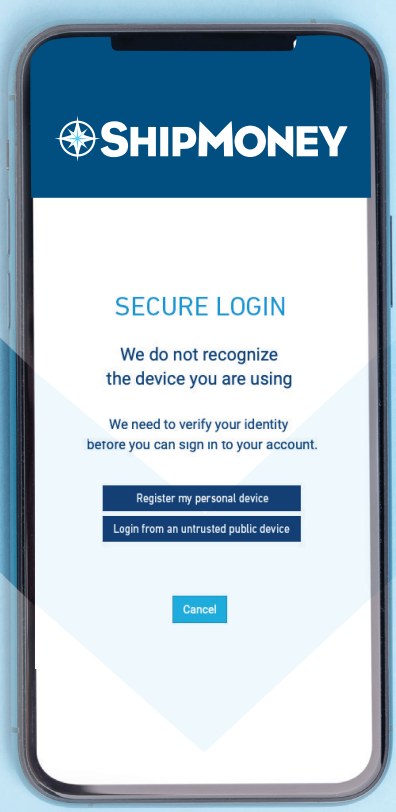
Introducing

SHIPMONEY SECURE



Security Made Simple

ShipMoney Secure is a new security feature designed to keep your money safe from phishing and other cyber-attacks. Add a strong layer of protection to your account by simply registering each of your devices.

- **Our technology recognizes your device(s), making it easy to log in**
- **You're immediately notified if someone tries to log in from an unregistered device**
- **A security question blocks suspicious login attempts**

Your hard-earned money deserves the ultimate protection--register your device(s) now using the ShipMoney app or website. At home or onboard, discover security simplified.

Go to ShipMoney.com or
download the ShipMoney APP

Download on the App Store
GET IT ON Google Play

SHIPMONEY
Just like cash, *only better.*™

What is ShipMoney Secure

ShipMoney Secure is a new feature providing cardholders with an extra layer of security for your ShipMoney accounts.

You have the option to register your own device or choose to log in from a public device.

The new feature sends you notifications when someone tries to log into your account from an unregistered device and gives you the option to have your device(s) recognized by ShipMoney as a secure device.

Once a device is registered, you will no longer need to answer the additional security question when you log in. You will only need your username and password.

NOTIFICATIONS

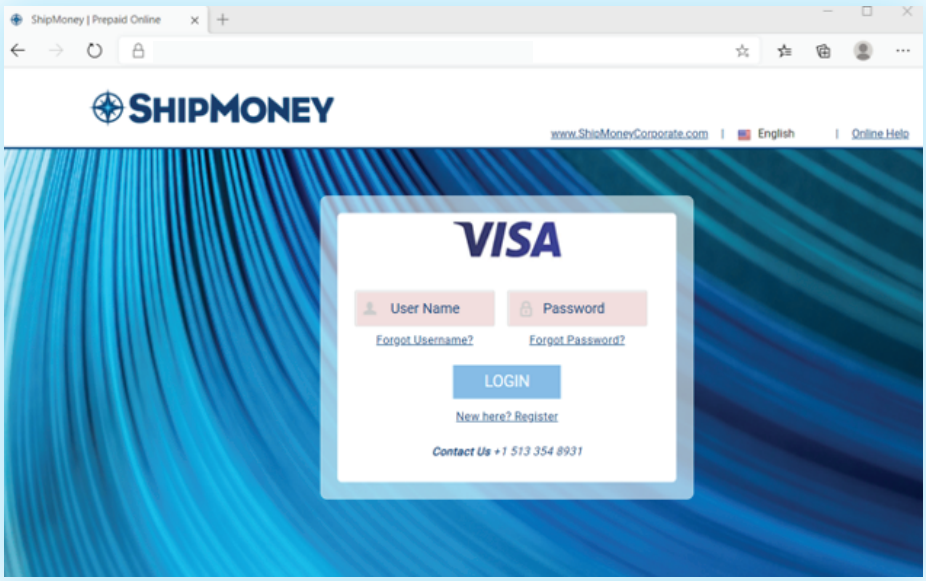
You will now receive emails for the following:

- Login from Unverified Device – A notification will be sent when someone tries to log in from an unverified device.
- Device Verification – A notification will be sent when someone attempts to register a new device.

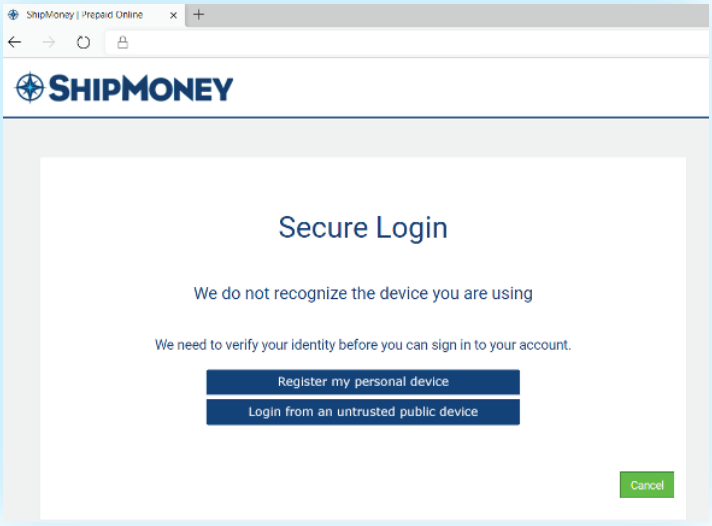
PLEASE CONTACT CUSTOMER SERVICE IMMEDIATELY IF YOU RECEIVE ONE OF THESE NOTIFICATIONS.

TO START

1. Login using your username and password

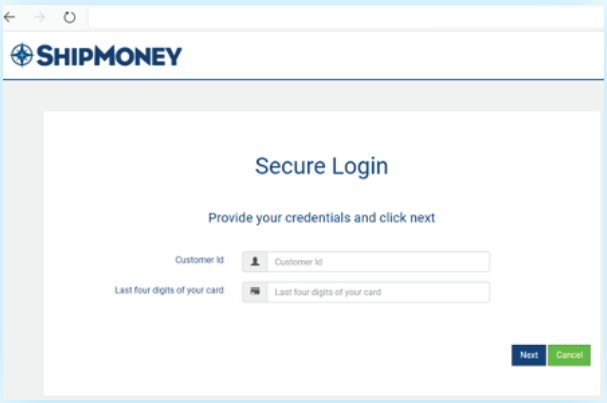


2. Select if you are using a public device or personal device.

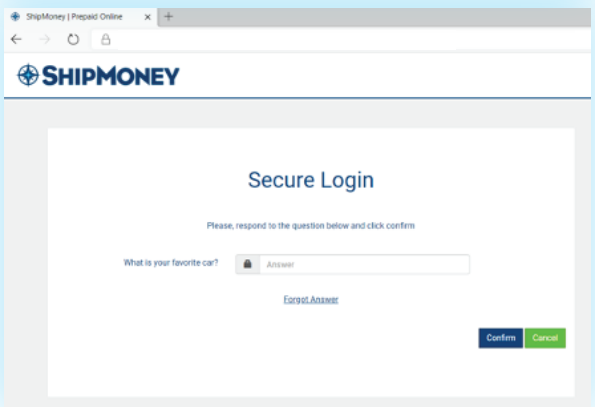


IF USING A PUBLIC DEVICE

Select Login from an untrusted public device



A. Enter your Customer ID, (the ten-digit number found on the back of your card) and the last four digits of your card.

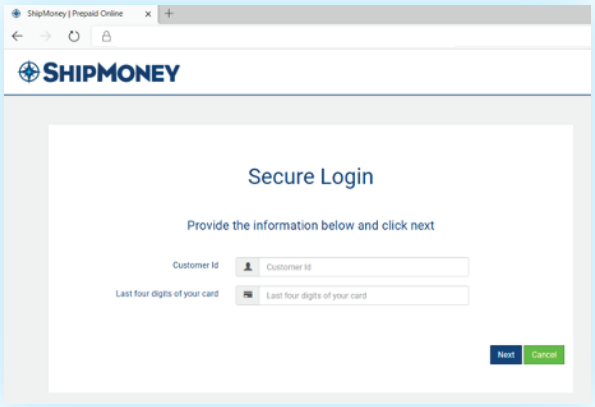


B. Answer your security question.

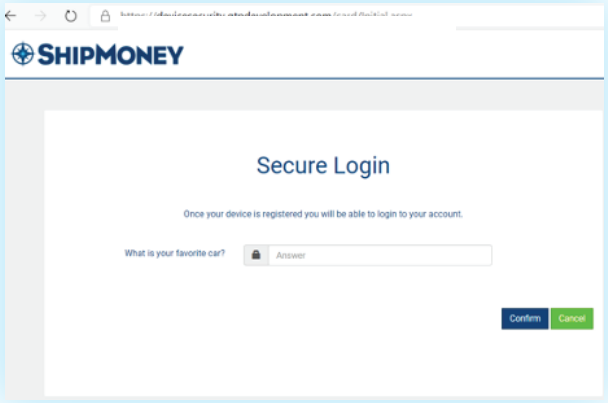
This will now be the method to login to your account on any public or shared devices

IF YOU ARE USING ONE OF YOUR OWN PERSONAL DEVICES (MOBILE PHONE, TABLET OR COMPUTER)

Select Register my personal device

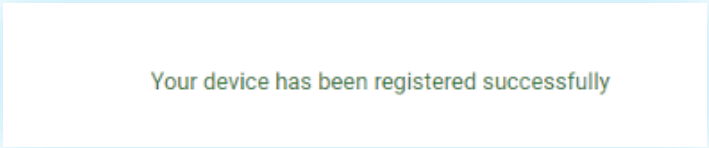


A. Enter your Customer ID, (the ten-digit number found on the back of your card) and the last four digits of your card.



B. Answer your security question

Once answered correctly – you will get notified that your device has been registered correctly and the secure login web page will no longer be displayed



IMPORTANT

If you are unable to answer your security question and/or have issues logging in, select Forgot Password from ShipMoney.com or the mobile App. If you need further assistance, contact Customer Support by visiting www.shipmoney.com and clicking Online Help in top right corner and submit an online support ticket for account access.

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Frequently Asked Questions

DO I HAVE TO REGISTER A DEVICE TO LOG IN TO SHIPMONEY?

No. You can log in with your credentials (Username and Password) and a security question on any device.

WHAT IS THE BENEFIT OF REGISTERING A DEVICE?

It securely identifies your computer, tablet, or mobile device to your ShipMoney account providing an additional layer of security to protect your funds. You will be notified if there are any attempts to access your account from an unregistered device.

HOW MANY DEVICES CAN I REGISTER?

You can register as many devices as you would like.

CAN MORE THAN ONE DEVICE ACCESS MY SHIPMONEY ACCOUNT AT THE SAME TIME?

Yes As long as the devices are registered, you can access your account from two devices at the same time.

CAN I UN-REGISTER A DEVICE?

Yes. You can un-register a device by contacting Customer Support at ShipMoney.com or the mobile App and selecting ONLINE HELP. Request for the device to be un-registered and please provide the device type and model.

WHAT INFORMATION IS USED TO REGISTER MY DEVICE?

ShipMoney DOES NOT use any personal data to register a device and the registration cannot be traced back to you or your device. Your internet browser settings generate a hash tag that we store in our database and link it to your ShipMoney account. This methodology is used worldwide to secure devices. More information can be found at:
https://github.com/fingerprintjs/fingerprintjs2/wiki/Browser-independent-components

HOW DO I KNOW IF I HAVE REGISTERED A DEVICE?

After you register your device, the device registration web page will no longer be displayed and you will not be prompted to answer a security question.

WILL THE DEVICE REGISTRATION WORK IF I HAVE A VERY OLD COMPUTER, PHONE OR TABLET?

Yes. If the website or application can be accessed from your device, the device registration will work.

WILL I HAVE TO RE-REGISTER MY DEVICE IF MY CARD IS REPLACED?

Yes. Each separate card account is linked to your device through this process so you will need to re-register the device if your card is replaced.