Click to jump to sections:

1. Activation & Registration
2. Card Management
3. PIN Number Reveal & Reset
4. Adding Initial Funds
Activation & Registration
Activation & Registration

Welcome Back!

Please login to your account to continue.

User ID*

Password*

SHOW

Remember me

Login

Activate Your Card

Card account verification

Card Number
*0018

Zip/Postal Code
75094

Mailing Zip Code

Select Expiration Date*
05/24

Expiration Date

Next

Cancel
Activation & Registration

User account information

User ID
Select User ID

Password
Select Password

Make sure your password meets these requirements
✓ ABC ✓ abc ✓ 123 ✓ @#$ ✓ char > 7

Confirm Password

Select Secret Question*
Pet's Name
Select Secret Question

Secret Answer
Type Secret Answer

*Mandatory Fields

Submit

Your registration has been completed successfully. You can now log in using your online user ID and password.

Login To Your Account
Card Management
Card Management

Welcome Back!
Please login to your account to continue.

User ID*
Password*  SHOW

Remember me

Login
Activate Your Card

Forgotten User ID?  |  Forgotten Password?

My Cards

JEAN CHAU

$0.00 USD
Available Balance

6262 54** *

Recent Transactions

No Transaction Found
Card Management

Subscribe for Account Statement

Generate Statement

General Statement Selection

JEAN CHAU, *0018
Balance: $0.00 USD

Subscribe for Account Statement
You can set preferences to receive statements for your card account on selected delivery method

Paperless Statement
Fee: (USD)

Subscribe for Account Statement
Save
Card Management

Select Method Alert Will Be Sent

Card Balance Alert
Scheduled alert triggered whenever frequency of alert is met containing the balance snapshot at current time

Insufficient Funds on Card Account
You will receive an alert when a transaction is declined due to insufficient balance on your card account.

International Transaction Alert
Triggered whenever an international transaction is processed
PRIVACY NOTICE ★

FACTS

WHAT DOES EAST WEST DO WITH YOUR PERSONAL INFORMATION?

Why?

Financial companies choose how they share your personal information. Federal law gives consumers the right to limit some but not all sharing. Federal law also requires us to tell you how we collect, share, and protect your personal information. Please read this notice carefully to understand what we do.

What?

The types of personal information we collect and share depend on the product or service you have with us. This information can include:

- Social Security number and income

How does my reloadable prepaid card work?

This is a prepaid card. You will need to load funds to the card and only be able to spend the available funds on your card. Please know your balance before making transactions to ensure that you have the necessary funds to cover your transaction. You can easily check your card balance for free on the cardholder web portal https://ewb.mycardplace.com/cholder on your mobile app EWBridgePay or by calling the phone number on the back of your card.

Do I need to activate my new prepaid card?

Yes, you must activate your prepaid card first. You can activate your card on the cardholder web portal https://ewb.mycardplace.com/cholder on your mobile app EWBridgePay or by calling the phone number on the back of your card. Your prepaid card cannot be used until it is activated.

FREQUENTLY ASKED QUESTIONS ★
PIN Number Reveal & Reset
PIN Number Reveal & Reset

Select Method Alert Will Be Sent

To reveal your PIN, please provide your account password for verification.

Reveal PIN:
- Your PIN is used for retail point of sale transactions and obtaining cash from ATM.
- Upon filling out the form below, your PIN will be displayed on the page that follows for a period of 30 seconds.
- Your PIN will be cross-hatched to provide added confidentiality.

Mobile Password:

Password:

Submit

Your PIN

0018

OK
PIN Changes Are Immediate

PIN Number Reveal & Reset

Current PIN*
New PIN*
Confirm PIN*

Your PIN has been successfully updated

Go to home
Adding Initial Funds
Adding Initial Funds

Load from Bank Account

JEAN CHAU, *0018
Balance: $0.00 USD

Funding Method

Auto-Reload

Load from Bank Account, Input Amount and Funding Method

Submit

No linked accounts found

Add New Linked Account

Must Add Bank Account To Link For Funding
Adding Initial Funds

Let's add a new bank account.

* Fill Out All The Information

Legal Name on Account: JEAN CHAU
Bank Name: East West Bank
Account Number*
Confirm Account Number*
Account Type*
Account Routing Number*
Confirm Account Routing Number*

Go to Review

Verify Information Before Submission

Did we get this right?
Take a moment to review the info we got.

Legal Name on Account: JEAN CHAU
Bank Name: East West Bank
Account Number
Confirm Account Number
Account Type: Checking
Account Routing Number
Confirm Account Routing Number
Nick Name: East West Bank

Save account

Your new account has been added

Legal Name on Account: JEAN CHAU
Bank Name: East West Bank
Account Number
Confirm Account Number
Account Type: Checking
Account Routing Number
Confirm Account Routing Number

Manage Linked Accounts
Adding Initial Funds

Click to Verify Bank Information

East West Bank *5
Verify Now  East West Bank, Checking

We just need a few bits of info about the account you would like to verify.

- Legal Name on Account: JEAN CHAU
- Bank Name: East West Bank
- Account Number: *
- First Transaction Amount: .68
- Second Transaction Amount: .33

Review Changes

Your new account was added

Now the Bank Account is Fully Verified for Money Transfers
Adding Initial Funds

Load from Bank Account

JEAN CHAU, *0018
Balance: $0.00 USD

$ 300

Funding Method*
East West Bank *

Auto-Reload
How to make ACH Bank Transfer

Reload Schedule

Select Schedule Option

- Account Balance is Below
- By Date / Frequency

Auto Reload: By Date/ Frequency

Auto Reload: By Account Balance if Below?

Save
Cancel

Auto reload will continue to add funds to your card until you disable this feature.
Please refer to List of all fees for the East West Bank Prepaid Card for the fees on load and reload. For Errors/Disputes, please contact us at the phone number on the back of your card.