
Card app activation guide

Our mobile app for managing your cards



An app to manage your cards

Our smartphone card app allows you to manage your Hampden & Co debit and charge cards and to make online purchases securely.

This step-by-step guide explains how to download and activate the app.

Your banker is available to support you if you have any questions. If you need any help to download and activate the app, please call us on **0345 601 1107**.

The Hampden & Co card app allows you to:



Add your card to Apple Pay

A safe, contactless way to pay with your iPhone and Apple Watch



Authenticate purchases

Using your smartphone's biometric security features – e.g. facial recognition or fingerprint ID



Receive a PIN reminder

View your card's PIN securely



Activate your card

Activate your new or replacement cards



Set up your card for Google Pay

For contactless payments with your Android device



Block your card

In case it is lost or stolen



View your card balance or transactions

Keep up to date with the activity on your card

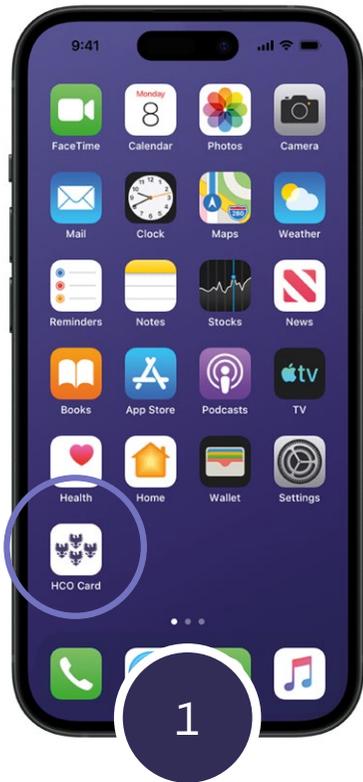


Name your card

Making it easier to identify



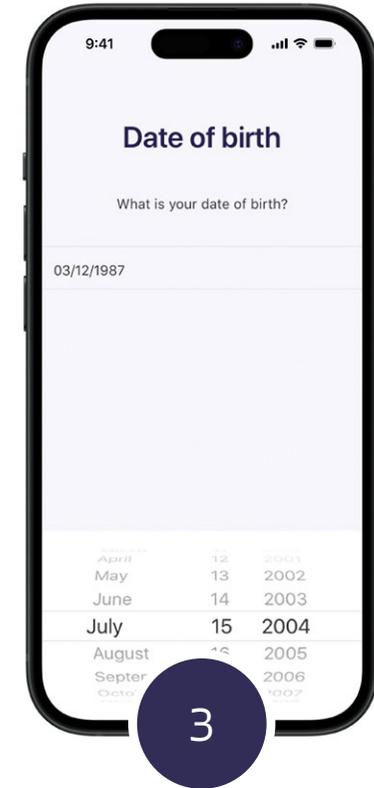
To download and activate the app, please follow these steps:



Search for 'Hampden card app' in the Apple or Android app stores and download the app.



Open the app and review the three overview screens.

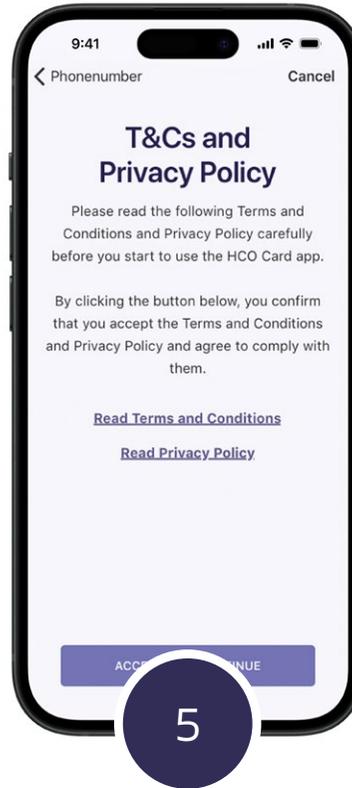


Enter your date of birth.





Enter the mobile number that we hold for you.



Review the T&Cs and click if you accept.



Call the number on screen and confirm the keyword provided.





Once the keyword has been verified, click next.



Enter the 8-digit code you receive by text.



You will be asked to create your own personal 4-digit app code. This should be different from your card's PIN.

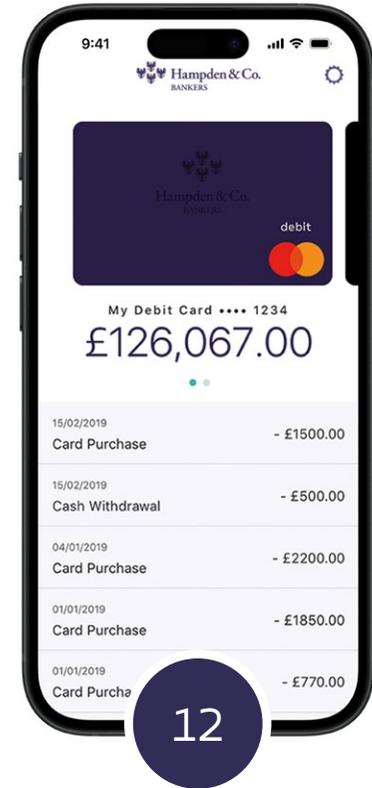




Re-enter your new personal app code.



Enable biometrics (if used and active) on your smartphone.



Activation complete - the app is now ready to use.

Introducing Apple Pay

Apple Pay is a safe, contactless way to pay with your iPhone and Apple Watch.



Easy, fast transactions

With Apple Pay, you can pay with your Hampden & Co debit or charge card quickly and easily.



Made to be secure

Apple Pay uses the security features built into your Apple device – including Face ID and Touch ID – which are designed so only you can authorise payments.



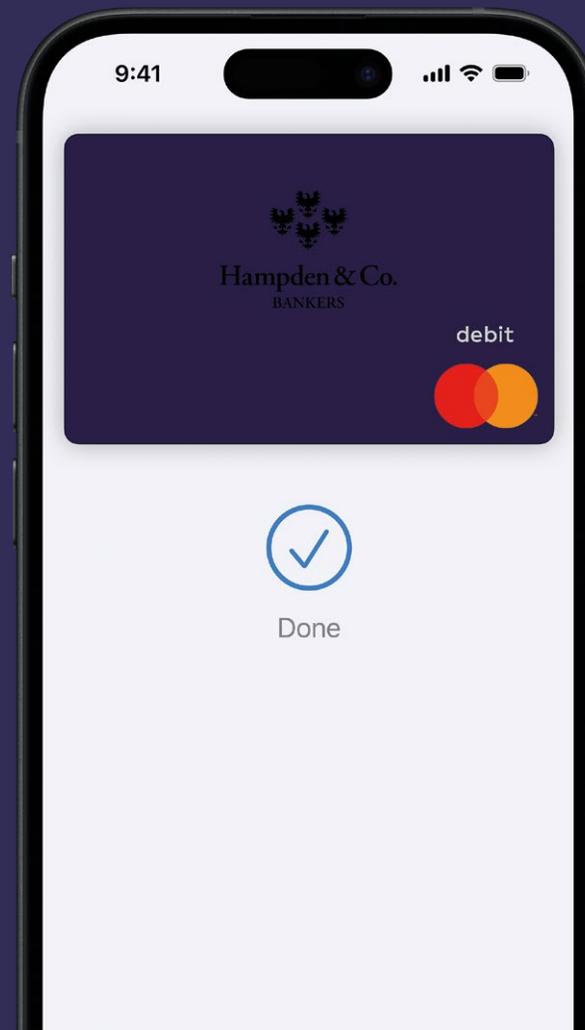
An easy way to pay online and in-app

Look for  online and in your favourite apps.



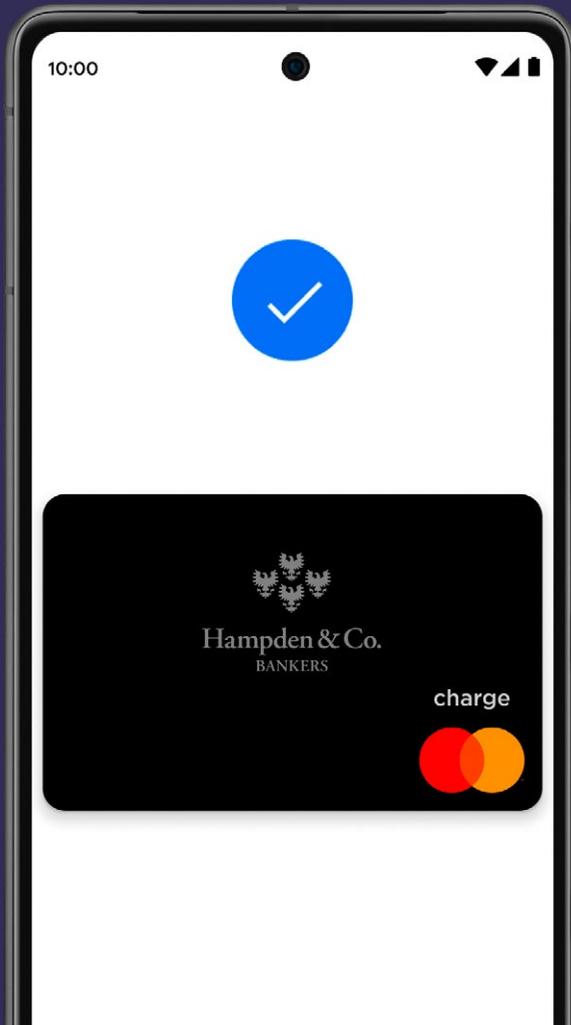
Add your Hampden & Co card in seconds

Select your card and 'Add to Apple Wallet' when you first register, or later in Card Settings.



Introducing Google Pay

Google Pay is a fast, convenient and secure way to pay with your Android device.



Quick and secure

Paying in shops using Google Pay is quick and secure. Hold your device next to the contactless terminal and look for the check mark.



Pay online and in-app

Pay in-app using Google Pay anywhere you see the 'Buy with Google Pay' button.



Add your Hampden & Co card in seconds

Select 'Add to Google Wallet' when you download and register our card app, or later in Card Settings.



Android and Google Pay are trademarks of Google LLC.



The card app enhances the security of your online purchases

When making a purchase online you may be asked to authenticate the payment.

If you choose Hampden & Co card app, you will be prompted to open the app and will be shown the details of the transaction. You can confirm the payment using your smartphone's biometrics or your personal app code.



Be aware of fraudsters

No-one at Hampden & Co will ever ask you for:

- A One Time Passcode
- Your card PIN
- Your Digital Banking password
- To move money to a safe account

If you are asked for these details by anyone, you should call your banker or our 24-hour card centre on **+44 (0) 345 601 1107** immediately.



Hampden & Co plc

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