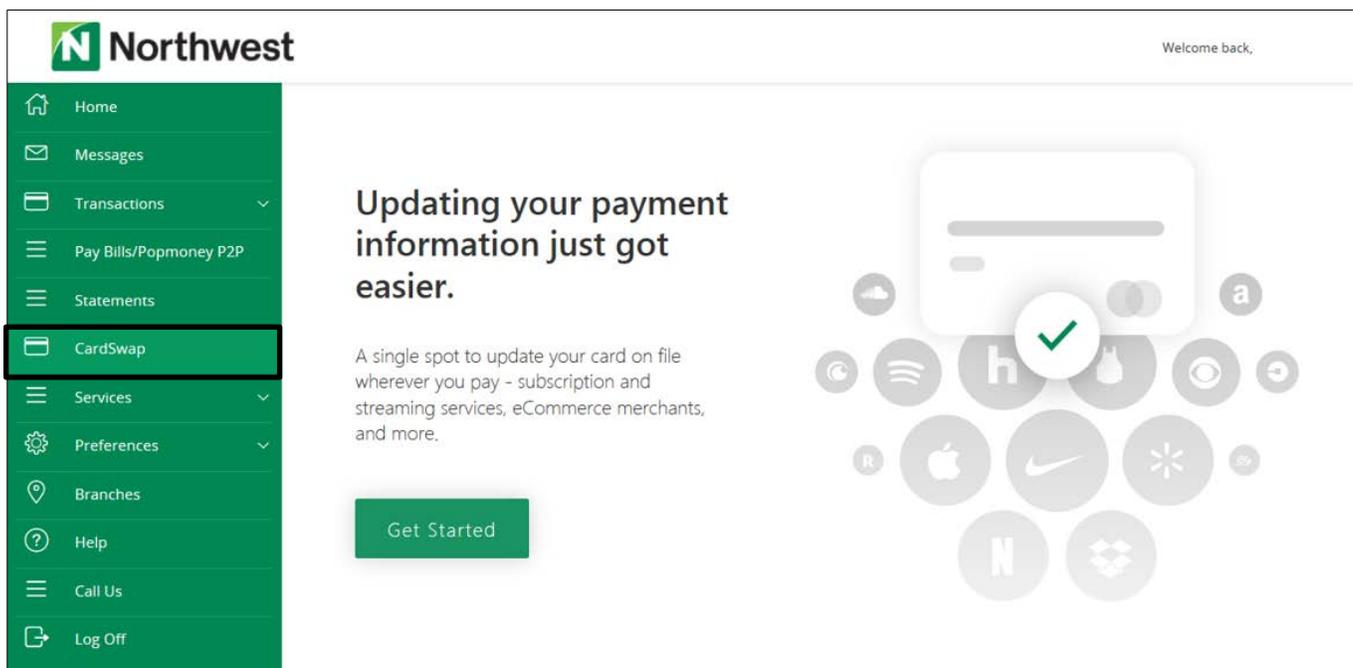


CardSwap

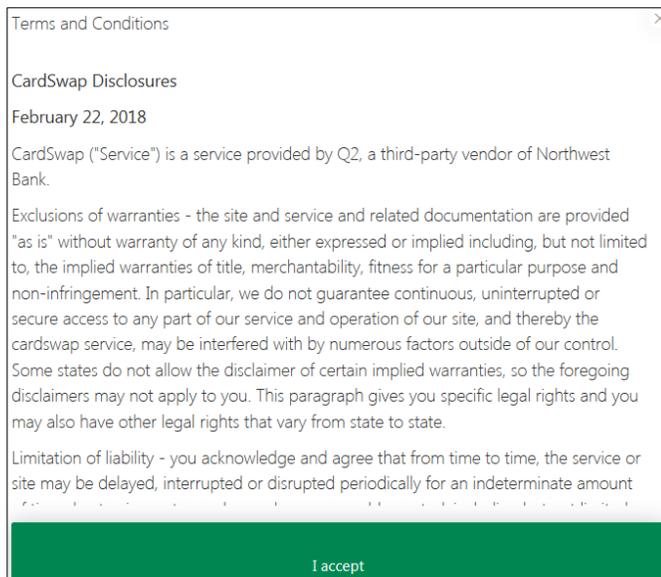
Setup instructions

Learn how to set your Northwest card up with CardSwap, our newest feature in online banking.

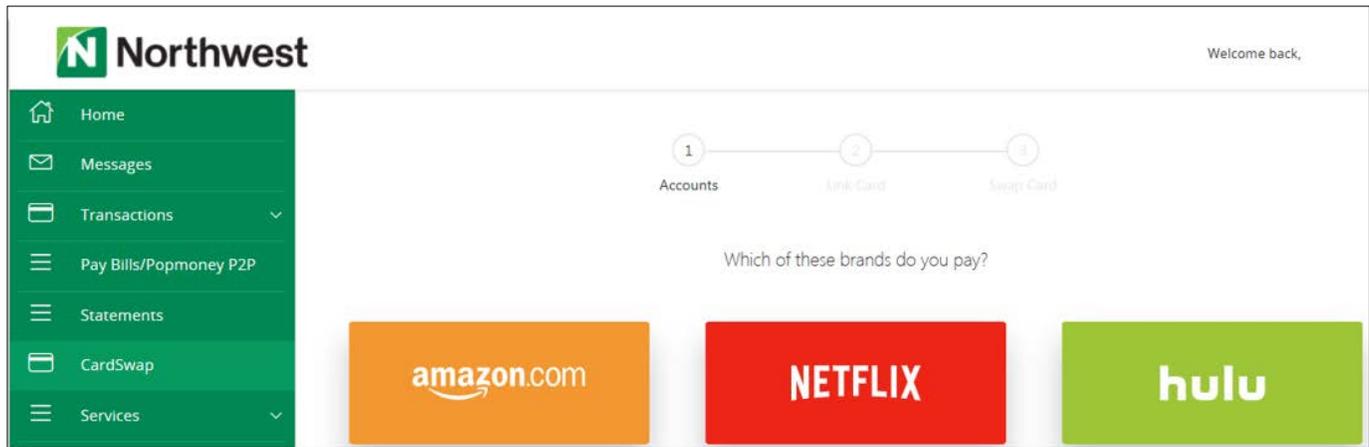
1. Log in to your online banking account and select CardSwap from the menu on the left.



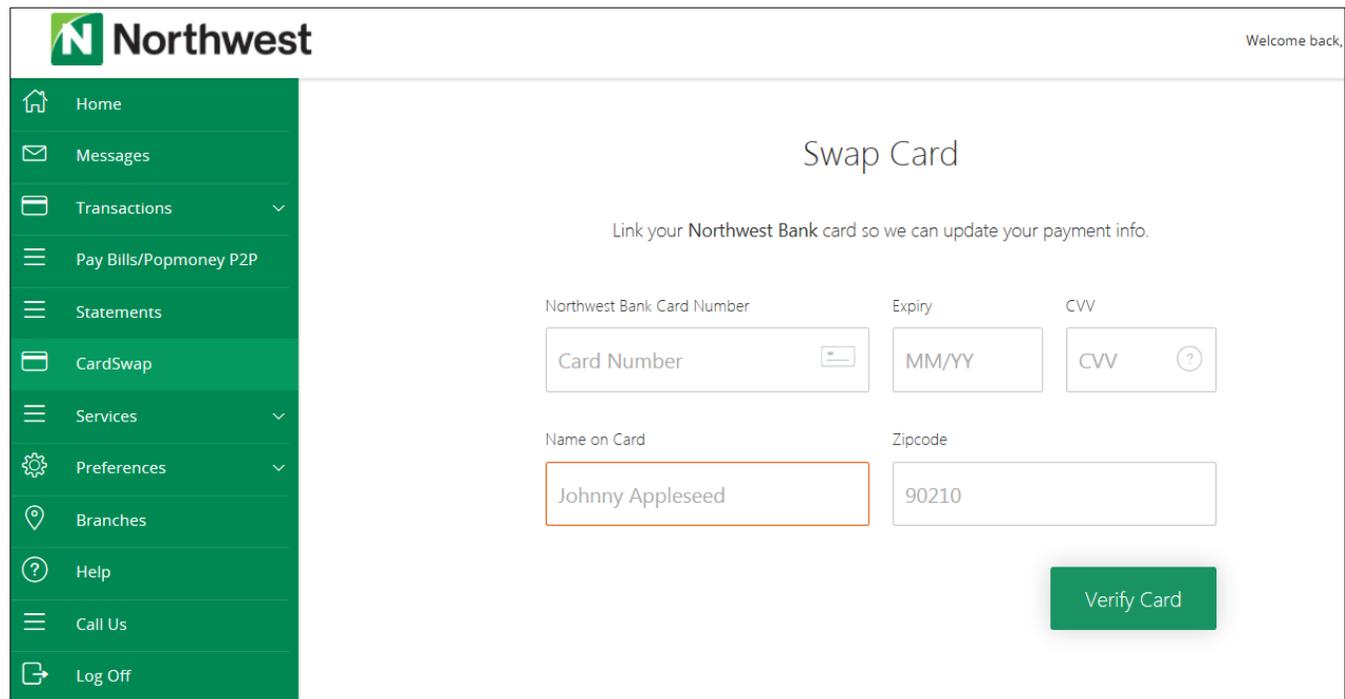
2. Accept the Terms and Conditions



3. Select the merchant(s) you currently pay that you wish to update or switch to your Northwest card with CardSwap.



4. Verify your Northwest Bank card so we can update your payment information.



5. Enter your credentials to link each selected merchant to CardSwap.

The screenshot shows the Northwest Bank CardSwap interface. On the left is a green navigation menu with options: Home, Messages, Transactions, Pay Bills/Popmoney P2P, Statements, CardSwap, Services, Preferences, Branches, Help, Call Us, and Log Off. The main content area features a progress indicator with three steps: 'Accounts', 'Link Card', and 'Swap Card', with the third step being active. Below the progress bar, it says 'Login to verify your Amazon account.' There are two merchant cards: 'amazon.com' (orange) and 'iTunes' (grey). Below these is a form for 'Amazon Email' (containing 'unbill@example.com') and 'Amazon Password' (containing 'Password' and a 'Hide' button). At the bottom right is a green 'Link Account' button and a blue 'Get help' link.

6. Congratulations! To add more merchants, click Link Account or to update your card information click Swap Card.

The screenshot shows the Northwest Bank CardSwap interface after linking an account. The navigation menu is the same as in the previous screenshot. The main content area displays a Northwest Bank Visa Debit card with a masked number and the date '06/18'. Below the card are two buttons: 'Swap Card' and 'Link Account'. Underneath these is a section titled 'YOUR ACCOUNTS' which contains the 'amazon.com' merchant card and a placeholder box with a plus sign for adding more merchants.

CardSwap

Frequently Asked Questions

Q: What is CardSwap?

CardSwap is a free feature in Northwest Online Banking that allows you to update merchants or subscriptions you use regularly like Amazon, Netflix and Hulu from one place.

Q: When I use CardSwap, does it update my information immediately?

It can take up to 24 hours for your card information to update with your selected merchants.

Q: Why can't I find my merchant on the list?

Merchants must sign up to participate in CardSwap, but don't worry—new ones are being added all the time. If you don't see your merchant now, check back another time and you may find them on the list!

Q: If I delete a merchant from my Card Swap list, is the billing card removed as the payment type?

No—to remove your billing card as the payment type you must log-in to the merchant's site.

Q: When I get a card with a new expiration date, will it automatically update Card Swap?

No. When you receive your new card, simply go to CardSwap, update your card information and all of your linked merchants will update at once.

Q: What does this message mean: "Your subscription is paid through a third-party billing service; therefore, we are unable to obtain billing details for this account"?

If you have a billing account set-up through a third party, you must first update the third-party billing account. For example, if you pay Netflix through iTunes, once you update your billing card with iTunes, your Netflix account will reflect the swapped billing card.