

Important information to all First Card-cardholders

New routine for online purchases -two new functions for First Card

As a bank we have the responsibility to protect you as a cardholder from fraud. The banks' responsibility have recently been strengthened according to new guidelines from the European Banking Authority. We are upgrading the security to make it safer for you when making online purchases. At the same time, we are implementing the possibility to geographically block your card for in-store purchases and cash withdrawals.

1. Open your card before you make an online purchase

Your card will always work for online purchases where you identify and confirm the purchase with Mobile BankID or card reader (i.e. on the sites that are connected to the MasterCard SecureCode or Verified by Visa). But when shopping on other sites you need to open your card before making your payment. Your card is then open to all online purchases for 60 minutes and is then closed automatically. Subscriptions linked to your card (for example, the Easy Park, Spotify) will proceed as usual.

Tip!

- Download First Card's app. If you try to make an online purchase on a site that requires you to open your card, you will receive a notification from your app with request to open your card.
- Since it is sometimes difficult to determine if a site uses the MasterCard SecureCode or Verified by Visa, we suggest that you always open your card before you make an online purchase.

2. Geographical blocking for in-store purchases and cash withdrawals

Right now, your card is open for in-store purchases and cash withdrawals anywhere.

Now you can choose where you want your card to work for in-store purchases and cash withdrawals. For example, if you only travel within the Nordic countries we recommend you to close the card for use in the rest of the world.

Here is where you open your card for online purchases and make your settings for geographical blocking:

- The First Card app (available for iOS and Android)
- Logged in pages on firstcard.se (My Card Online)

Questions? Need help?

Welcome to call us at Customer Service on +46 771 40 71 70