

## Visa Gold Debit Card: Text Message Enquiry Service

Our Text Message Enquiry Service gives you access to your Debit Card Account Information over your mobile phone

Service & Code	Description	Text Message*	EAB Text Numbers
<b>Available balance</b> <b>EABBAL</b>	provides the available balance on your card	EAB BAL 123456 4444	From outside the UK: <b>+44 (0)779 780 0035</b> <hr/> From a UK network: <b>57887</b>
<b>Transaction history</b> <b>EABTXN</b>	provides the last three financial transactions	EAB TXN 123456 4444	
<b>Lock</b> <b>EABLOCK</b>	to temporarily block the card, only when a card is in non-cancelled status	EAB LOCK 123456 4444	
<b>Unlock</b> <b>EABUNLOCK</b>	to unblock a card that has been locked	EAB UNLOCK 123456 4444	
<b>PIN advice</b> <b>EABPIN</b>	securely retrieve the PIN number for the card	EAB PIN 123456 4444	

\* In this example 123456 is substituted for your 6 digit PIN code and 4444 is substituted for the last 4 digits of your card number

### Using the Service

To use the service you will need:

1. The service code (shown above)
2. The 6 digit PIN code which you specified on your application form
3. The last 4 digits of your card number

You then text these details to the EAB text number and we will text you back with the information you have requested.

The EAB text numbers are:

- **+44 779 780 0035** (from outside the UK)
- **57887** (from a UK network)

The information that can be obtained via this service is shown in the table above.

### Charges

Texts will be charged at £0.50/\$1 depending on the denomination of your current account plus your standard mobile phone network charge.

### Example - From Outside the UK

If you are outside the UK and would like to know your balance you would text:

**EAB BAL 123456 4444** to +44 779 780 0035

Where EAB BAL is the code for the service you require, 123456 is substituted for your 6 digit PIN and 4444 is substituted for the last four digits of your card number.

### Example - From Inside the UK

If you are inside the UK and would like to know your balance you would text:

**EAB BAL 123456 4444** to 57887

Where EAB BAL is the code for the service you require, 123456 is substituted for your 6 digit PIN and 4444 is substituted for the last four digits of your card number.

### Important Notes

This service is linked to the mobile phone number that you provided on your application so you must send your text from that phone.

If you change your mobile phone number or it is lost or stolen please advise your Relationship Manager in order to continue to use this service.

Please make sure information shown on or stored in your mobile phone is kept secure and does not become known to someone else.

We will not be responsible if, for any reason, we are unable to send you an update or you do not receive the update.

We may withdraw, suspend or restrict the service with immediate effect and without prior notice to comply with the law, protect security, or prevent fraud. We may decide to withdraw the service at any time by giving you prior notice.