



[www.hampdenandco.com](http://www.hampdenandco.com)



## An app to manage your cards

‘Card Transact’ is our smartphone app that allows you to manage your Hampden & Co bank cards and to make online purchases securely.

This step-by-step guide explains how to download and activate the app on your smartphone.

Your banker is available to support you if you have any questions.

If you need any help to download and activate the app, please call us on **0345 601 1107**.

## The Hampden & Co Card Transact app allows you to:



### Authenticate purchases

Using your smartphone's biometric security features – e.g. facial recognition or fingerprint ID



### Receive a PIN reminder

View your card's PIN securely



### Activate your card

Activate your new or replacement cards



### Block your card

In case it is lost or stolen



### View your card balance or transactions

Keep up to date with the activity on your card



### Name your card

Making it easier to identify



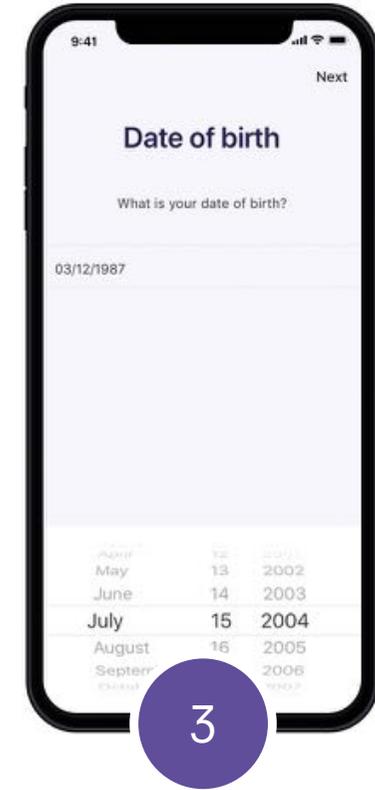
To download and activate the app,  
please follow these steps:



Search for 'Hampden Card Transact'  
in the Android or Apple app stores  
and download the app.



Open the app and review the  
three overview screens.

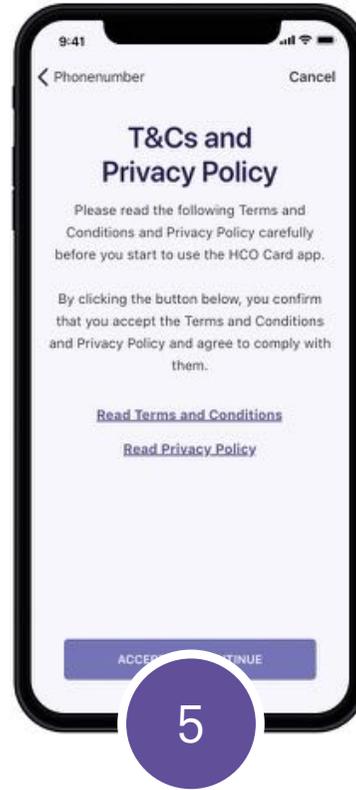


Enter your date of birth.





Enter the mobile number that we hold for you.



Review the T&Cs and click if you accept.



Call the number on screen and confirm the keyword provided.

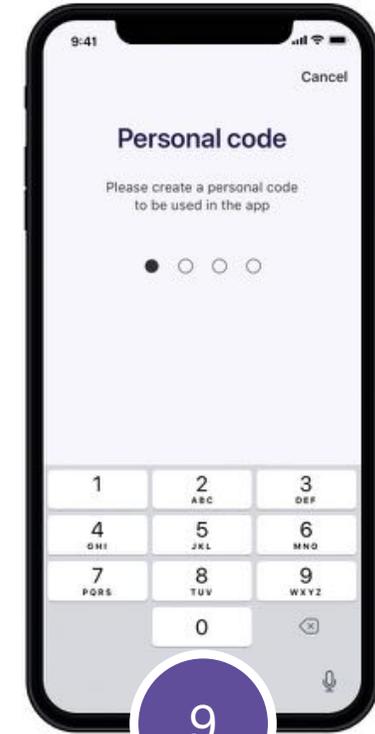




Once the keyword has been verified, click next.



Enter the 8-digit code you receive by text.

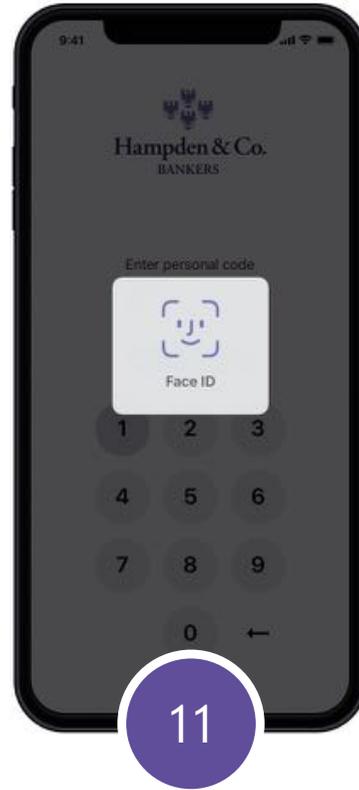


You will be asked to create your own personal 4-digit app code. This should be different from your card's PIN.

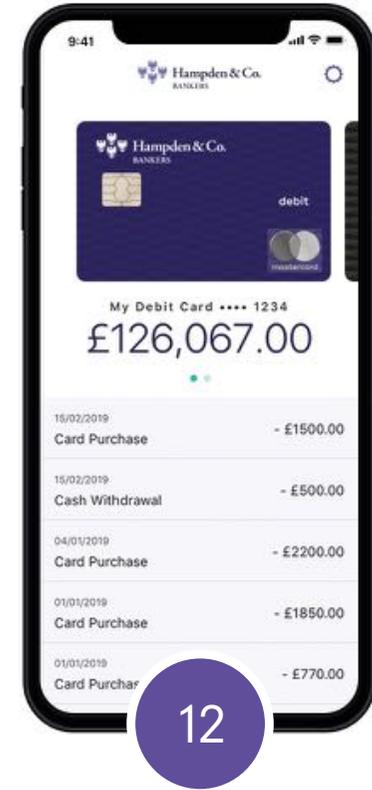




Re-enter your new personal app code.



Enable biometrics (if used and active) on your smartphone.



Activation complete – the app is now ready to use.



## Once downloaded and activated, the app enhances the security of your online purchases

When using your Hampden & Co bank card to make an online purchase, you may be asked to authenticate the payment. If you choose Hampden & Co Card Transact, you will be prompted to open the app and will be shown the details of the transaction. You can confirm the payment using your smartphone's biometrics or your personal app code.



Hampden & Co plc

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