MASTERCARD GIFT CARD

IMPORTANT CARD REGISTRATION UPDATE AND STEP-BY-STEP GUIDE

On Friday 27th October the EML website (https://secure.eml.connect.com) that we advertised for registering Mastercard Gift Cards crashed. This meant that <u>no</u> new Mastercard Gift Cards could be registered on that site going forward. A <u>NEW</u> EML website has now been set up from Monday 30th October for registering Mastercard Gift Cards. This website is: <u>www.getmybalance.com</u>. All Mastercard Gift Cards must now be registered on this website **IF** they have not been already registered prior to Friday 27th October.

Here are some step-by-step instructions on how to complete the registration process and register your Mastercard's on the new <u>www.getmybalance.com</u> website.

We advise that you use a laptop or PC for this process. If you do not have access to a laptop or PC and will be using your mobile phone, then we recommend that you either enable your 'phones web browser to view in '<u>Desktop</u>' mode, or alternatively, turn your 'phone sideways so that you can view it in '<u>landscape</u>' mode. This will make using the website easier and enable all the important buttons to show.

1. The first step is to 'Create An Account' on the new website (you will have to do this even if you have already registered with EML on the secure.connect website). This is a new website that requires a new Account creating. Click here

EML.	United Kingdom - English			
Get My Balance				
Home My Cards My Profile Contact Us	Login Create Account			
Welcome	Card Lookup			
To check your card balance or recent activity, enter the card number and 6-digit security code shown on your gift card	Card Number			
The card number is a 16-digit number found on either the front or back of your card; do not enter hyphens if present. The security code is a 6-digit number found on the card back.	Card Number 16-digit number without spaces or hyphens if present Security Code			
	Security Code			

- 2. You will then need to complete the sections in the 'Create Account' page; including your name, address, email, and create a password (must be at least 8 characters long, contain at least 1 number(s) and 1 alpha character(s)), and then agree to the privacy notice and tick the reCAPTCHA box. Then click the blue 'submit' button.
- 3. Once you have created an account you will receive an email to verify your email address. In that email click the blue 'Verify Your Account' button.



4. You will then be able to 'Log In' to your new Account by clicking the login tab at the top right. Once logged in you will see this page... Click on the blue button '+Add a Card' button

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Get My Balance					
Home My Cards My Pro	ofile Contact Us		Check	My Balance	Logout
My Cards You can view all of your cards assocard number and 6-digit security co	ciated with your username here. To add de.	a gift card to your account, c	lick Add a Card beld	w and provide	the gift
MY CARDS					
Card Image	Card Number	Balance	Status	Action	IS
				+ Add a	Card

- A pop-up will then appear requesting you to input the 16-digit Mastercard gift card number from the front of the card, and the 6-digit 'Security Code' number from the back of the card (top left).
 You will need to do this process for each Mastercard that you have.
- 6. Once you have added your card(s) you will see them in the 'My Cards' tab. **THIS NEXT STAGE IS VERY IMPORTANT TO ENABLE YOU TO VIEW YOUR CARDS PIN NUMBER**. Once you have added your card(s), you then need to **REGISTER** each card you have added. To do this click the drop-down 'Action' menu next to your card, and then click 'View'

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My Cards		\mathbf{i}		My Cards		\backslash	
You can view all of your cards assoc card number and 6-digit security coo	clated with your username here. To add a de.	a gift card to your abount, click	k Add a Card below and provide the gift	You can view all of your cards ass card number and 6-digit security of	sociated with your username here. To add code.	a gift card to your count, click Add	a Card below and provide the gift
MY CARDS				MY CARDS			
Card Image	Card Number	Balance	Status Actions	Card Image	Card Number	Balance Statu:	Actions
Mg Cord	**** **** 2765	£49.01	Active Action	Mg Grand	**** **** 2765	£49.01 Active	Action -
							Remove

7. The View Card page shows more of the card details. You will then need to REGISTER THE CARD, and also ENABLE 3DS VERIFICATION, which are menu options on the left. **This will need to be done for each Mastercard you have**.

Get My Balance				
Home My Cards My Profile	Contact Us		Check My Balance	Logout
View/Print Cardholder Agreement Register Card Update 3DS Enrollment View FX Rate Details	Card Information	Card Number 17 Sh You must create account, and registe view the full card num	tow an account or log in to your existing r your card to your account in order to mber.	
		Current Available		
		Status	Active	
		Activated On	29/09/2022	
		valid mild Date	12/2026	

- 8. In order to successfully process all online transactions you may make, you will need to enable 3DS. By clicking the 'Update 3DS Enrollment' menu option on the left, a new screen will open to input your mobile number. THIS IS VERY IMPORTANT... as the EML website is based in the USA, in this section you need to put your mobile number in with the 'international code' proceeding it. The international dialling code for the UK is 0044. You also then need to miss off the first '0' from your mobile number. So, for example, you need to input your mobile number in this format: 004471234567891. That will then able you to receive the 3D secure code for verifying online transactions. Click save and then that should be enabled.
- 9. Once you've done all that the **REVEAL PIN** button will show underneath your card information. Click that to show the PIN number associated with that particular card.

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Get My Balance				
Home My Cards My Profi	le Contact Us		Check My Balance Logou	
View/Print Cardholder Agreemen Edit Registration ① Update 3DS Enrollment View FX Rate Details	Card Information	Card Number 65 St Vou must create account, and registe view the full card num Current Available	now an account or log in to your existing r your card to your account in order to mber.	
	_	Status Activated On Valid Thru Date 3D Secure 🖌	Active 19/10/2022 10/2027	
	Reveal PIN	Ð		

10. And that should be the opening an Account and adding & registering a card complete. Just remember that the FIRST transaction that you do with your Mastercard must be a CHIP & PIN transaction to 'activate' the card. After that the card can be used contactless and online. You will need to do the above process for each separate Mastercard you have.