

EWBridgePay™ App Tutorial

September 2019



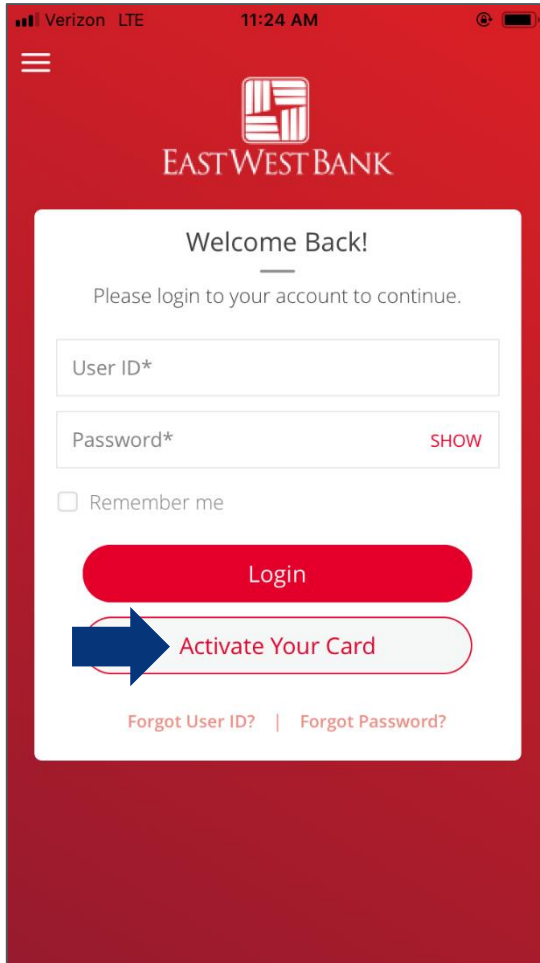
Agenda

Click to jump to sections:

1. [Activation & Registration](#)
2. [Card Management](#)
3. [PIN Number Reveal & Reset](#)
4. [Adding Initial Funds](#)

Activation & Registration

Activation & Registration



Verizon LTE 11:24 AM

EASTWEST BANK

Welcome Back!

Please login to your account to continue.

User ID*

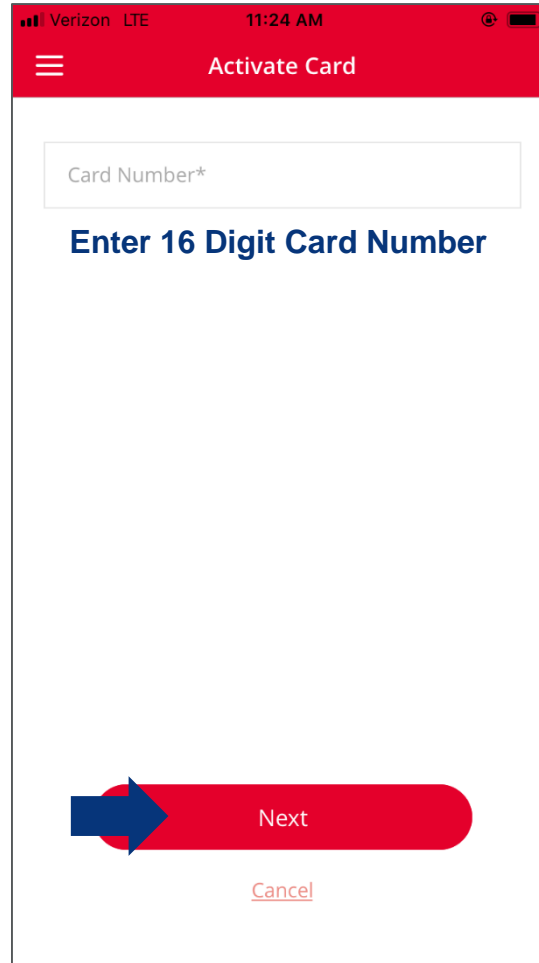
Password* [SHOW](#)

Remember me

Login

Activate Your Card

[Forgot User ID?](#) | [Forgot Password?](#)



Verizon LTE 11:24 AM

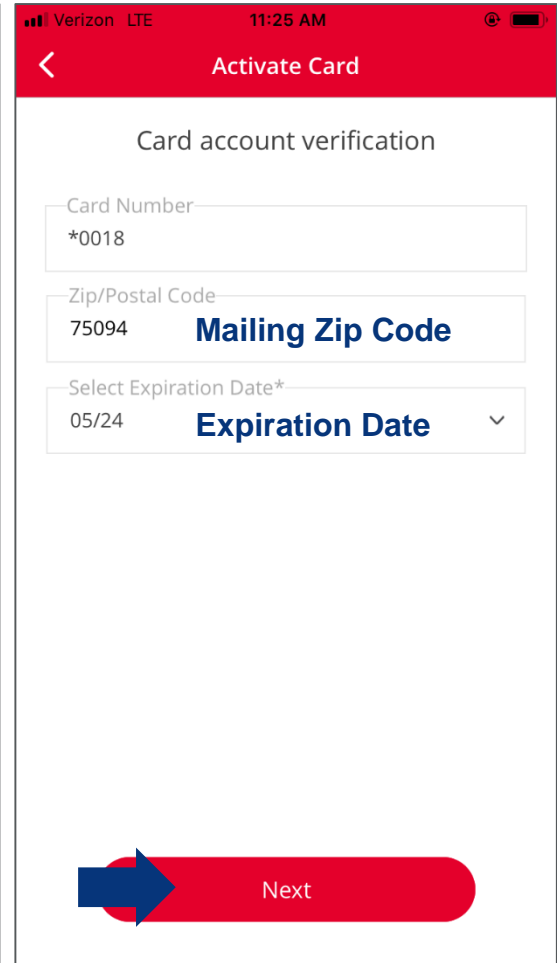
Activate Card

Card Number*

Enter 16 Digit Card Number

Next

[Cancel](#)



Verizon LTE 11:25 AM

Activate Card

Card account verification

Card Number
*0018

Zip/Postal Code
75094 **Mailing Zip Code**

Select Expiration Date*
05/24 **Expiration Date**

Next

Activation & Registration

Verizon LTE 11:26 AM

Card Registration

User account information

User ID **Select User ID**

Password **Select Password**

Make sure your password meets these requirements

- ✓ ABC
- ✓ abc
- ✓ 123
- ✓ @#\$
- ✓ char > 7

Confirm Password

Select Secret Question*
Pet's Name **Select Secret Question**


Secret Answer **Type Secret Answer**

*Mandatory Fields

Submit

Verizon LTE 11:26 AM

Card Registration

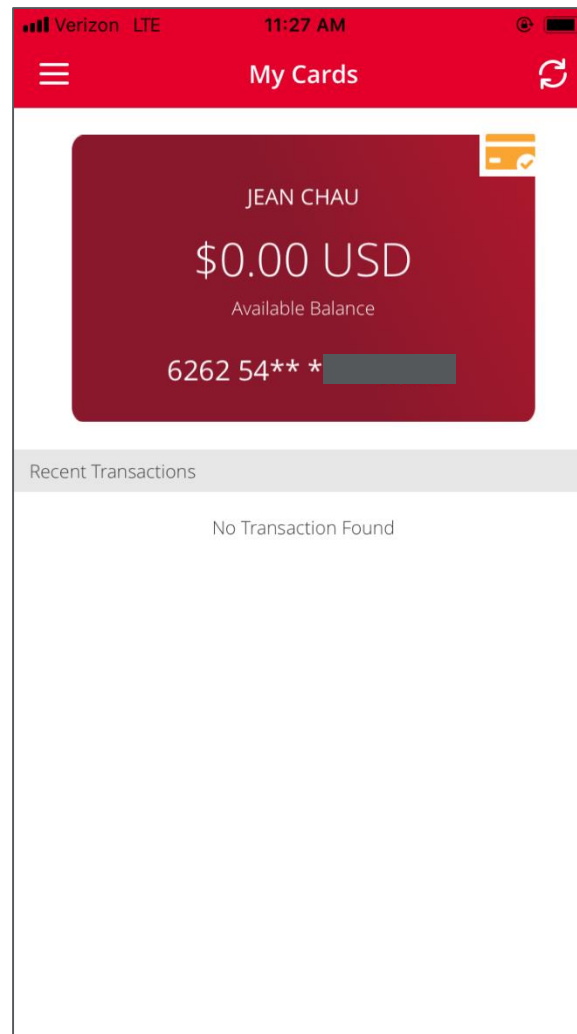
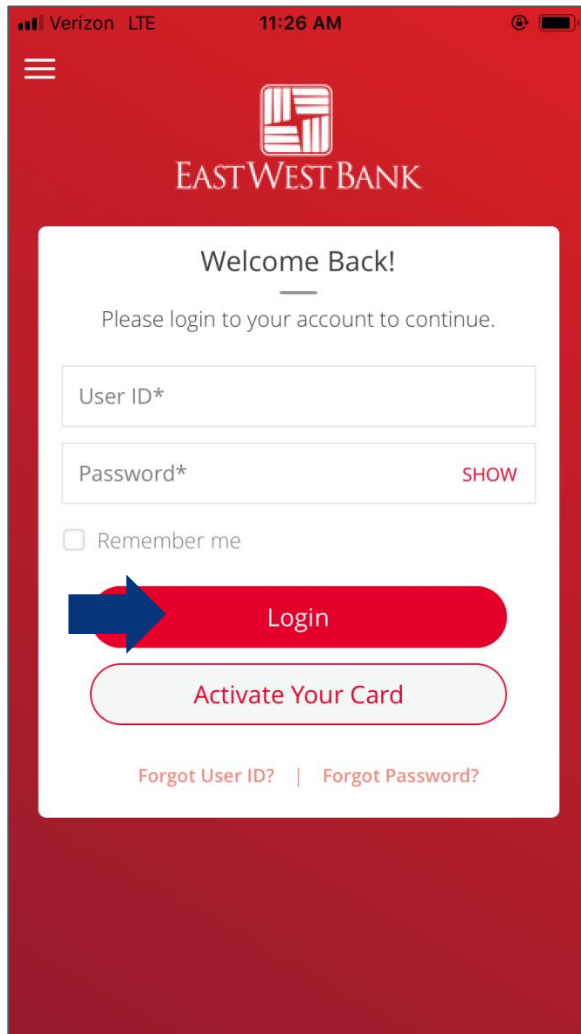


Your registration has been completed successfully. You can now log in using your online user ID and password

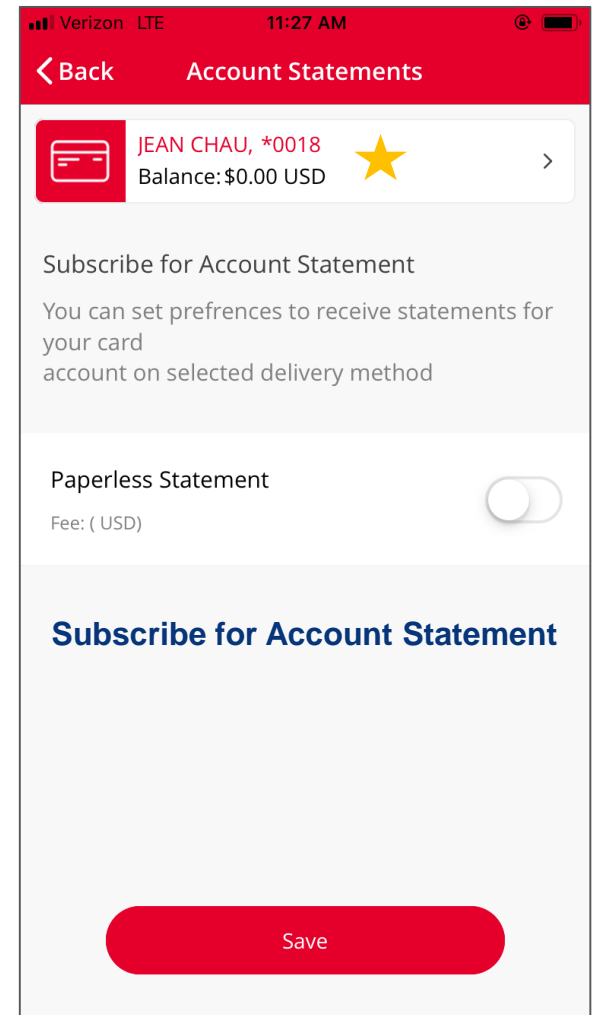
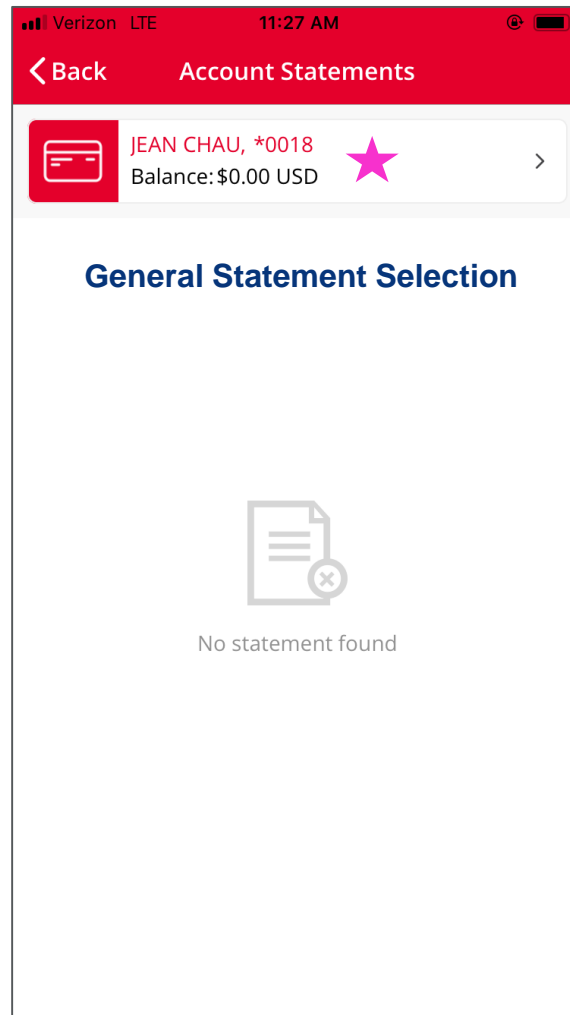
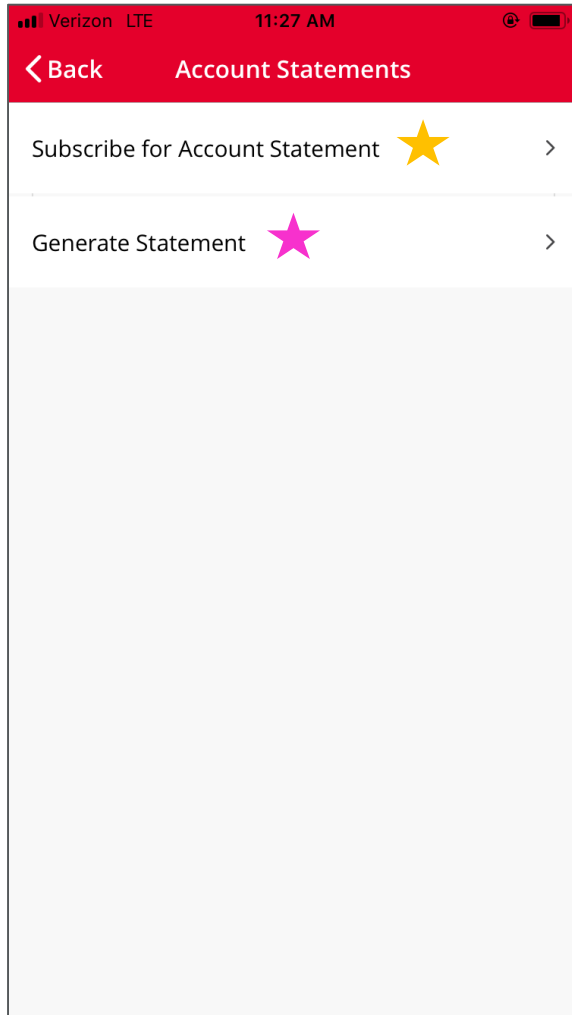
Login To Your Account

Card Management

Card Management



Card Management



Card Management

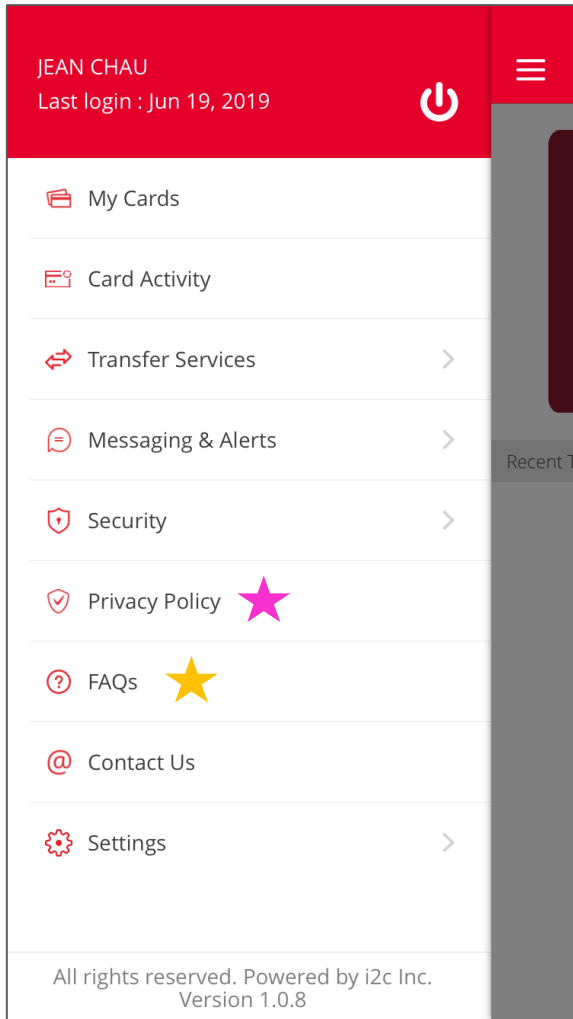
The image displays three sequential screenshots of a mobile banking application's 'Alerts' management screen.

Left Screenshot: Shows the main menu for user JEAN CHAU. The 'Alerts' option is selected and highlighted with a blue star. The menu items include: My Cards, Card Activity, Transfer Services, Messaging & Alerts, Alerts (selected), Security, Privacy Policy, FAQs, and Contact Us.



Middle Screenshot: Shows the 'Alerts' screen for JEAN CHAU, *0018 (Balance: \$0.00 USD). It lists three alert types: Card Balance Alert, Insufficient Funds on Card Account, and International Transaction Alert. A blue arrow points to the text 'Select Method Alert Will Be Sent' above the 'Insufficient Funds on Card Account' alert, which has a red speech bubble icon selected.

Right Screenshot: Shows the same 'Alerts' screen after a successful update. A white dialog box with the text 'Updated successfully' and an 'OK' button is overlaid on the screen.

Card Management



JEAN CHAU
Last login : Jun 19, 2019

- My Cards
- Card Activity
- Transfer Services
- Messaging & Alerts
- Security
- Privacy Policy 
- FAQs 
- Contact Us
- Settings

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Privacy Policy Done

PRIVACY NOTICE

FACTS

WHAT DOES EAST WEST DO WITH YOUR PERSONAL INFORMATION?

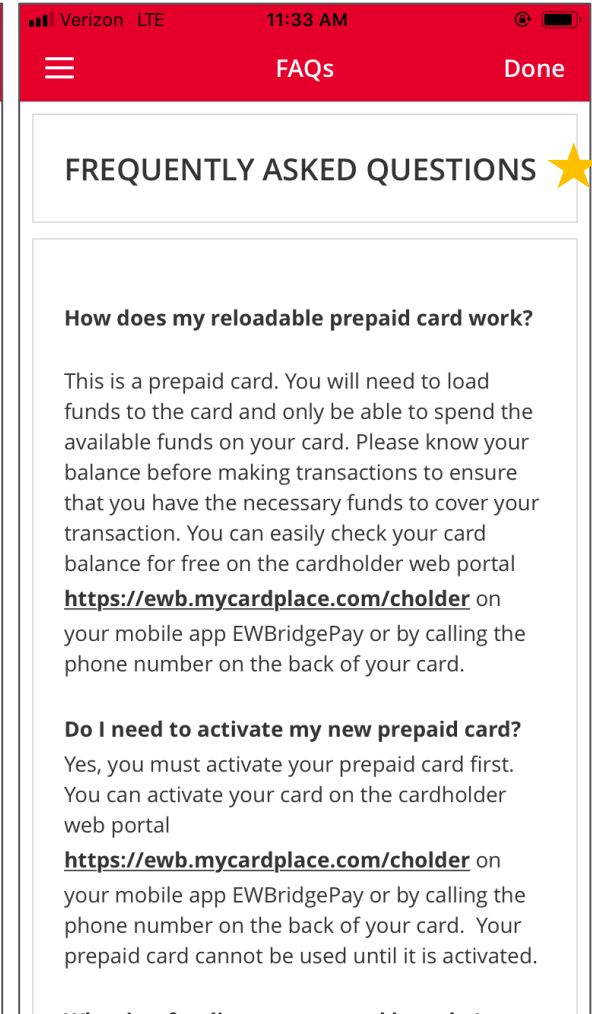
Why?

Financial companies choose how they share your personal information. Federal law gives consumers the right to limit some but not all sharing. Federal law also requires us to tell you how we collect, share, and protect your personal information. Please read this notice carefully to understand what we do.

What?

The types of personal information we collect and share depend on the product or service you have with us. This information can include:

- Social Security number and income



Verizon LTE 11:33 AM

FAQs Done

FREQUENTLY ASKED QUESTIONS

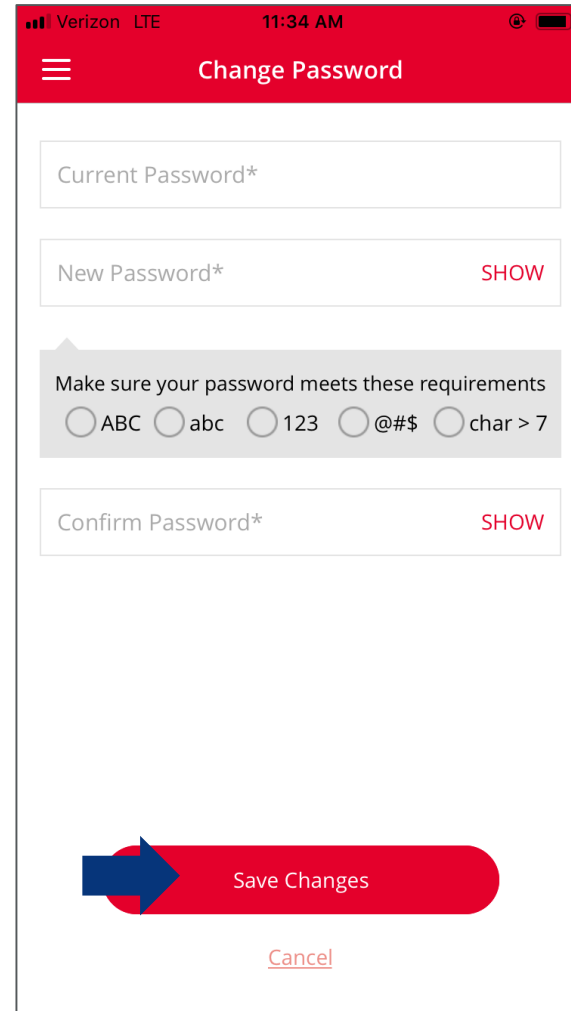
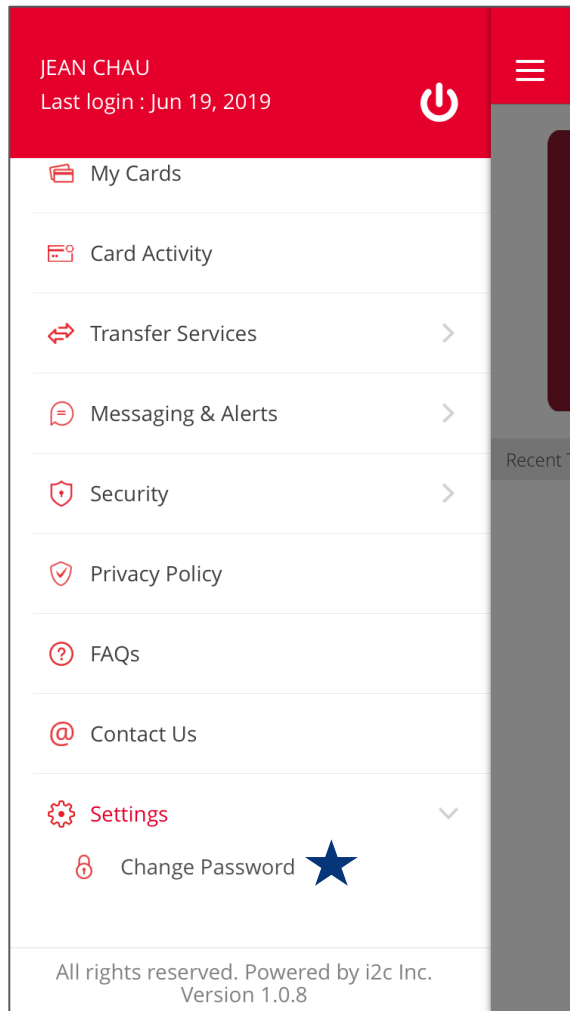
How does my reloadable prepaid card work?

This is a prepaid card. You will need to load funds to the card and only be able to spend the available funds on your card. Please know your balance before making transactions to ensure that you have the necessary funds to cover your transaction. You can easily check your card balance for free on the cardholder web portal <https://ewb.mycardplace.com/cholder> on your mobile app EWBridgePay or by calling the phone number on the back of your card.

Do I need to activate my new prepaid card?

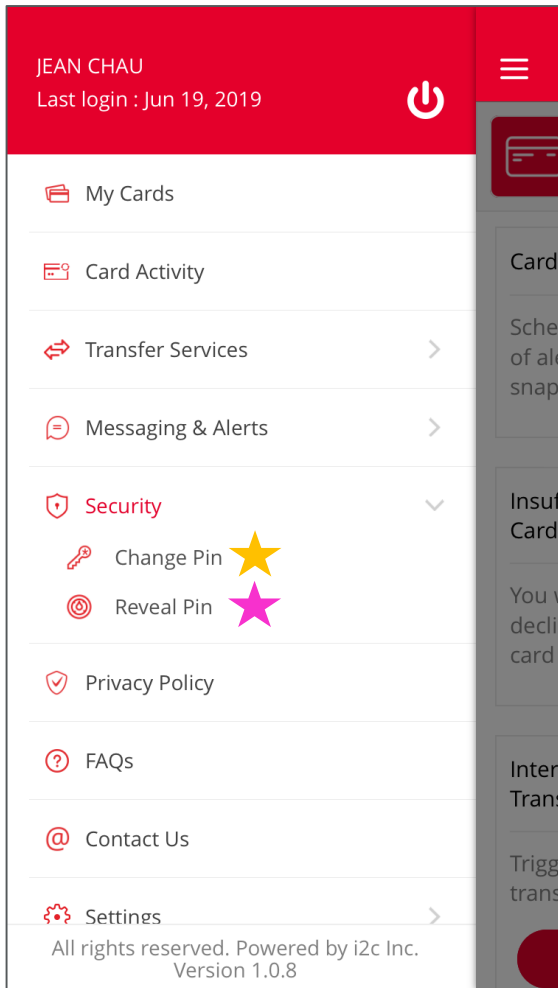
Yes, you must activate your prepaid card first. You can activate your card on the cardholder web portal <https://ewb.mycardplace.com/cholder> on your mobile app EWBridgePay or by calling the phone number on the back of your card. Your prepaid card cannot be used until it is activated.

Card Management



PIN Number Reveal & Reset

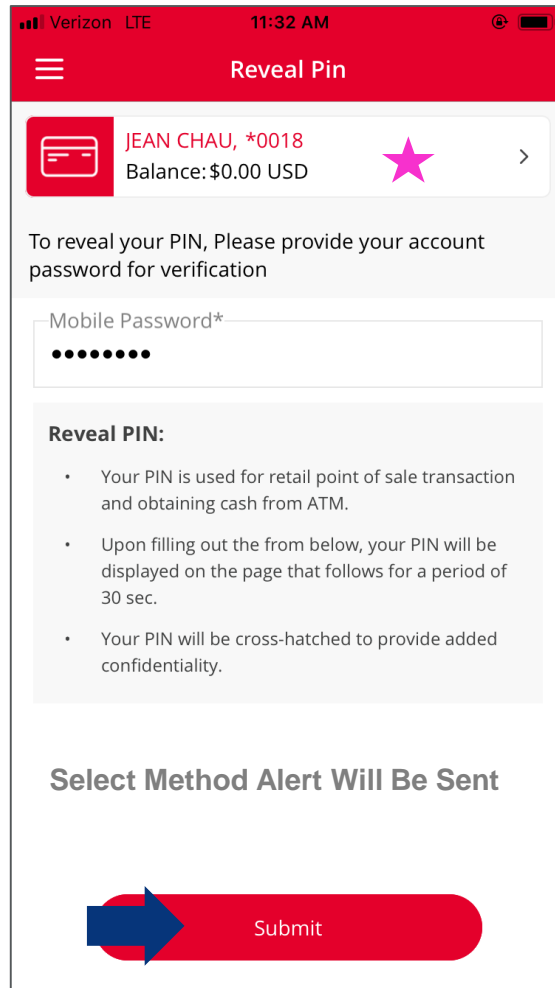
PIN Number Reveal & Reset



JEAN CHAU
Last login : Jun 19, 2019

- My Cards
- Card Activity
- Transfer Services
- Messaging & Alerts
- Security
 - Change Pin
 - Reveal Pin
- Privacy Policy
- FAQs
- Contact Us
- Settings

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Verizon LTE 11:32 AM

Reveal Pin

JEAN CHAU, *0018
Balance: \$0.00 USD

To reveal your PIN, Please provide your account password for verification

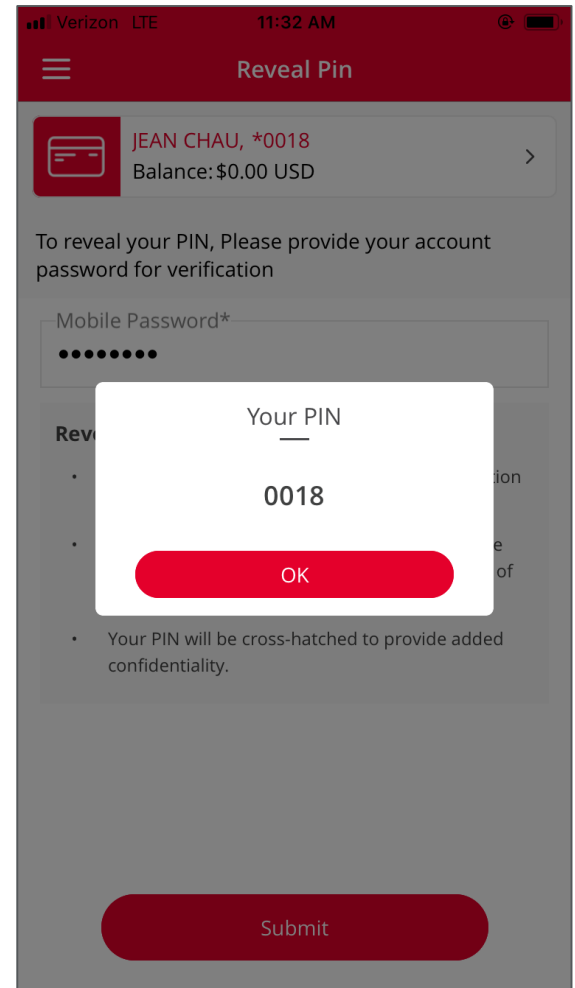
Mobile Password*

Reveal PIN:

- Your PIN is used for retail point of sale transaction and obtaining cash from ATM.
- Upon filling out the form below, your PIN will be displayed on the page that follows for a period of 30 sec.
- Your PIN will be cross-hatched to provide added confidentiality.

Select Method Alert Will Be Sent

Submit



Verizon LTE 11:32 AM

Reveal Pin

JEAN CHAU, *0018
Balance: \$0.00 USD

To reveal your PIN, Please provide your account password for verification

Mobile Password*

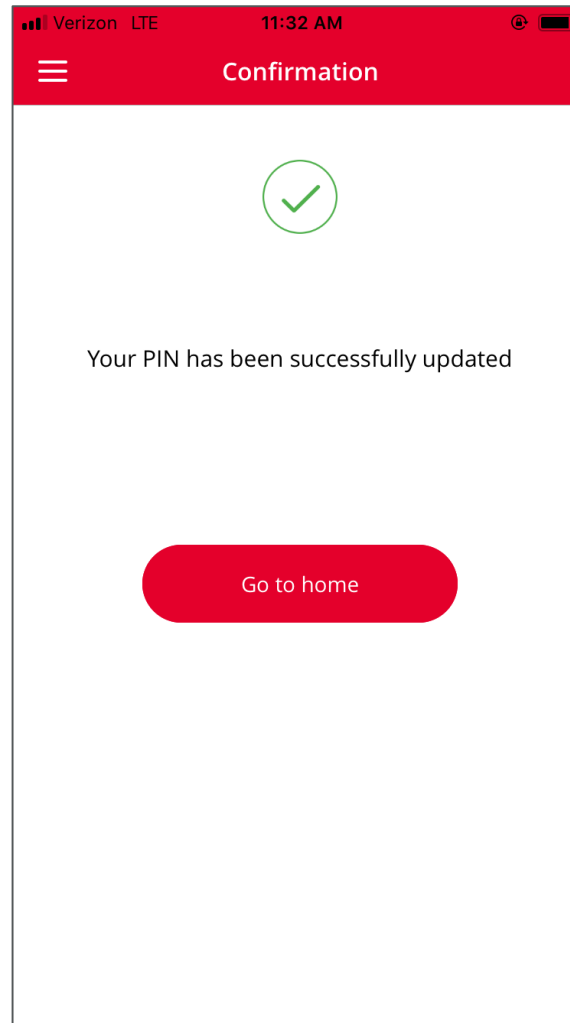
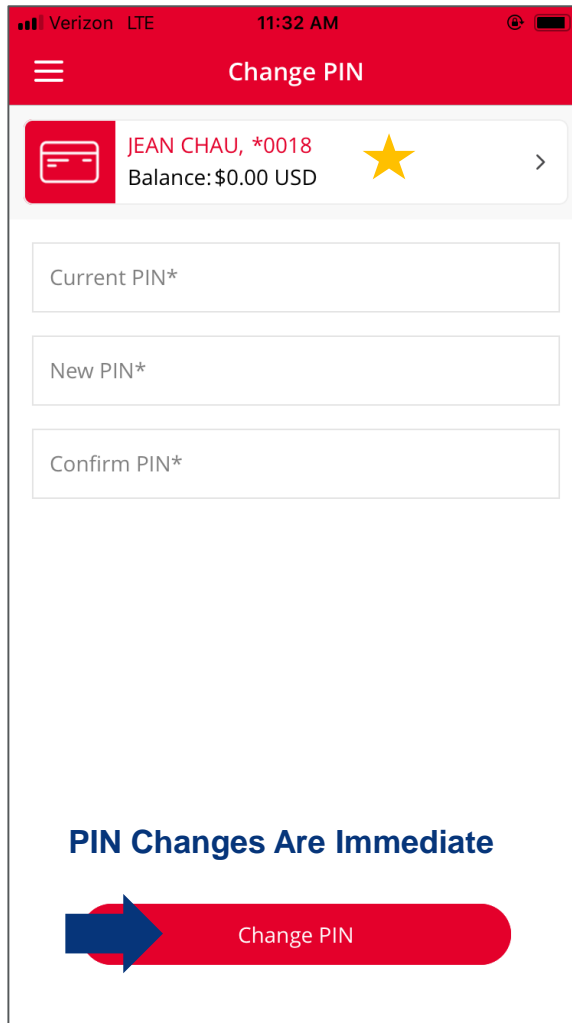
Your PIN

0018

OK

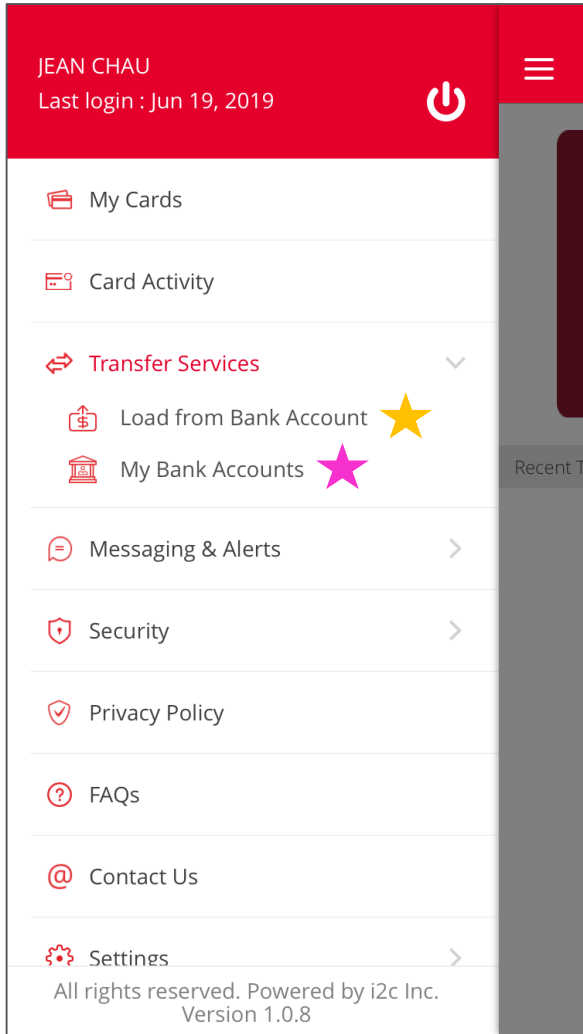
Submit

PIN Number Reveal & Reset



Adding Initial Funds

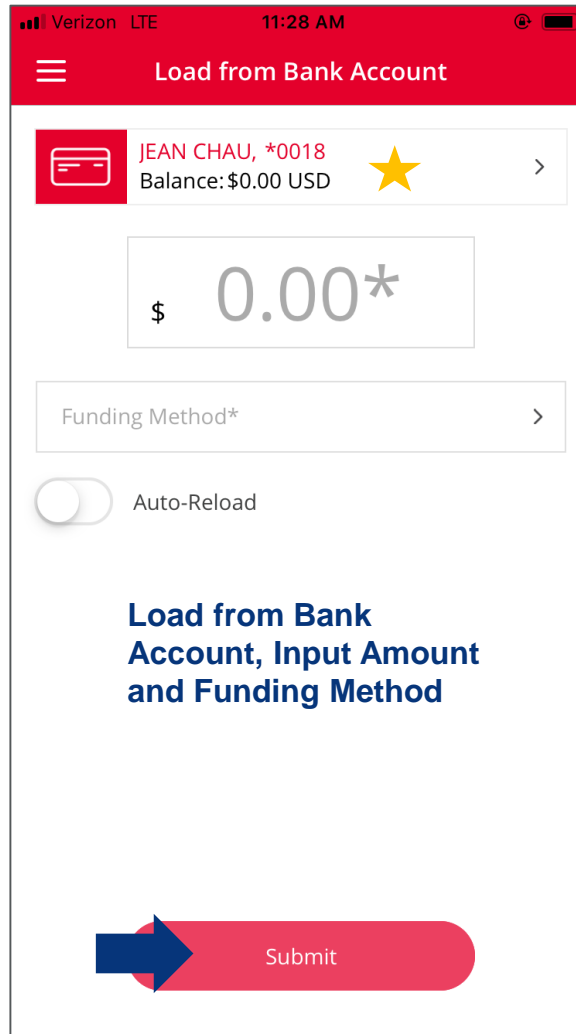
Adding Initial Funds



JEAN CHAU
Last login : Jun 19, 2019

- My Cards
- Card Activity
- Transfer Services
 - Load from Bank Account
 - My Bank Accounts
- Messaging & Alerts
- Security
- Privacy Policy
- FAQs
- Contact Us
- Settings

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Load from Bank Account

JEAN CHAU, *0018 Balance: \$0.00 USD

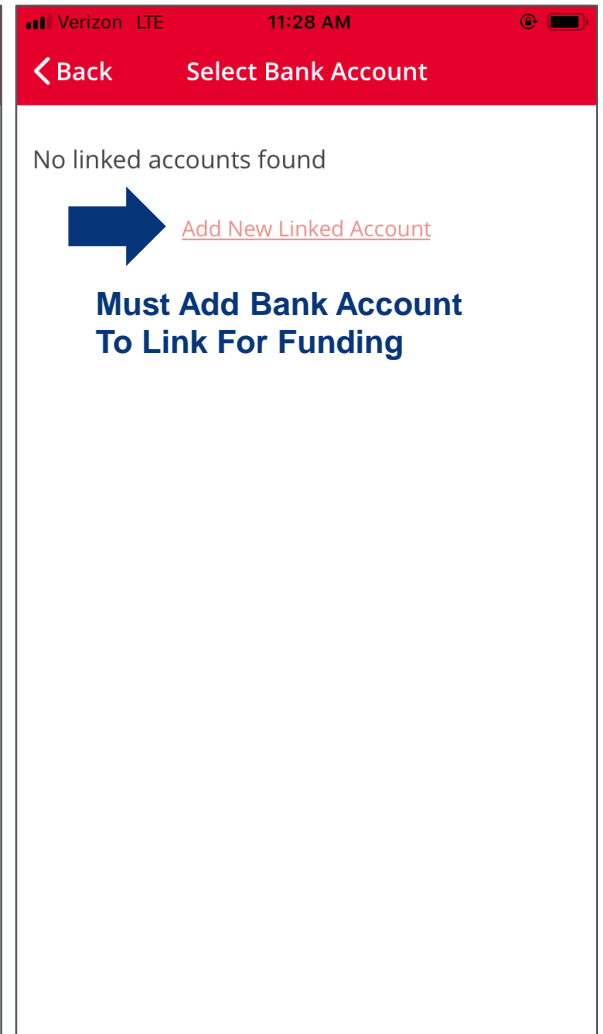
\$ 0.00*

Funding Method*

Auto-Reload

Load from Bank Account, Input Amount and Funding Method

Submit



Verizon LTE 11:28 AM

Select Bank Account

[No linked accounts found](#)


[Add New Linked Account](#)

Must Add Bank Account To Link For Funding

Adding Initial Funds

Verizon LTE 11:30 AM

< Back Add Bank Account

Let's add a new bank account 

We just need a few bits of info about the account you would like to add.

Legal Name on Account
JEAN CHAU

Bank Name
East West Bank

Account Number*
8 [REDACTED]


Confirm Account Number*
8 [REDACTED]

Account Type*
Checking

Account Routing Number*
322070381

Confirm Account Routing Number*
322070381

Fill Out All The Information

 Go to Review

Verizon LTE 11:30 AM

< Back Add Review Account

Did we get this right?
Take a moment to review the info we got.

Legal Name on Account JEAN CHAU

Bank Name East West Bank

Account Number 8 [REDACTED]

Confirm Account Number 8 [REDACTED]


Account Type Checking

Account Routing Number 322070381

Confirm Account Routing Number 322070381


Nick Name East West Bank

Verify Information Before Submission

 Save account

Verizon LTE 11:30 AM

Confirmation



Your new account has been added

Legal Name on Account JEAN CHAU

Bank Name East West Bank

Account Number 8 [REDACTED]

Confirm Account Number 8 [REDACTED]

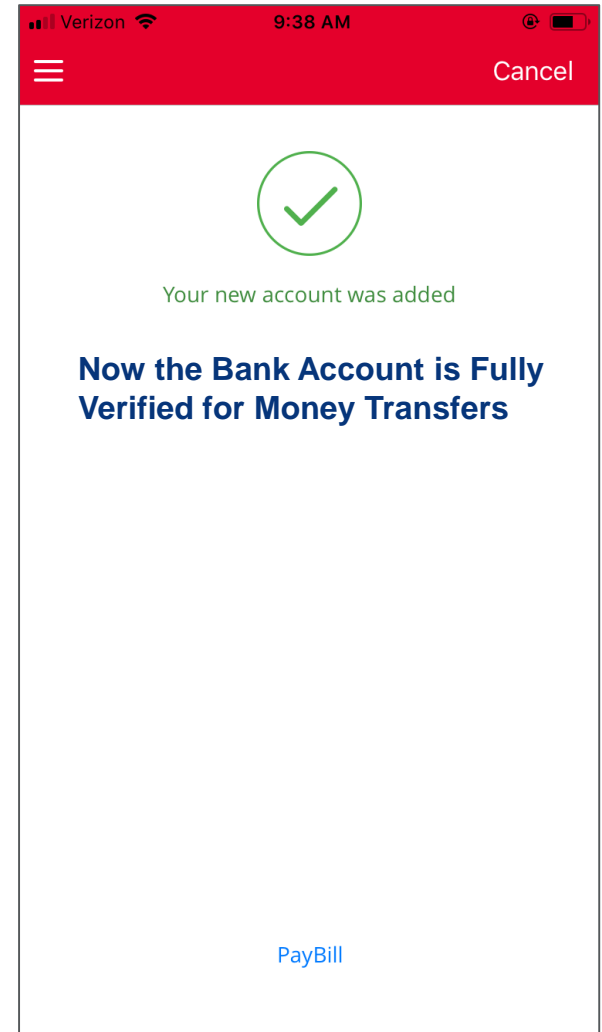
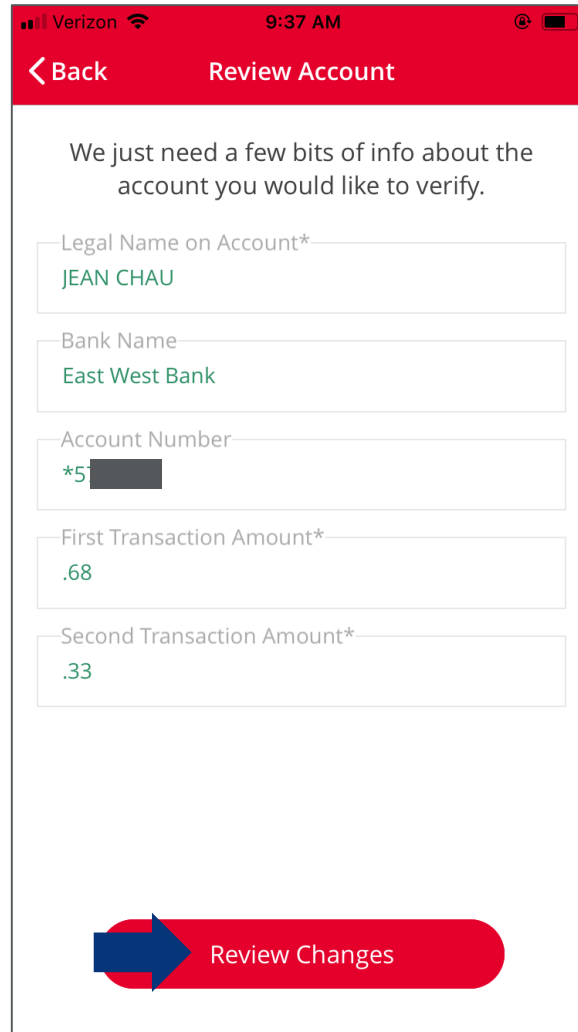
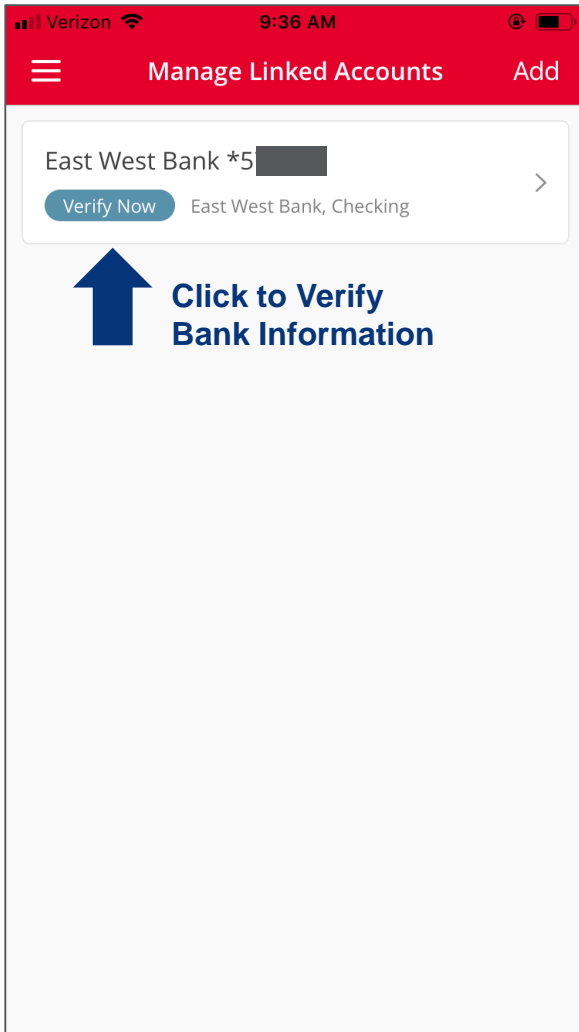
Account Type Checking

Account Routing Number 322070381

Confirm Account Routing Number 322070381

Manage Linked Accounts

Adding Initial Funds



Adding Initial Funds

Verizon 9:38 AM

Load from Bank Account

JEAN CHAU, *0018
Balance: \$0.00 USD

\$ 300

Funding Method*
East West Bank *5

Auto-Reload **How to make ACH Bank Transfer**

Reload Schedule

Auto-reload will continue to add funds to your card until you disable this feature.
Please refer to [List of all fees for the East West Bank Prepaid Card](#) for the fees on load and reload.
For Errors/Disputes, please contact us at the phone number on the back of your card.

Submit

Verizon 9:38 AM

Load from Bank Account

Select Schedule Option

Account Balance is Below

By Date / Frequency

Date*

Frequency

One Time | Recurring

Save

Cancel

Verizon 9:38 AM

Load from Bank Account

Select Schedule Option

Account Balance is Below

Enter Amount*

By Date / Frequency

Save

Cancel

Auto Reload:
By Date/ Frequency

Auto Reload:
By Account Balance
if Below?