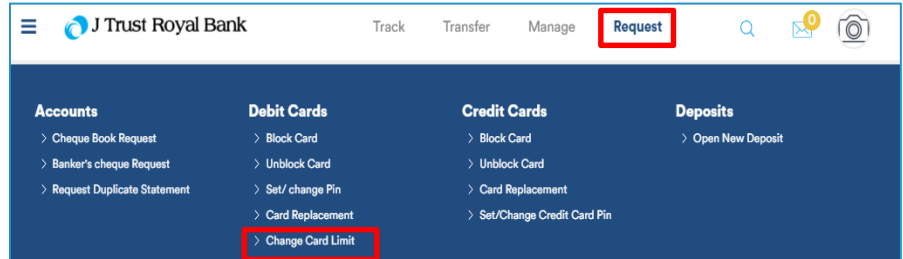
Step 3. Once 'Next' is clicked, the 'Review Details' screen displays.

- Go to the bottom section of the screen where you will be asked to enter the One Time Password (OTP) sent as a text message to your registered mobile phone number
- Once this OTP is entered, click **Submit** to continue

Once 'Submit' is clicked, the Confirmation Receipt screen displays confirming the Debit Card Replacement has been successfully requested.

Change Debit Card Limit

Step 1. To request a change to your J Trust Royal Bank debit card/s limit, navigate to **Request** from the Home page and select **Change Card Limit**.



Step 2. Enter new limits in the following fields:

- Purchase Limit
- Cash Withdrawal Limit
- Narration (commentary, as needed)

Click **Next**

Change Debit Card Limit

Debit Card Number * 532136XXXXX3774

	Existing Limit	New Limit	Max Limit
Purchase Limit *	USD 750.00	USD 1,000.00	USD 1,500.00
Cash Withdrawal Limit *	USD 500.00	USD 1,000.00	USD 1,000.00
Narration *			

Next

Step 3. Once 'Next' is clicked, the 'Review Details' screen displays

- Go to the bottom section of the screen where you will be asked to enter the One Time Password (OTP) sent as a text message to your registered mobile phone number
- Once this password is entered, click **Submit** to continue

Review Details

Debit Card Number * 5321361000053774

	Existing Limit	New Limit	Max Limit
Purchase Limit *	USD 750.00	USD 1,000.00	USD 1,500.00
Cash Withdrawal Limit *	USD 500.00	USD 1,000.00	USD 1,000.00
Narration *	Ramana		

Provide your Authentication Code to proceed

OTP *

Resend otp
Back
Submit

Once 'Submit' is clicked, the Confirmation Receipt screen displays confirming the new Debit Card Limit has been successfully submitted

Confirmation Receipt

Your request has been successfully submitted.

Reference Number: AAAACEGD319

Date: 30/03/2019

Time: 1:49:26 PM

Please quote the above reference number for all communications with the Bank.