

## Connectnow reloadable Prepaid VISA Card

### What if I lose my PIN?

If you lose your PIN number you can simply use the PIN reveal process by following these steps:

1. Go to: <https://pin.emerchants.com.au>
2. Enter the card number, surname and date of birth of the registered cardholder and press “continue”.

You must verify your identity in order to recover your PIN. Please fill out the form below with your details, then click continue.

Card Number	<input type="text" value="4748000000000000"/>
Last Name	<input type="text" value="Name"/>
Date of Birth	<input type="text" value="15"/> <input type="text" value="July"/> <input type="text" value="1975"/>
<input type="button" value="CONTINUE"/>	

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3. The details entered will be validated – if the details are incorrect, you will be advised and can try again. If the problem persists, please contact [support@fasttrackadvantage.com](mailto:support@fasttrackadvantage.com) to ensure that your registered details are correct.

✖ Oh dear, we were unable to validate your details.

One or more of the details that you entered was incorrect.

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4. Upon successful validation, a temporary security code will be sent to the email address registered against your card - this code will only be valid for 15 minutes. Click on “continue” – do not close the webpage otherwise you will need to start the process again.

✓ Thanks, we've successfully validated your details.

For security reasons, we must send a temporary security code to your registered email address.

If you're ready to complete the PIN recovery process, click **Continue** and we'll send you a security code now.

**CONTINUE**

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5. Check your emails for the security code. The email should be received almost immediately – if you do not receive it in your inbox, check your junk/spam folder. Once you have located the security code, enter it and click on “continue”.

In order to complete the PIN recovery process, please enter the security code that has just been sent to you.

Security Code

**CONTINUE**

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6. If the security code is still valid, four fields with padlocks will be displayed. Click on a padlock to display each individual PIN digit for a few seconds. You can continue to click on each of the padlocks until you have memorised your PIN number. Click on “exit” to navigate away from this screen.