



GULF COAST BANK
& Trust Company

Debit /ATM Card Activation and PIN Selection and Reset

What you will need to activate your card and/or reset your PIN:

Phone #: 1-800-992-3808

Debit Card

What you will need to do:

- 1) Call the telephone number above. You should call from the telephone number you provided your bank as your contact number.
- 2) Enter the card number as displayed on the front of the card. After entering the card number, press pound key. The IVR line will repeat the number entered. If it's correct, press 1. If not, press 2.
- 3) If the system does not recognize the phone number you're calling from or your phone number is attached to more than debit card, you may be transferred to a Call Center representative to assist in activating your debit card.
- 4) You will be prompted to authenticate your identity:
 - a) Debit Card:
 - i) Enter the last 4 numbers of your SSN or Tax ID # for a business account
 - ii) Enter CV2 Security Code (three digit number on back of card)
 - iii) Enter Expiration Date (Example: 0517)
 - b) ATM Card:
 - i) Enter the last 4 numbers of your SSN or Tax ID# for a business account
 - ii) Enter Expiration Date (Example: 0517)
 - iii) Enter 5 digit Zip Code
- 5) Once your card is activated, you will be prompted to select your PIN.
 - a) Enter your 4 digit PIN
 - b) Re-enter your 4 digit PIN
- 6) Your card is now ready to be used.
 - a) Do NOT write your PIN on your card
 - b) Keep your card and PIN stored separately in a safe place
 - c) Notify the bank immediately if your card or PIN has been lost or stolen