



ONLINE ACCESS TO YOUR
CARD INFORMATION, ANYTIME

Welcome to card24 – an app designed to give you real-time online account access, so you can manage your cards wherever you are. By downloading the app, you can:

- ☑ Track your balance, transactions, and monthly statements for the past 24 months
- ☑ Receive push notifications for payments made with card
- ☑ View your PIN code in real time
- ☑ Add your card to your e-wallet and use it before the physical card arrives
- ☑ Use your card for online payments right away

This guide will help you set up the app and troubleshoot any login issues. Follow the steps to begin using card24.

We regularly develop new features to make your digital journey more convenient.

For further information and new features, visit:
<https://www.card24.app>

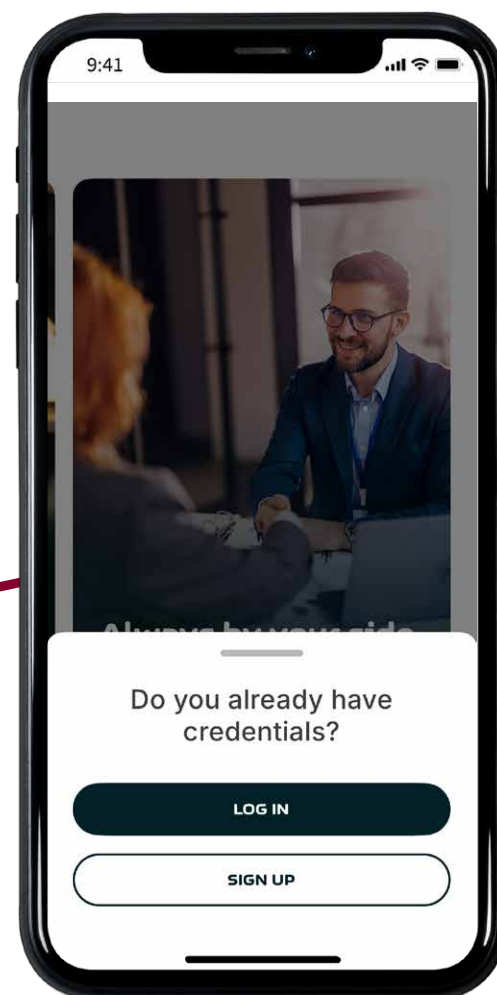


REGISTRATION FOR CARD24 VIA ACTIVATION CODE



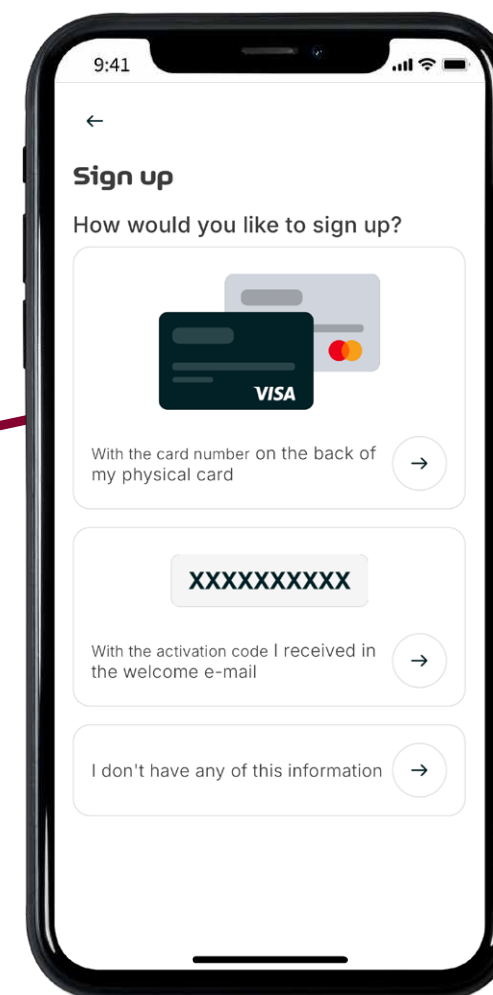
01

Download the app from the App Store, Google Play Store, or using the QR code above.



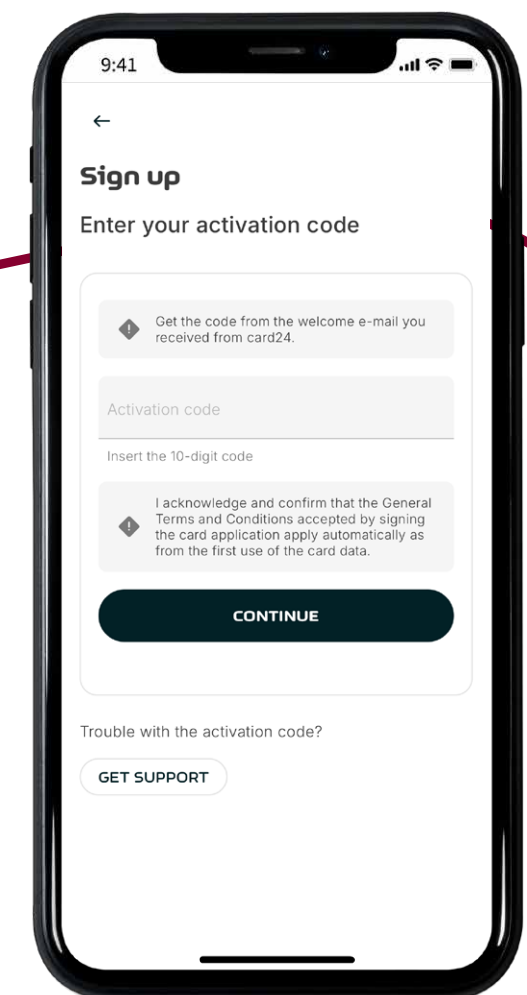
02

Select the option "Sign up".



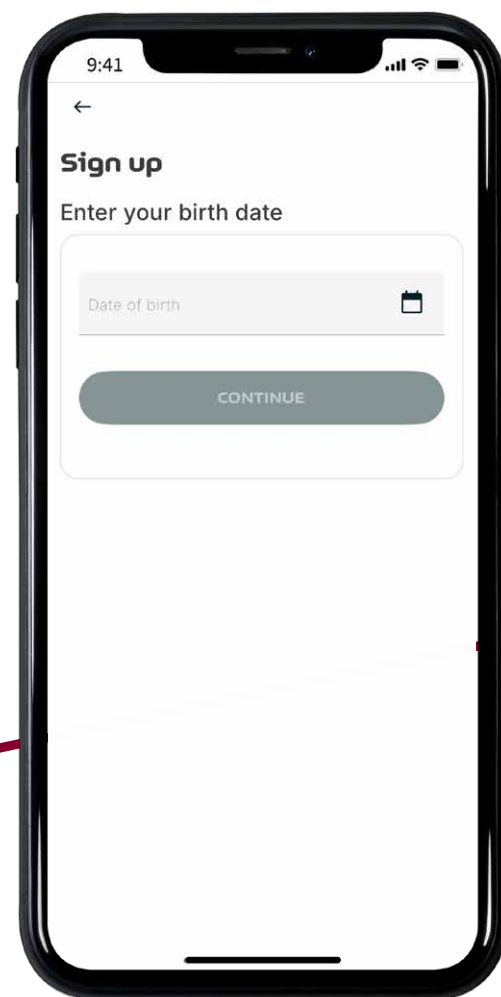
03

To use your card immediately, select the option "Activation code".



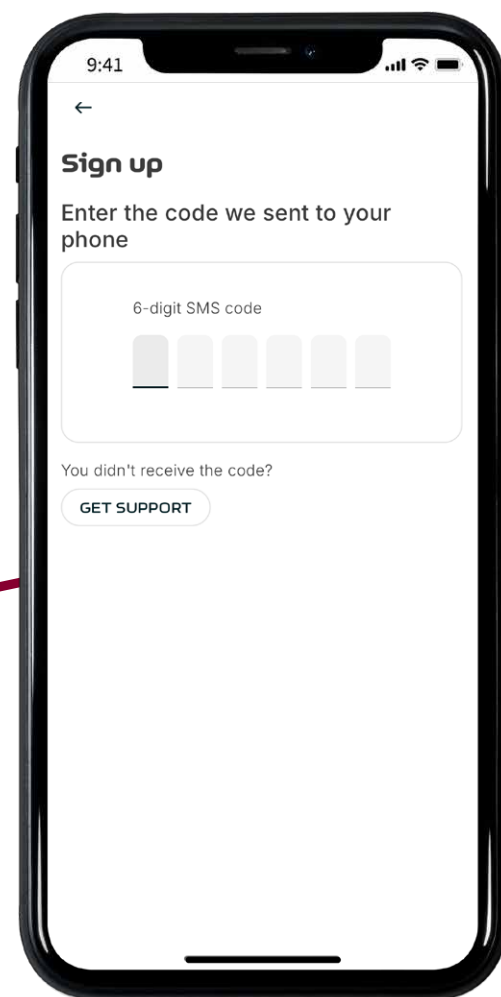
04

Enter the activation code you received in the welcome email when you applied for the new card.



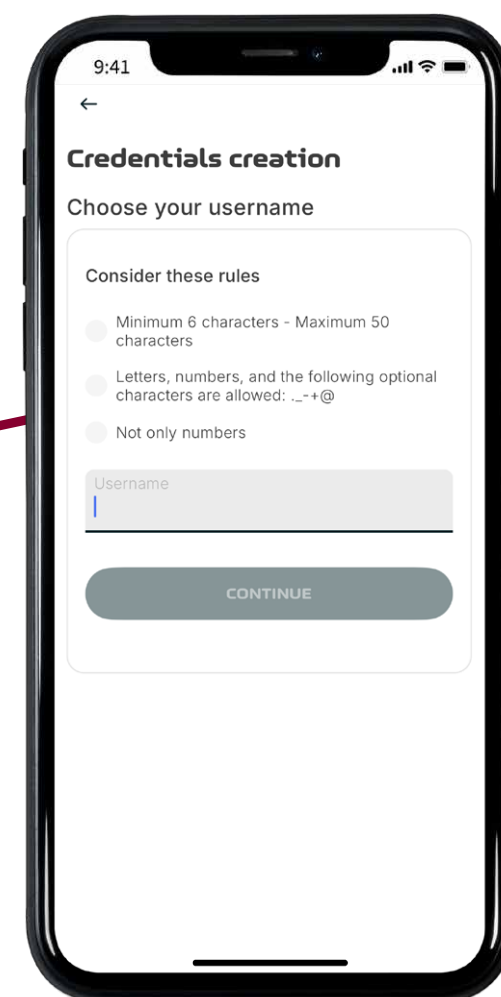
05

Enter your date of birth.



06

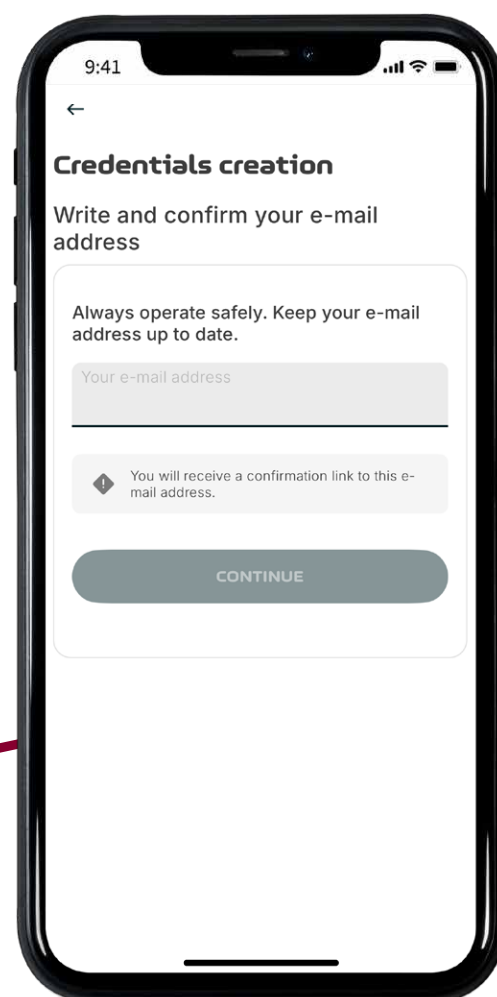
Enter the OTP numeric code that you have now received on your smartphone.



07

Create a user name and a password.

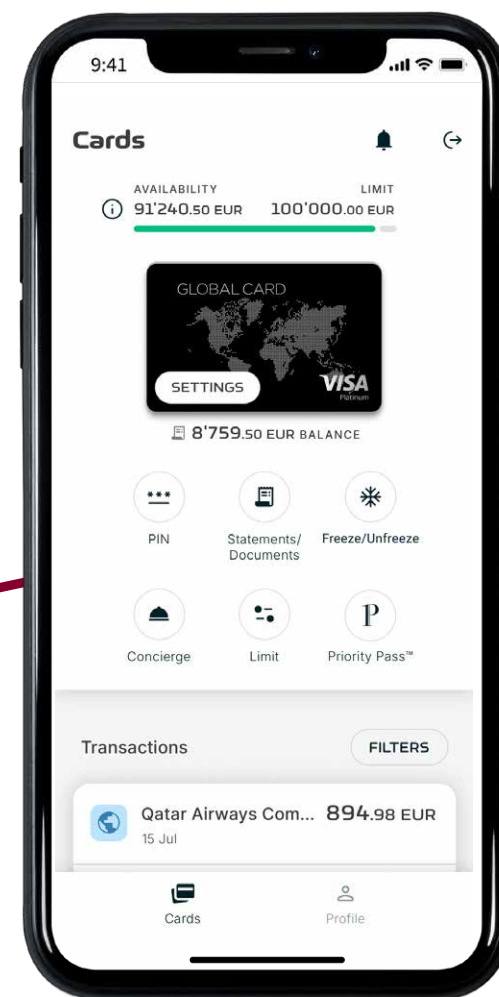
- The user name must consist of at least one letter and at least eight characters
- The password must contain at least one uppercase letter, one lowercase letter and one special character



08

Confirm your e-mail address and verify the link.

- Write and confirm your e-mail address
- Verify the link you will receive by e-mail



09

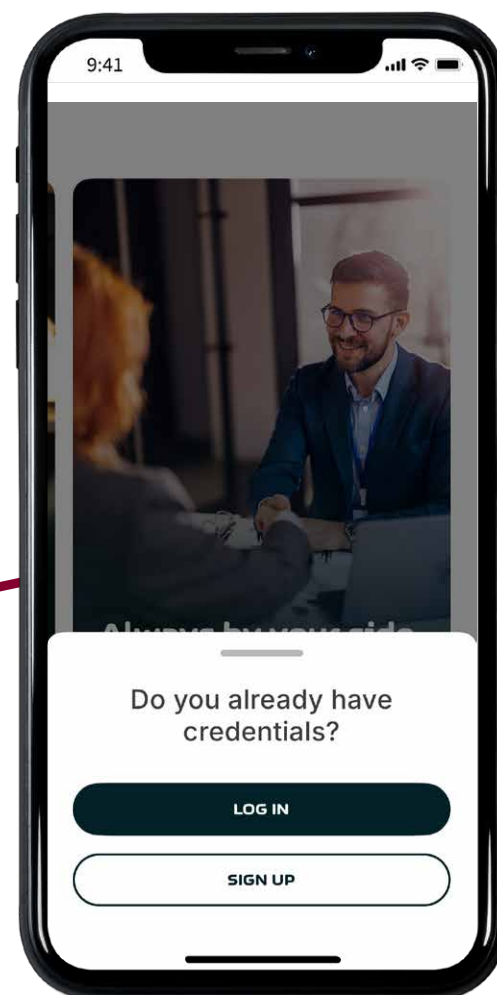
Now you can access your card details, add your card to your wallet and use it for online payments without delay.

REGISTRATION FOR CARD24 VIA PHYSICAL CARD



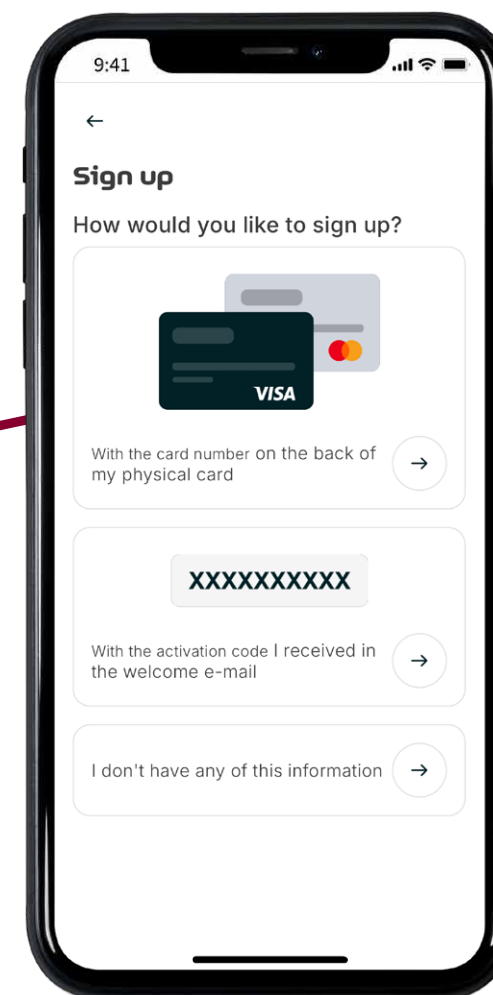
01

Download the app from the App Store, Google Play Store, or using the QR code above.



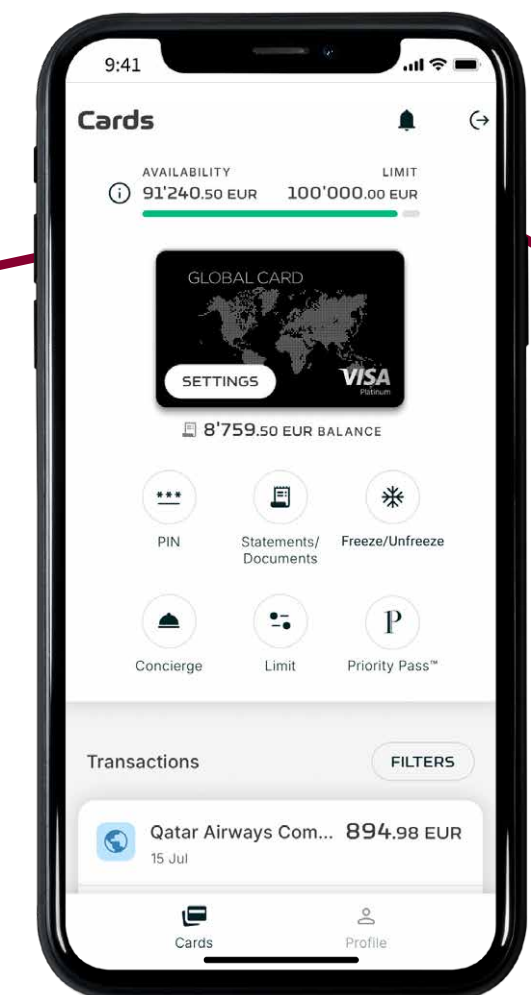
02

Select the option "Sign up".



03

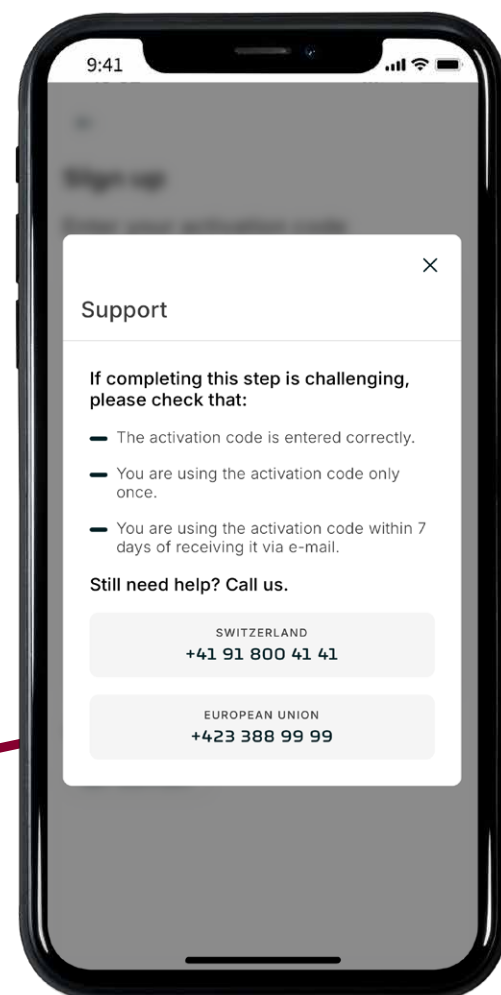
To use your benefits from the moment you receive the physical card, select the option "Card number".



04

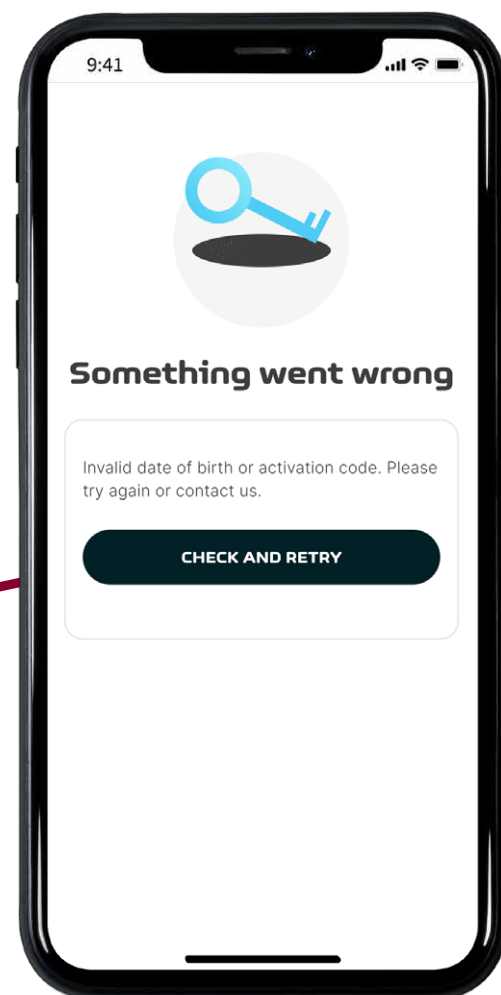
Follow the steps to complete the registration and access your card services via the card24 App.

REGISTRATION HELP



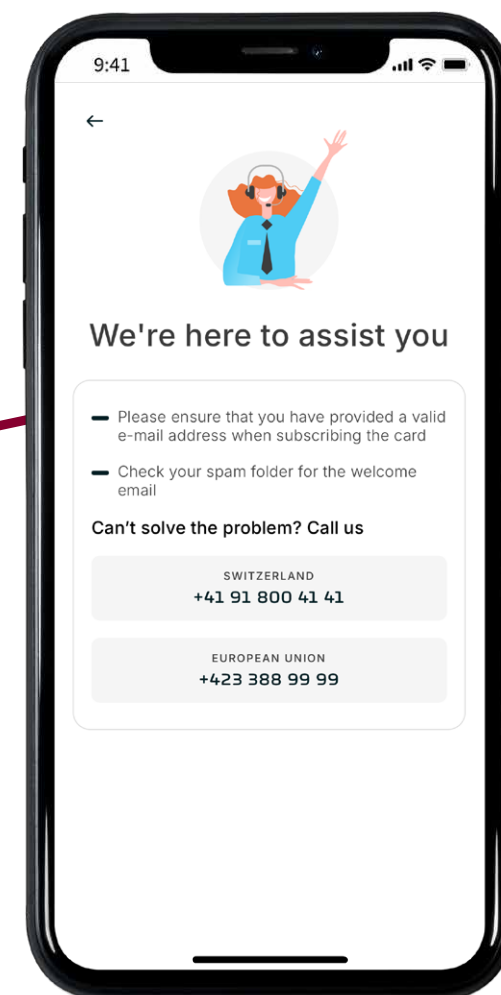
01

Please check the displayed options.



02

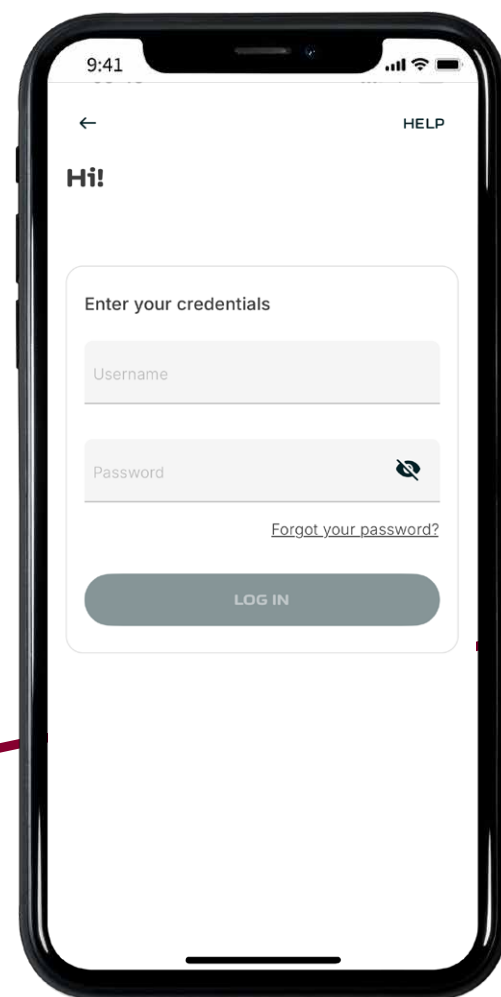
Please enter your activation code again. If this does not work again, please contact our customer service.



03

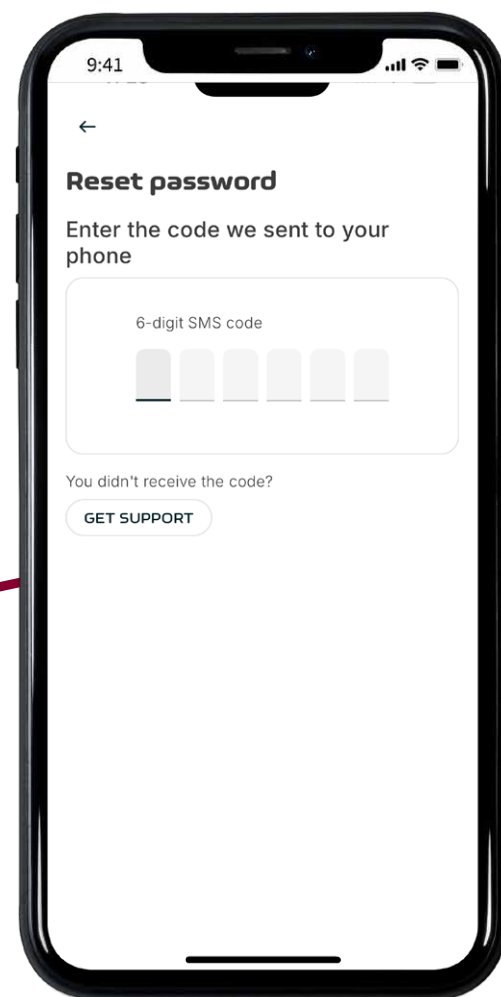
Can't solve the problem or have questions? We are here for you.

FORGOTTEN PASSWORD STEPS



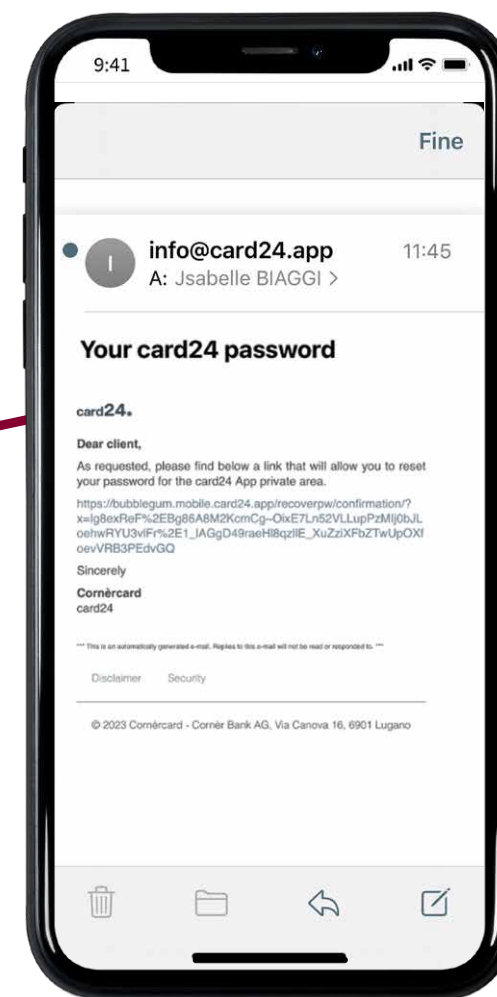
01

Select “Forgot your password?” and enter your card24 username.



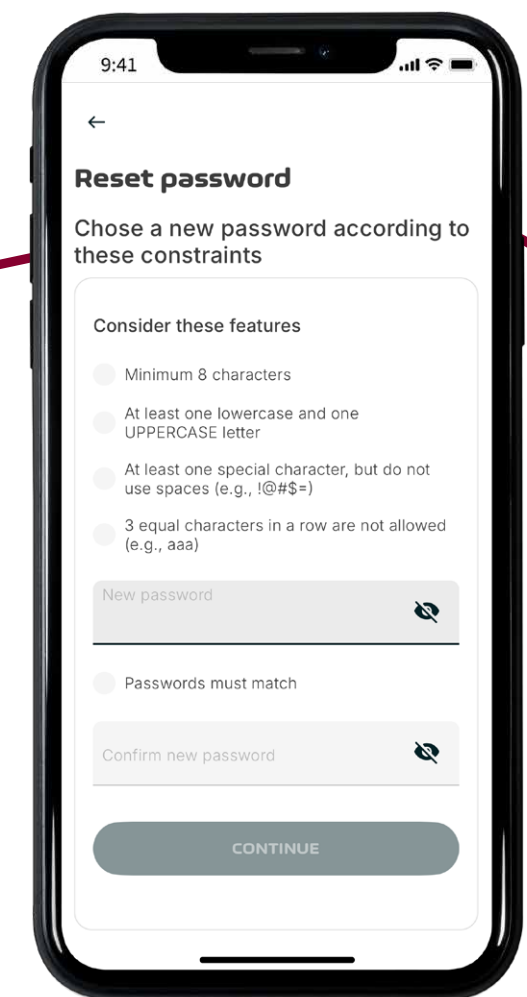
02

Enter six-digit code sent via SMS.



03

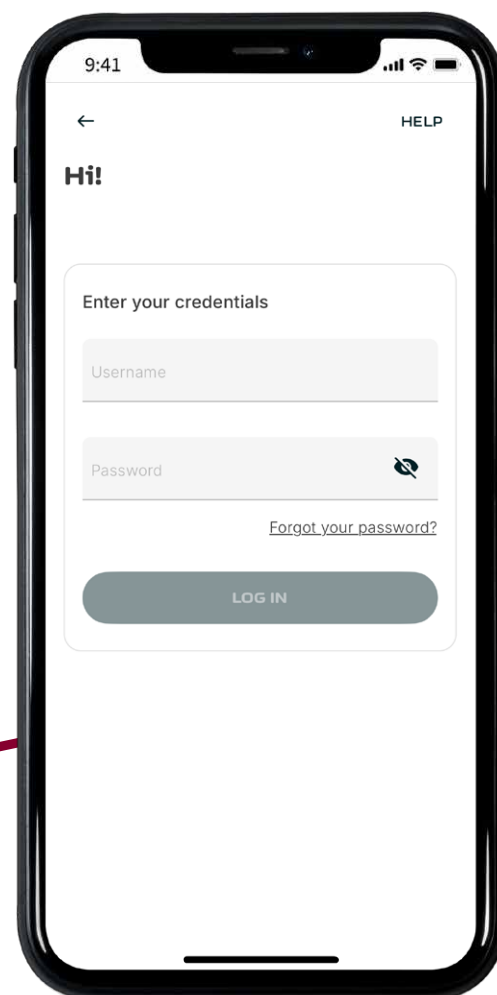
Click on the link sent via email, then select “continue” on the card24 App.



04

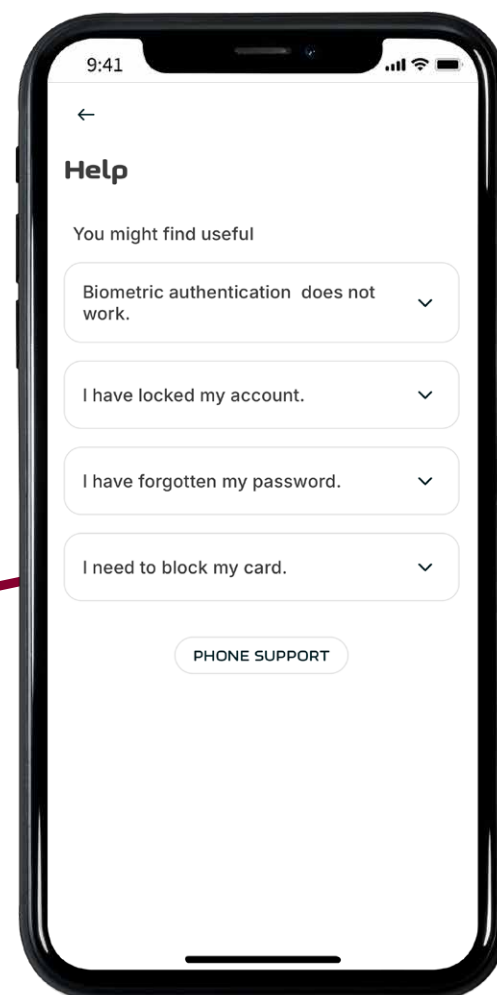
Enter a new password and select “continue” to access your account.

FAQ AND HELP



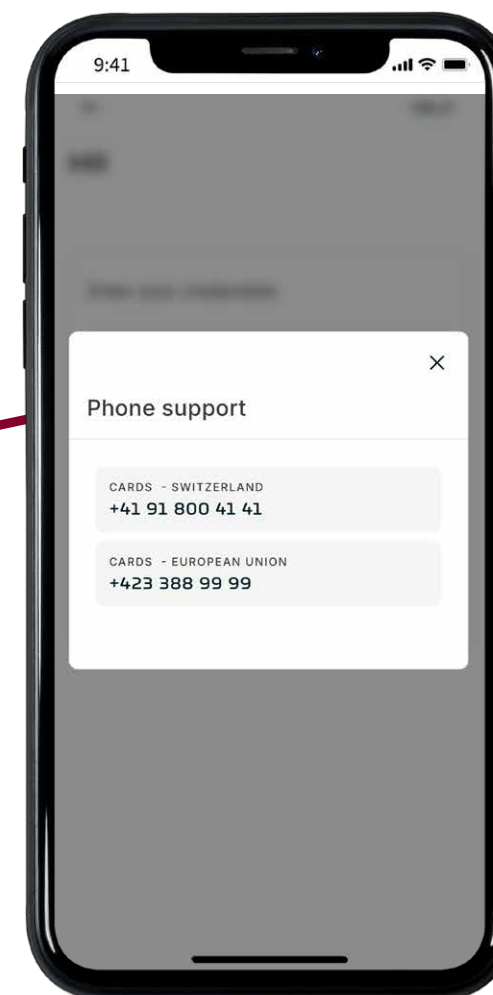
01

For any questions or uncertainties, click on the top right of the login screen on “Help”.



02

Here you will find a selection of helpful instructions on various topics. Have you forgotten your username or do you have any other request that is not listed here? Then click on “Phone Support” below.



03

Select the corresponding number. Our customer service will be delighted to support you 24/7.