



eZCard

USER GUIDE

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Treasury Management Support | 800-844-1720

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Enrollment

Cardholders can self-enroll on the eZCardInfo website, <https://www.ezcardinfo.com>, or the Company's Card Program Administrators can enroll cardholders at the time of ordering the cardholder's credit card.

1. Select Enroll Now to begin the self-enrollment process.

OLD NATIONAL BANK

Log In to Your Account

Username

Forgot your username?

Log In

Don't have an account? Register for online access to your account so you can:

- Analyze your spending
- Review your statements
- Pay bills online

Enroll Now

2. Enter credit card information, then select Begin Enrollment

OLD NATIONAL BANK

Begin Your Enrollment

Enter Your Credit Card Number

XXXX-XXXX-XXXX-XXXX

Cancel Begin Enrollment

We ask for your credit card number so we can:

- Verify you belong to this institution.

CREDIT CARD

1234 5678 9123 4567

VALID THRU 03/18

JOHN H DOE

3. Enter name as it appears on the card, card expiration date and select Next.

Details Username Security

Step 1. Enter Account Details

Name as it appears on your account

Name as it appears on your account

Card Expiration Date

MM/YYYY

Cancel Next

Your information is safe with us!

CREDIT CARD

1234 5678 9123 4567

VALID THRU 03/18

JOHN H DOE

4. Enter username, password and complete the rest of the form as instructed, then select Enroll Now.

The screenshot shows a web form titled "Step 2. Choose Your Username and Password" with a progress bar at the top indicating the "Username" step. The form includes the following fields and instructions:

- Username:** A text input field with a red border and a "This field is required" error message below it.
- Password:** A text input field with a red border and a "This field is required" error message below it.
- Re-enter Password:** A text input field.
- Email Address:** A text input field with the placeholder "ex: name@example.com".
- Re-enter Email:** A text input field with the placeholder "ex: name@example.com".
- Nickname:** A text input field.

On the right side, there are instructions for password selection:

Please use the following guidelines when choosing a password.

Your password must:

- Password Must be Different Than Username
- not contain spaces
- be between 8 and 20 characters
- not match previous 10 passwords
- contain 1 numbers
- contain 1 special characters
- contain 1 upper case characters
- contain 1 lower case characters

At the bottom of the form are "Cancel" and "Enroll Now" buttons.

5. Complete Security questions and answers and select Finish. You will receive an email with your user credentials.

The screenshot shows a web form titled "Step 3. Complete Security Questions" with a progress bar at the top indicating the "Security" step. The form includes the following fields and instructions:

- Question 1:** A dropdown menu with "-- select --" and a text input field below it.
- Question 2:** A dropdown menu with "-- select --" and a text input field below it.
- Question 3:** A dropdown menu with "-- select --" and a text input field below it.
- Question 4:** A dropdown menu with "-- select --" and a text input field below it.

At the bottom right of the form is a "Finish" button.

6. Select your preferred contact number and OTP delivery method. Select Continue to complete the process.



OTP Delivery Option ?

Select Phone Number

(***) - *** - 4102

(***) - *** - 6808

Select OTP Delivery Option

SMS

Phone Call

7. You will be sent an email with a confirmation code to verify your email address.

Login

1. Enter your username, select Login.

OLD NATIONAL BANK

Log In to Your Account ?

Username 🔒

[Forgot your username?](#)

Don't have an account? Register for online access to your account so you can:

- Analyze your spending
- Review your statements
- Pay bills online

2. Another screen appears, enter your password, and select Login.

Upon Logging in, a One Time Phone Delivery Option via SMS or Phone Call will be required.

3. Select your preferred contact number and OTP delivery method. Select Continue to complete the process.

NOTE: Existing users can use the Forgot Username or Forgot Password links on the website to reset their credentials. Cardholders will be prompted to enter their card information. Follow the steps when prompted to retrieve username or reset password. An email with the username and/or temporary password will be sent the email previously saved on the bank's system.





OTP Delivery Option

Select Phone Number

(***) - *** 5555

(***) - *** 3333

Select OTP Delivery Option

SMS

Phone Call

Home Page

1. Upon signing in to eZCard, the top menu allows you to navigate throughout the site to:
 - View transactions.
 - View statements.
 - Make payments if enabled.
 - View and set up alerts.
 - View and change account settings.



2. The Homepage will also provide a quick summary of essential information including current balance, statement balance and available credit.
3. There are also tabs that can quickly direct you to review Recent Transactions, Account Details and Spend Snapshot.

OLD NATIONAL BANK™ TM - 5529

HOME TRANSACTIONS STATEMENTS ACCOUNT SERVICES ALERTS EXPENSES

Welcome, TM!

Current Balance	\$10. ⁰⁰
Pending Balance	\$0. ⁰⁰
Statement Balance	\$0. ⁰⁰
Available Credit	\$89. ⁹¹
Current Credit Limit Amount	\$100. ⁰⁰
Last Payment	\$0. ⁰⁰
Total Minimum Due	\$0. ⁰⁰
Payment Due Date	Sep 08, 2022

EASY, CONVENIENT, GREEN!

Click Here >> to enroll in eStatements today!

Recent Transactions Account Details Spend Snapshot

Recent Transactions

— Pending Transactions (0)

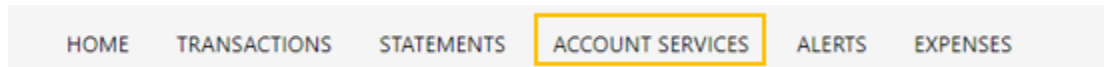
— Transactions (1)

Account Services

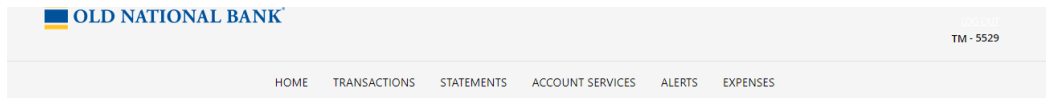
The menu item, Account Services allows you to view messages and update your account settings, including email and phone information.

Update Email Address

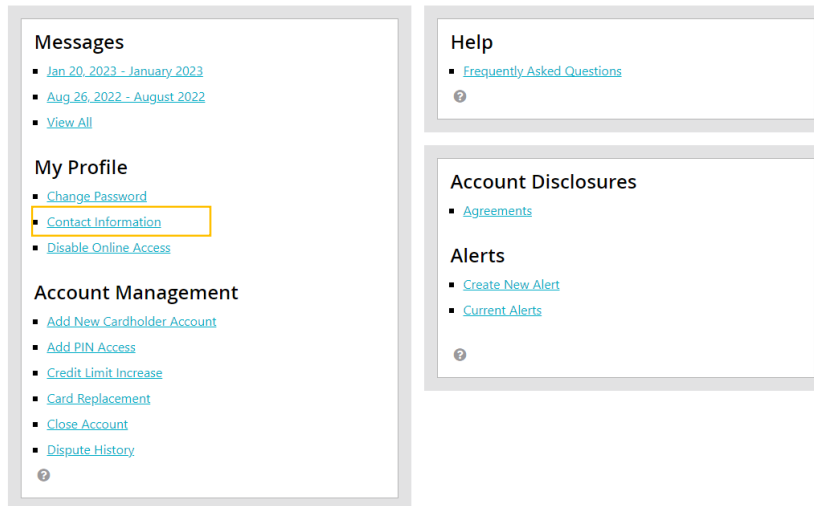
1. Select Account Services from menu,



2. Under My Profile, Select Contact Information

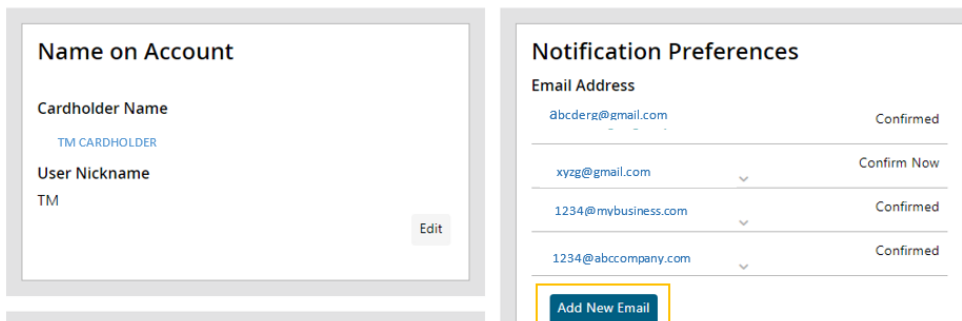


Account Services



- To add new email address, Select Add New Email.

[Account Services](#) > My Profile ?

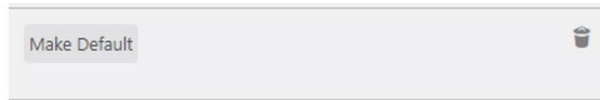


- Enter preferred email address in the space provided, then Select Add.

name@example.com

- Select the email address to verify the email address. You will receive a one-time code via the selected email address to enter in the space provided. The status beside the email that has been verified will change to "Confirmed."

- Select the email that has been added. Select Default to move it to the top of the list.



You have successfully updated your password.

Search and View Transactions

To search and view transactions, hover over transactions from the top menu and select, Search Transactions.

The screenshot shows the Old National Bank website interface. At the top, the navigation menu includes HOME, TRANSACTIONS, STATEMENTS, ACCOUNT SERVICES, ALERTS, and EXPENSES. The main content area displays account information for 'TM - 5529' and a 'SPEND ANALYZER' section. A search bar labeled 'Search Transactions' is highlighted. Below the account details, there are tabs for 'Recent Transactions', 'Account Details', and 'Spend Snapshot'. The 'Recent Transactions' tab is active, showing a search bar and a list of transactions: 'Pending Transactions (0)' and 'Transactions (1)'.

A new page appears. To the right of the screen a list of transactions will be seen. Details of transactions can be viewed by selecting the respective transactions from the list.

- To the left of the screen, you can search for older transactions by selecting the Filter options:
 - Time Period,
 - Categories, or
 - Amount.

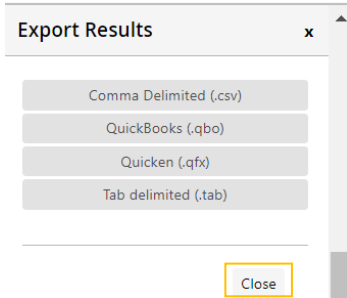
You can also order the filter. Searches can be saved for use at a later date.

The screenshot shows the Old National Bank EZCARD user interface. At the top, there is a navigation bar with the bank logo and the text "OLD NATIONAL BANK" on the left, and "TM - 5529" on the right. Below the navigation bar are several menu items: HOME, TRANSACTIONS, STATEMENTS, ACCOUNT SERVICES, ALERTS, and EXPENSES. The main content area is titled "Transactions". On the left side, there are two panels: "Saved Searches" and "Filters". The "Filters" panel includes sections for "Time Period" (set to "All History"), "Categories" (set to "No Category Filter Set"), "Amount" (set to "All Amounts"), and "Order By" (set to "Date ↓"). There is also a checkbox for "Group Results by Category" and a "Save this Search" button. Below the filters is an "Export Results" section. On the right side, there is a "Search Transactions" input field. Below it, a list of transactions is displayed under the heading "Transactions (2)". The first transaction is dated "AUG 18, 2022" and is for "EXXONMOBIL 99695850" with an amount of "\$10.09" and the category "AUTO RELATED". The second transaction is dated "JUN 28, 2022" and is for "+RUSH CARD FEE" with an amount of "\$40.00" and the category "PAYMENTS AND FEES".

2. You can also use the Search Transactions field using a key word. If you have forgotten the date or amount of the transaction, search using the name of the merchant.

This screenshot is similar to the previous one, showing the Old National Bank EZCARD user interface. The "Search Transactions" input field is highlighted with a yellow border. The rest of the interface, including the navigation bar, menu items, and the list of transactions, is identical to the previous screenshot.

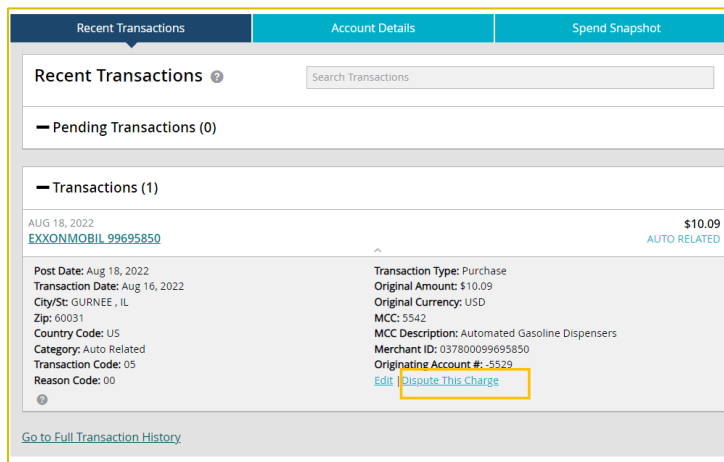
3. Transaction results can be exported into any of the formats available. Select the preferred format from Export Results and Select the Close button.



Dispute a Charge

To initiate a dispute for transactions that are not recognized, or for a transaction with the wrong amount or for items not received,

1. Select the respective transaction from the list of Recent Transactions or select Search Transactions from the Transaction option.
2. Select “Dispute This Charge.” A new form opens for you to answer questions. Complete the questions and select submit.



Transaction Dispute(s)

Dispute a New Charge

Cardholder Name: Test
 Last 4 of Account Number: 0001
 Merchant: EXXONMOBIL 96623392
 Reference Number: 24164052364837000650430
 Original Transaction Date: Dec 29, 2022
 Posted Date: Jan 01, 2023
 Transaction Amount: \$10.00

Disputed Amount:

To start the dispute process please answer the below question. Your answer is important as it will allow us to process your dispute as effectively as possible.

Did you provide your credit card account number to make this charge?

Yes
 No

Manage Alerts

The Alerts menu option allows you to set up and edit account alerts.

1. Select the Alerts option in the top menu. The Alerts page will display any alerts that have been set up for the accounts on the left.
2. The Add New Alert button allows you to register for Alerts. The Alerts menu is displayed from the drop-down box. Alerts will be sent to the default email address set up for alerts.

Looking for Help?
 Website Support
 800-844-1720

If you have questions regarding your account, please contact Customer Service at the number listed on your statement or back of your card.