

EWBridgePay™ App Tutorial

September 2019



Agenda

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Activation & Registration

Activation & Registration

Verizon LTE 11:24 AM


EASTWESTBANK

Welcome Back!

Please login to your account to continue.

User ID*

Password* [SHOW](#)

☐ Remember me

Login

 Activate Your Card

[Forgot User ID?](#) | [Forgot Password?](#)

Verizon LTE 11:24 AM

Activate Card

Card Number*

Enter 16 Digit Card Number

 Next

[Cancel](#)

Verizon LTE 11:25 AM

Activate Card

Card account verification

Card Number*
*0018

Zip/Postal Code*
75094 **Mailing Zip Code**

Select Expiration Date*
05/24 **Expiration Date** ▼

 Next

Activation & Registration

Verizon LTE 11:26 AM

< Card Registration

User account information

User ID **Select User ID**

Password **Select Password**

Make sure your password meets these requirements

- ✓ ABC
- ✓ abc
- ✓ 123
- ✓ @#\$
- ✓ char > 7

Confirm Password

Select Secret Question*
Pet's Name **Select Secret Question**

Secret Answer **Type Secret Answer**

*Mandatory Fields

 Submit

Verizon LTE 11:26 AM

< Card Registration

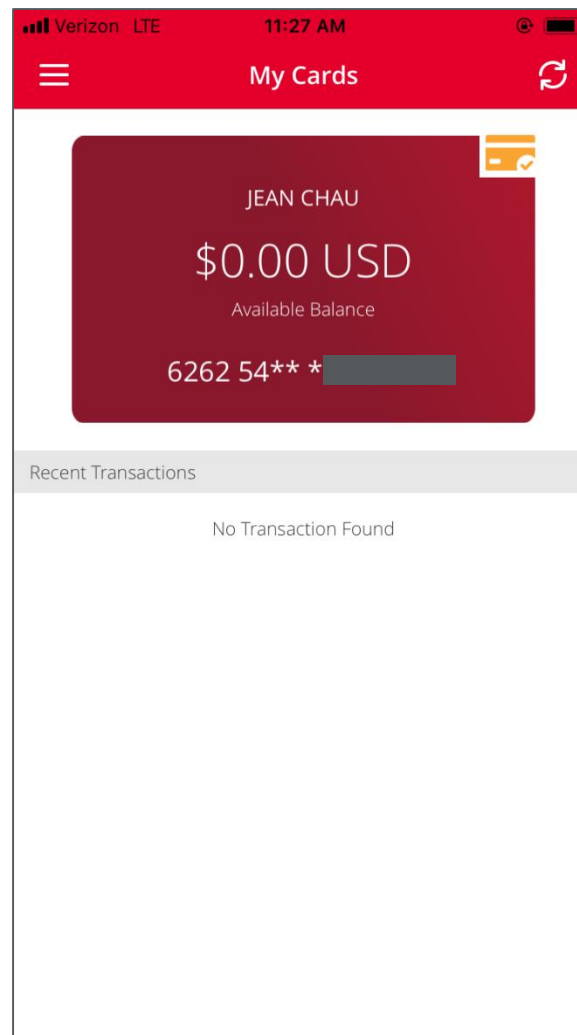
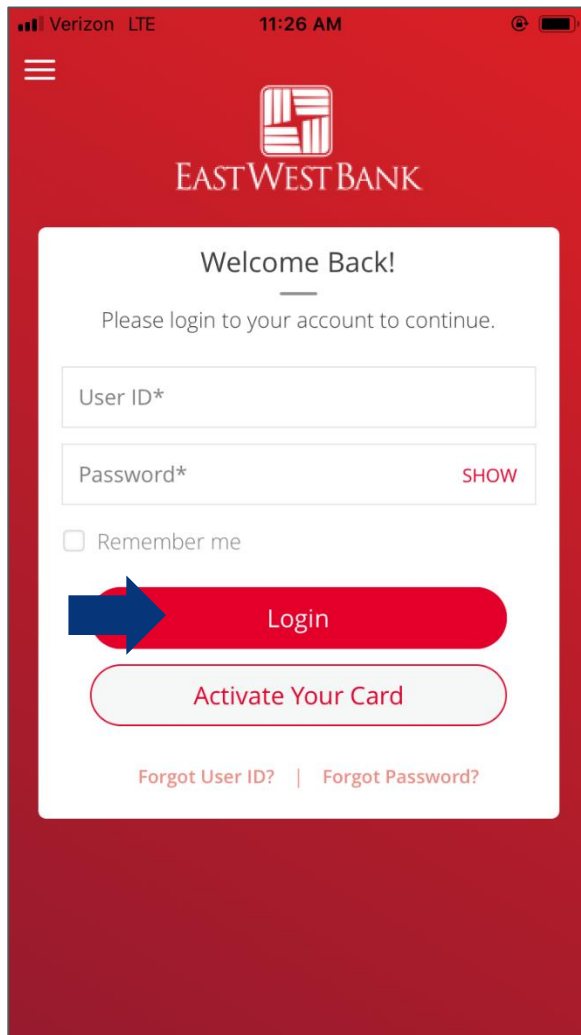


Your registration has been completed successfully. You can now log in using your online user ID and password

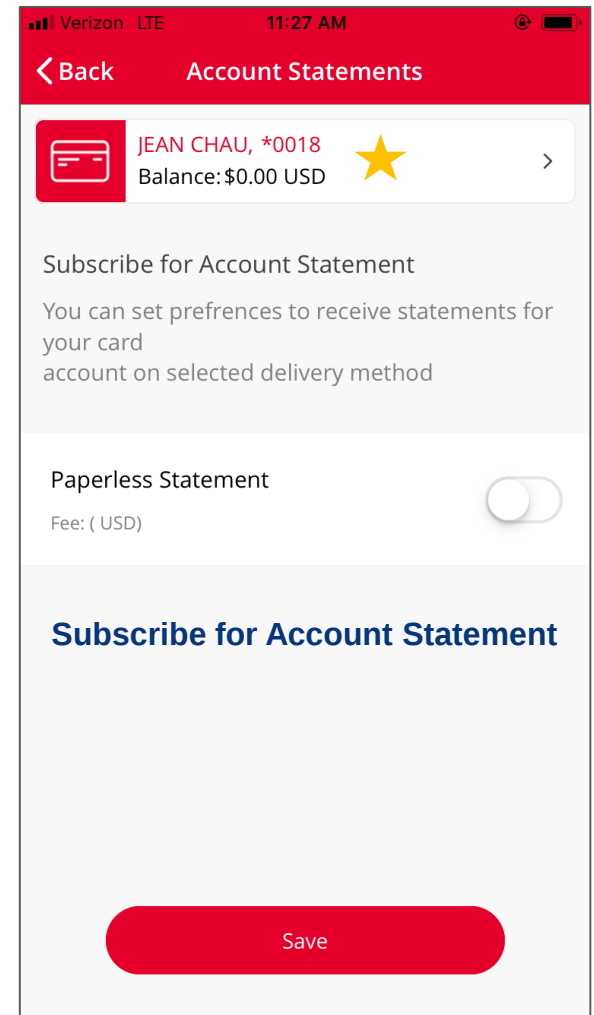
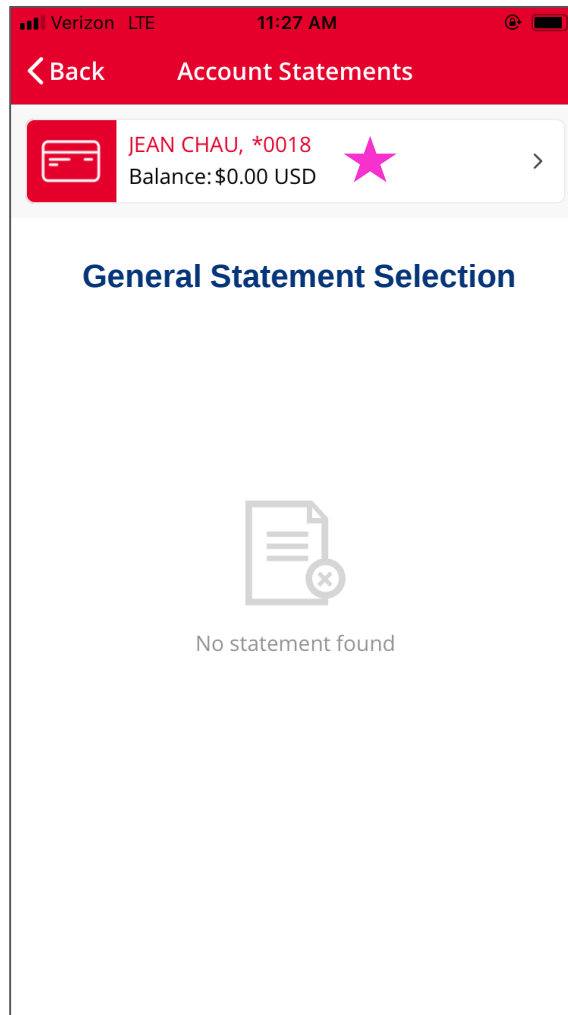
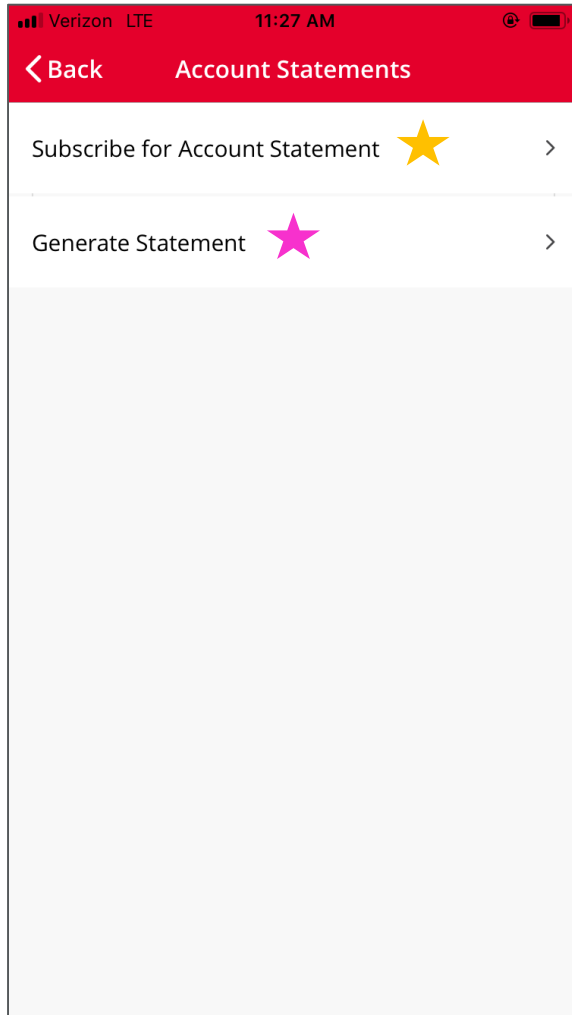
 Login To Your Account

Card Management

Card Management



Card Management



Card Management

The image displays three sequential screenshots of the EastWest Bank mobile application interface, specifically the Card Management section.

Screenshot 1 (Left): Shows the main menu. The top bar is red with the user's name "JEAN CHAU" and "Last login : Jun 19, 2019". The menu items are: My Cards, Card Activity, Transfer Services, Messaging & Alerts (selected with a blue star), Alerts, Security, Privacy Policy, FAQs, Contact Us, and Settings. The bottom of the screen shows "All rights reserved. Powered by i2c Inc. Version 1.0.8".

Screenshot 2 (Middle): Shows the "Alerts" screen. The top bar is red with the title "Alerts". Below the header, there is a card summary for "JEAN CHAU, *0018" with a balance of "\$0.00 USD". The main content area lists three alert types: "Card Balance Alert", "Insufficient Funds on Card Account", and "International Transaction Alert". Each alert type has a description and three icons for selecting the notification method (Email, SMS, and Push). A blue arrow points to the text "Select Method Alert Will Be Sent" above the "Insufficient Funds on Card Account" alert.

Screenshot 3 (Right): Shows the same "Alerts" screen as Screenshot 2, but with a white toast message overlay that says "Updated successfully" and a blue "OK" button.

Card Management

JEAN CHAU
Last login : Jun 19, 2019

My Cards

Card Activity

Transfer Services >

Messaging & Alerts >

Security >

Privacy Policy ★

FAQs ★

Contact Us

Settings >

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Version 1.0.8

Verizon LTE 11:33 AM

Privacy Policy Done

PRIVACY NOTICE ★

FACTS

WHAT DOES EAST WEST
DO WITH YOUR PERSONAL
INFORMATION?

Why?

Financial companies choose how they share your personal information. Federal law gives consumers the right to limit some but not all sharing. Federal law also requires us to tell you how we collect, share, and protect your personal information. Please read this notice carefully to understand what we do.

What?

The types of personal information we collect and share depend on the product or service you have with us. This information can include:

- Social Security number and income

Verizon LTE 11:33 AM

FAQs Done

FREQUENTLY ASKED QUESTIONS ★

How does my reloadable prepaid card work?

This is a prepaid card. You will need to load funds to the card and only be able to spend the available funds on your card. Please know your balance before making transactions to ensure that you have the necessary funds to cover your transaction. You can easily check your card balance for free on the cardholder web portal <https://ewb.mycardplace.com/cholder> on your mobile app EWBridgePay or by calling the phone number on the back of your card.

Do I need to activate my new prepaid card?

Yes, you must activate your prepaid card first. You can activate your card on the cardholder web portal <https://ewb.mycardplace.com/cholder> on your mobile app EWBridgePay or by calling the phone number on the back of your card. Your prepaid card cannot be used until it is activated.

Card Management

The image displays two screenshots of a mobile application interface for Card Management.

Left Screenshot (Main Menu):

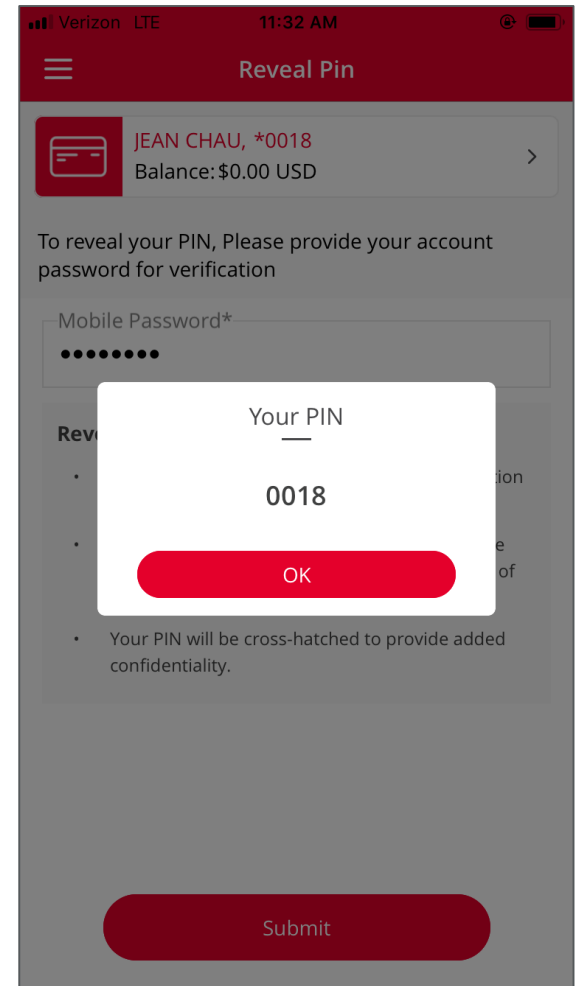
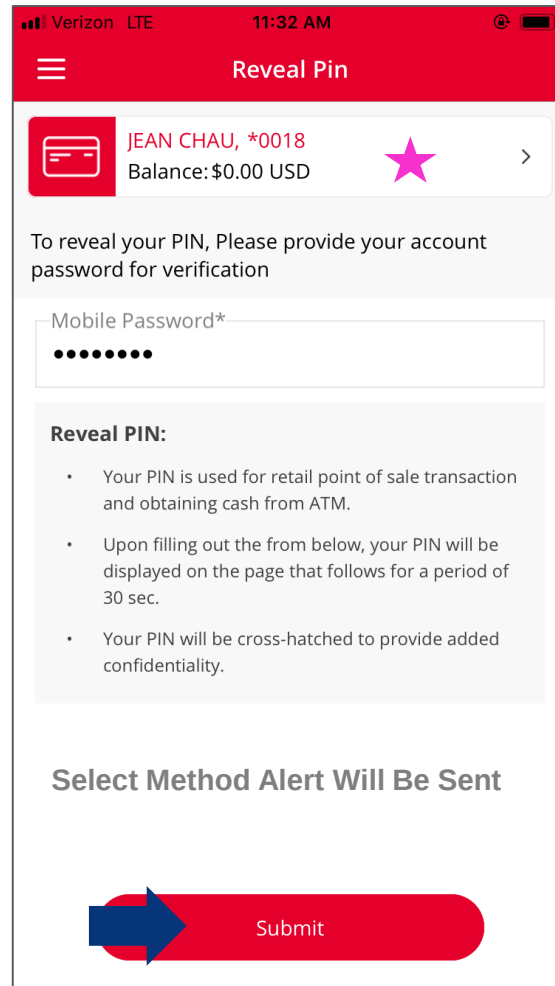
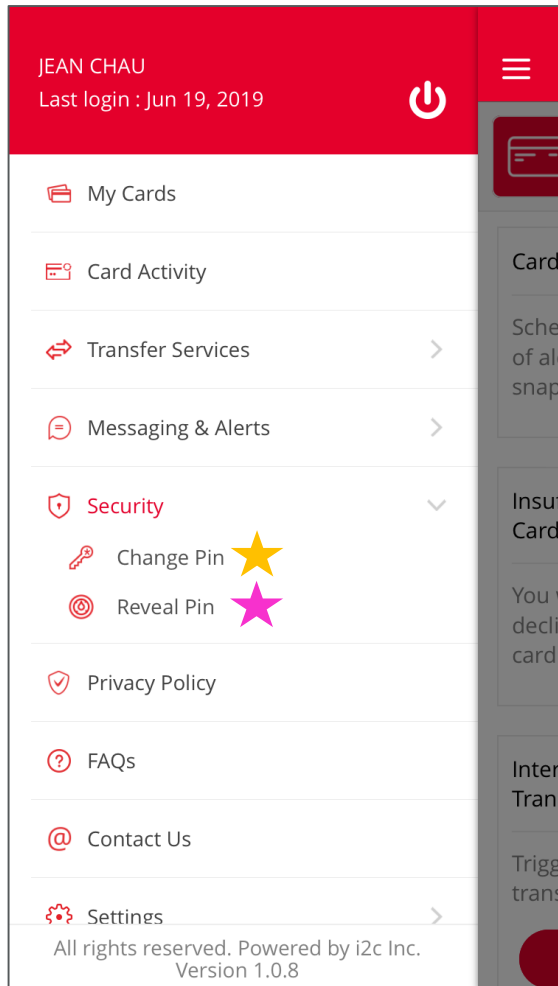
- Header: JEAN CHAU, Last login : Jun 19, 2019
- Menu items: My Cards, Card Activity, Transfer Services, Messaging & Alerts, Security, Privacy Policy, FAQs, Contact Us, Settings (highlighted with a blue star), Change Password (highlighted with a blue star).
- Footer: All rights reserved. Powered by i2c Inc. Version 1.0.8

Right Screenshot (Change Password Screen):

- Header: Change Password
- Form fields: Current Password*, New Password* (with a SHOW button), Confirm Password* (with a SHOW button).
- Requirements section: Make sure your password meets these requirements. Radio buttons for: ABC, abc, 123, @#\$, char > 7.
- Buttons: Save Changes (with a blue arrow pointing to it), Cancel.

PIN Number Reveal & Reset

PIN Number Reveal & Reset



PIN Number Reveal & Reset

The image displays two screenshots of the EastWest Bank mobile app interface, illustrating the process of changing a PIN.

Left Screenshot: Change PIN

- Header:** Red bar with a hamburger menu icon, the text "Change PIN", and status bar information (Verizon LTE, 11:32 AM, battery icon).
- User Card:** A red card showing a credit card icon, the name "JEAN CHAU, *0018", the balance "Balance:\$0.00 USD", a yellow star icon, and a right-pointing chevron.
- Form Fields:** Three white input fields with gray borders and placeholder text: "Current PIN*", "New PIN*", and "Confirm PIN*".
- Footer:** A blue banner with the text "PIN Changes Are Immediate" and a large red button with a blue arrow icon and the text "Change PIN".

Right Screenshot: Confirmation

- Header:** Red bar with a hamburger menu icon, the text "Confirmation", and status bar information (Verizon LTE, 11:32 AM, battery icon).
- Confirmation Icon:** A green circular icon containing a white checkmark.
- Message:** The text "Your PIN has been successfully updated" centered on the screen.
- Action Button:** A red rounded rectangular button with the text "Go to home".

Adding Initial Funds

Adding Initial Funds

JEAN CHAU
Last login : Jun 19, 2019

- My Cards
- Card Activity
- Transfer Services
 - Load from Bank Account
 - My Bank Accounts
- Messaging & Alerts
- Security
- Privacy Policy
- FAQs
- Contact Us
- Settings

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Version 1.0.8

Load from Bank Account

JEAN CHAU, *0018
Balance: \$0.00 USD

\$ 0.00*

Funding Method*

Auto-Reload

Load from Bank Account, Input Amount and Funding Method

Submit

Select Bank Account

No linked accounts found

Must Add Bank Account To Link For Funding

[Add New Linked Account](#)

Adding Initial Funds

Verizon LTE 11:30 AM

< Back Add Bank Account

Let's add a new bank account 

We just need a few bits of info about the account you would like to add.

Legal Name on Account
JEAN CHAU

Bank Name
East West Bank

Account Number*
8 [REDACTED]

Confirm Account Number*
8 [REDACTED]

Account Type*
Checking

Account Routing Number*
322070381

Confirm Account Routing Number*
322070381

Fill Out All The Information

 Go to Review

Verizon LTE 11:30 AM

< Back Add Review Account

Did we get this right?
Take a moment to review the info we got.

Legal Name on Account
JEAN CHAU

Bank Name
East West Bank

Account Number
8 [REDACTED]

Confirm Account Number
8 [REDACTED]

Account Type
Checking

Account Routing Number
322070381

Confirm Account Routing Number
322070381

Nick Name
East West Bank

Verify Information Before Submission

 Save account

Verizon LTE 11:30 AM

Confirmation



Your new account has been added

Legal Name on Account
JEAN CHAU

Bank Name
East West Bank

Account Number
8 [REDACTED]

Confirm Account Number
8 [REDACTED]

Account Type
Checking

Account Routing Number
322070381

Confirm Account Routing Number
322070381

Manage Linked Accounts

Adding Initial Funds

Verizon 9:36 AM

Manage Linked Accounts Add

East West Bank *5 [REDACTED] >

Verify Now East West Bank, Checking

 **Click to Verify Bank Information**

Verizon 9:37 AM

< Back Review Account

We just need a few bits of info about the account you would like to verify.

Legal Name on Account*
JEAN CHAU

Bank Name
East West Bank

Account Number
*5 [REDACTED]

First Transaction Amount*
.68

Second Transaction Amount*
.33

 Review Changes

Verizon 9:38 AM

Cancel



Your new account was added

Now the Bank Account is Fully Verified for Money Transfers

PayBill

Adding Initial Funds

Verizon 9:38 AM

Load from Bank Account

 JEAN CHAU, *0018
Balance: \$0.00 USD

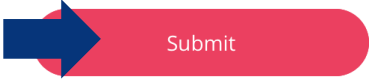
\$ 300

Funding Method*
East West Bank *5

☒ Auto-Reload **How to make ACH Bank Transfer**

Reload Schedule

Auto-reload will continue to add funds to your card until you disable this feature.
Please refer to [List of all fees for the East West Bank Prepaid Card](#) for the fees on load and reload.
For Errors/Disputes, please contact us at the phone number on the back of your card.

 Submit

Verizon 9:38 AM

< Back Load from Bank Account

Select Schedule Option

☐ Account Balance is Below

☒ By Date / Frequency 

Date*

Frequency

☒ One Time ☐ Recurring

Save

[Cancel](#)

**Auto Reload:
By Date/ Frequency**

Verizon 9:38 AM

< Back Load from Bank Account

Select Schedule Option

☒ Account Balance is Below 

Enter Amount*

☐ By Date / Frequency

Save

[Cancel](#)

**Auto Reload:
By Account Balance if Below?**