How to:
Card lock/unlock

The Brightwell Navigator card lock feature gives you more control over when your card can make purchases and ATM withdrawals.
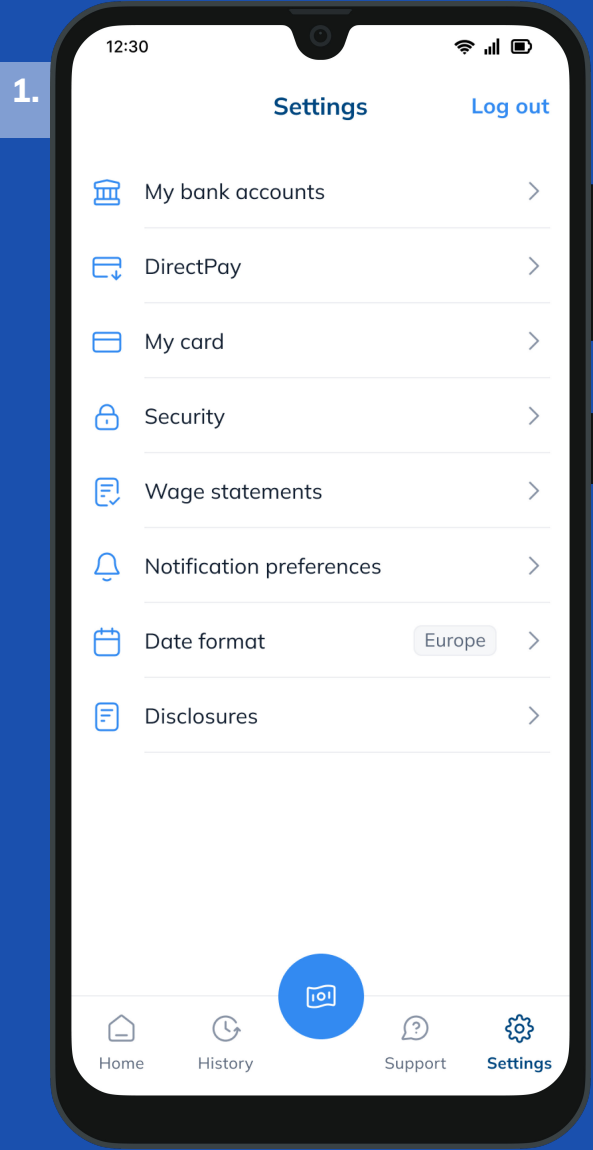
navigator by **brightwell**
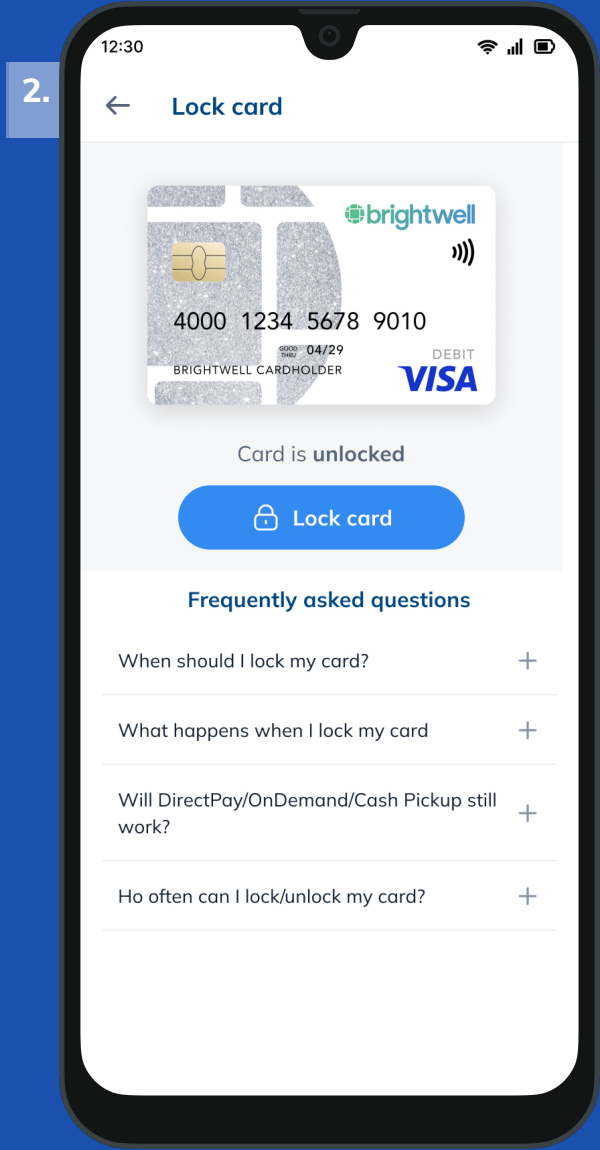
When to lock your card

You should lock your card if it is lost or stolen or if you notice unauthorized transactions. If you are worried your card or account is compromised, please contact support for help.
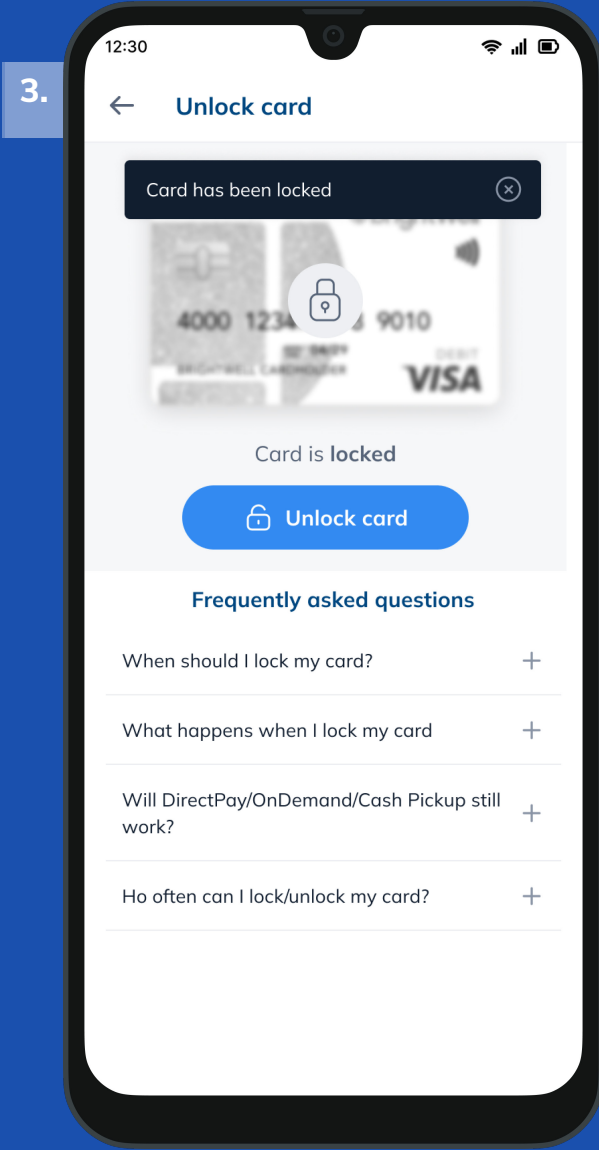
Tips before you begin

- You can instantly lock your card in the Brightwell Navigator mobile app anytime, blocking all card purchases and ATM withdrawals on your card.
- Follow the same process to unlock your card before you make a purchase using your card to ensure your card account stays secure.
- This feature gives you peace of mind if your card is lost or misplaced or you know you won't make any card transactions for some time.

Need help?
Scan the QR code to learn more on the Navigator Crew page

1.

12:30

Settings   Log out

🏛 My bank accounts ›
💳 DirectPay ›
💳 My card ›
🔒 Security ›
📋 Wage statements ›
🔔 Notification preferences ›
📅 Date format   Europe ›
📄 Disclosures ›

Home   History   Support   **Settings**

Log in to your Brightwell Navigator account. Tap **Settings** and then **My card**

2.

12:30

← **Lock card**

brightwell
4000 1234 5678 9010
04/29
BRIGHTWELL CARDHOLDER   DEBIT   VISA

Card is **unlocked**

🔒 **Lock card**

Frequently asked questions

When should I lock my card?   +
What happens when I lock my card   +
Will DirectPay/OnDemand/Cash Pickup still work?   +
Ho often can I lock/unlock my card?   +

Tap **Lock Card** from the options on screen, then tap the blue button that says *Lock Card* to confirm.

3.

12:30

← **Unlock card**

Card has been locked   ⊗

4000 1234   9010
VISA

Card is **locked**

🔓 **Unlock card**

Frequently asked questions

When should I lock my card?   +
What happens when I lock my card   +
Will DirectPay/OnDemand/Cash Pickup still work?   +
Ho often can I lock/unlock my card?   +

Tap **Unlock card** to unlock your card and enable it for purchases or ATM withdrawals.

Visit Brightwell.com/crew for more helpful videos, tips and information.