



Frequently Asked Questions

What is Lock'N'Block?

Lock'N'Block is a mobile card lock service that allows you to lock your Access Card or block transactions by using the mobile app, mobile web, or online banking. Lock'N'Block makes it easier and faster for you to protect your accounts, as you will no longer have to call your branch to lock your Access Card if it's lost or stolen.

When the card is "Locked", all transactions are automatically declined, making fraudulent attempts to use the card either online, by phone or at ATMs and POS devices virtually impossible.

How does Lock'N'Block work?

Lock'N'Block is integrated into our Online Banking and mobile banking app. Once you suspect your card has been lost or stolen, all you have to do is log in to your account, click the Lock'N'Block icon, select your card, and toggle to either 'lock' or 'unlock'.

What if I don't use the mobile banking app or Online Banking?

Lock'N'Block is only accessible through our Online Banking and mobile banking app. If you have not already signed up for online banking, please sign up to take advantage of this feature.

What happens if I find my card that I had locked?

Simply follow the same steps you took to lock the card to unlock it once again and advise your branch the card was located.

Is there a fee for using the service?

No, Lock'N'Block is a complimentary service offered within our free mobile banking app and Online Banking.

Can I manage debit cards that I hold with other financial institutions in Lock'N'Block?

No, you can only manage your FNBC Access Cards.

Can I manage my CUETS Mastercard's in Lock'N'Block?

No, this feature is designed to manage your FNBC Access Card only.