

# Managing your First Interstate Credit Cards

First Interstate Bank’s online credit card account management service provides you with several features that allow you to easily manage your credit card. This guide will help you securely access and navigate the tools and features of your First Interstate credit card account online.

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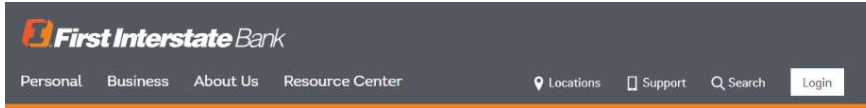
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## Accessing Your Account

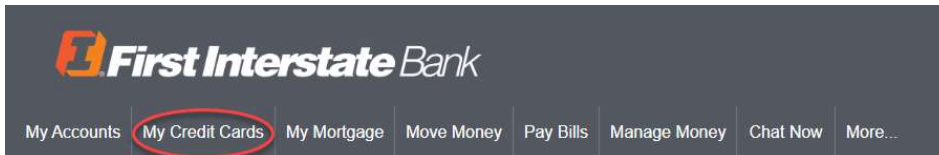
You can access the credit card online either through First Interstate’s online banking login or by visiting [ezcardinfo.com](https://ezcardinfo.com).

### First Interstate Bank Online Banking

1. Using an internet browser, navigate to <https://www.firstinterstatebank.com/login>
2. Log in using your First Interstate bank online banking credentials.



3. Once logged in, click on “My Credit Cards” in the top navigation bar.



4. From the drop-down menu, select “Credit Card Account Services”, select “Sign in”.
5. A window will state you are leaving First Interstate Bank’s website and will be directed to our card management website [ezcardinfo.com](https://ezcardinfo.com). Select “Continue to Website”
6. If you have already registered your credit card, enter your credentials. If you have not yet registered your credit card, follow the first-time registration instructions in this document.



### Log In to Your Account ?

A screenshot of the 'Log In to Your Account' form. It features a 'Username' input field with a lock icon, a 'Password' input field, and a 'Log In' button. A red error message 'This field is required' is displayed below the Username field, and a link for 'Forgot your username?' is provided below the Password field.

Don't have an account? Register for online access to your account so you can:

- Analyze your spending
- Review your statements
- Pay bills online

[Enroll Now](#)

## eZCardinfo.com Website

Clients that do not use First Interstate's online banking can access their card directly at on our credit card management website [ezcardinfo.com](http://ezcardinfo.com).

1. Using an internet browser, navigate to [ezcardinfo.com](http://ezcardinfo.com).
2. If you have already registered your credit card, enter your credentials. If you have not yet registered your credit card, follow the first-time registration instructions.

First Interstate Bank

### Log In to Your Account ?

Username

This field is required

[Forgot your username?](#)

Log In

Don't have an account? Register for online access to your account so you can:

- Analyze your spending
- Review your statements
- Pay bills online

Enroll Now

## First-Time Registration

1. On the eZCardinfo.com website home page, click on the “Enroll Now” button.

First Interstate Bank

### Log In to Your Account ?

Username

This field is required

[Forgot your username?](#)

Log In

Don't have an account? Register for online access to your account so you can:

- Analyze your spending
- Review your statements
- Pay bills online

Enroll Now

2. Enter your credit card number.
3. Click the “Begin Enrollment” button.

**First Interstate Bank**

## Begin Your Enrollment

**Enter Your Credit Card Number**

We ask for your credit card number so we can:

- Verify you belong to this institution

**CREDIT CARD**

1234 5678 9123 4567

VALID THRU 03/18

JOHN H DOE

4. Enter the name as it appears on your account.
5. Enter the card expiration date.
6. Click “Next”


**First Interstate Bank**

Details Username Security

## Step 1. Enter Account Details

**Name as it appears on your account**

**Card Expiration Date**

Your information is safe with us!

**CREDIT CARD**

1234 5678 9123 4567

VALID THRU 03/18

JOHN H DOE

7. Choose your username and password following the requirements provided on-screen.
8. Enter your email address and re-enter email address.
9. Enter a Nickname for your account.

10. Click “Next”

The screenshot shows the 'Step 2. Choose Your Username and Password' page. At the top, there is a navigation bar with 'Details', 'Username', and 'Security' tabs. The 'Username' tab is active. Below the navigation bar, the page title is 'Step 2. Choose Your Username and Password' with a lock icon and a help icon. The main content area is a form with several input fields and a list of password requirements. The fields are: Username (with a red border and a 'This field is required' message), Password, Re-enter Password, Email Address (with placeholder 'ex: name@example.com'), Re-enter Email (with placeholder 'ex: name@example.com'), and Nickname. To the right of the form, there is a section titled 'Please use the following guidelines when choosing a password.' followed by a list of requirements: Password Must be Different Than Username, not contain spaces, be between 8 and 20 characters, not match previous 10 passwords, contain 1 numbers, contain 1 special characters, contain 1 upper case characters, and contain 1 lower case characters. At the bottom of the form, there are 'Cancel' and 'Enroll Now' buttons.

11. Using the drop-down menus, choose four security questions and enter your answers.

12. Click “Next”

The screenshot shows the 'Step 3. Complete Security Questions' page. At the top, there is a navigation bar with 'Details', 'Username', and 'Security' tabs. The 'Security' tab is active. Below the navigation bar, the page title is 'Step 3. Complete Security Questions' with a lock icon and a help icon. Below the title, there is a sub-header 'Your security is important to us'. The main content area is a form with four security questions. Each question has a drop-down menu for selecting a question and a text input field for the answer. The questions are labeled 'Question 1', 'Question 2', 'Question 3', and 'Question 4'. At the bottom right of the form, there is a 'Finish' button.

13. The “OTP Delivery” option window will ask you to select an authentication option for the login process. Select the phone number and delivery option where you would like to receive the authentication code. Click “Continue”



#### OTP Delivery Option ?

Select Phone Number

(\*\*\*) - \*\*\* - 9652

(\*\*\*) - \*\*\* - 9652

Select OTP Delivery Option

SMS

Phone Call

14. Upon receiving the code, enter it and click “Submit”
15. You should be redirected to the “Welcome” page of eZCardinfo.com. You may now log in to your account using your chosen username and password.

## Payment Overview

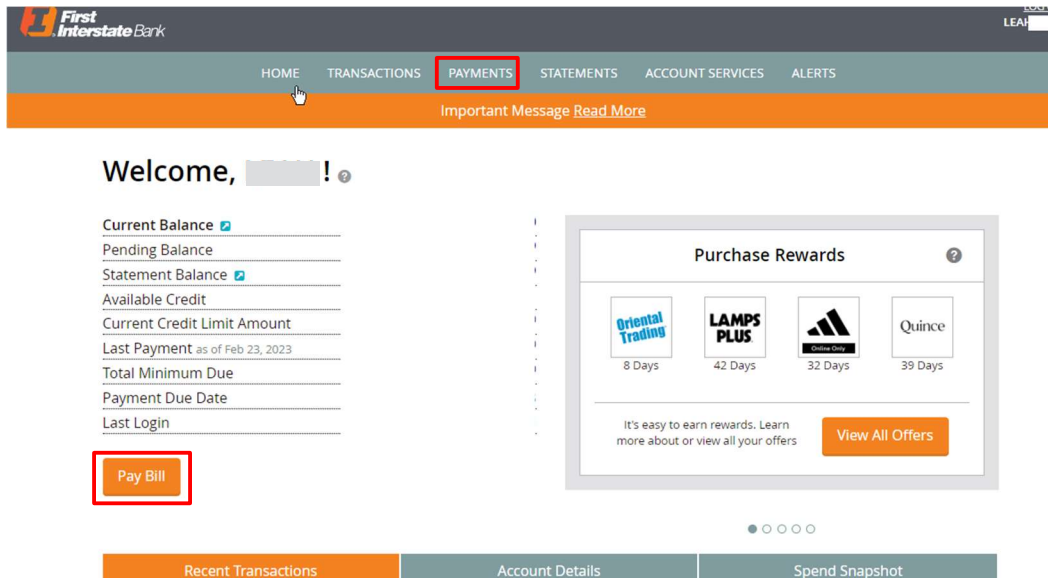
### Payment Functionality

- **One-Time Payments** - initiate a one-time payment
- **Recurring Payments** - set up, modify, or cancel recurring payments online

### One-Time Payment Setup

1. Click on the “Pay Bill” button.

Alternate method: Click on “Payments” in the top navigation and then then “Make a Payment”.



2. Select the payment account
  - a. First-time users, select “Add a New Account” then follow the prompts to enroll a checking or savings account
3. Enter the payment amount.
  - a. You may also enter a “Memo” that will display in your deposit account.
4. Select the desired payment date
5. Select “Make a Payment” to confirm the payment details.
  - a. If the payment is incorrect, select “Back” or “Cancel Payment”.

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Note: Payments submitted after 3:00 p.m. MT, Saturday, Sunday, or Federal holidays will credit the following business day.

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### Recurring Payment Setup

1. Select “Payments” then “Manage Recurring Payments”
2. Select the payment account
  - a. First-time users, select “Add a New Account” then follow the prompts to enroll a checking or savings account
3. Enter the payment amount (Minimum Amount Due, Statement Balance, or a Fixed/Set amount.)
4. Select the payment date
  - a. Choose the date that you want the recurring payments to begin
  - b. Select the number of days you want the payment to process before the monthly due date

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Note: Payments submitted after 3:00 p.m. MT, Saturday, Sunday, or Federal holidays will credit the following business day.

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## Edit or Cancel Payments

1. Select “Payment” then “Payment Summary”.
2. Locate the payment to be changed or deleted, then select the Edit or Cancel option.

## Statement Overview

### Access Your Statement

A rolling 24-month history of statements is available.

1. Select the “Statements” option from the toolbar.
2. Choose “View Statements” from the drop-down menu.

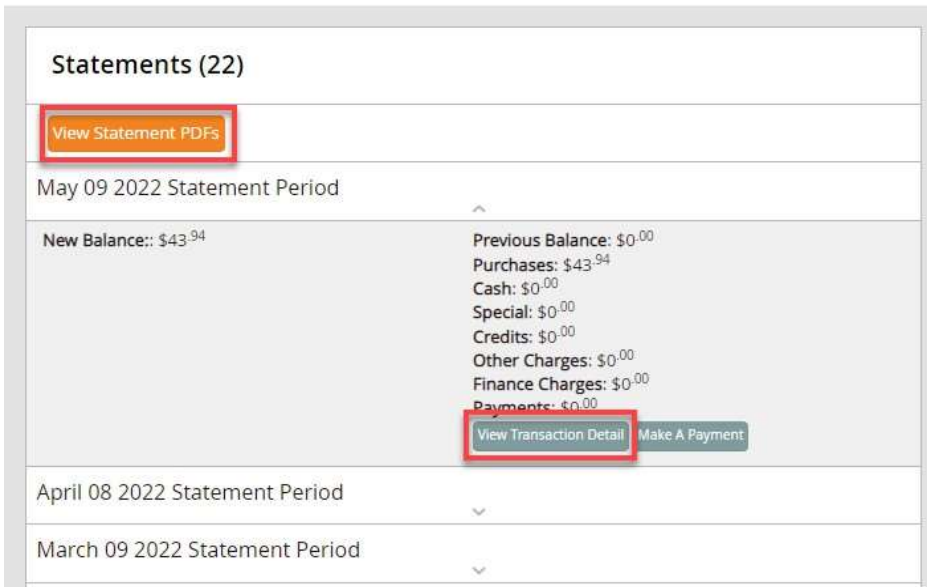
The screenshot displays the First Interstate Bank online banking dashboard. At the top, a navigation bar includes links for HOME, TRANSACTIONS, PAYMENTS, STATEMENTS, ACCOUNT SERVICES, and ALERTS. A red arrow points to the 'STATEMENTS' link, which has a dropdown menu open. The dropdown menu contains 'VIEW STATEMENTS' (with a 'View Statements' button below it) and 'STATEMENT DELIVERY OPTIONS'. Below the navigation bar, the user is greeted with 'Welcome, [Name]!'. A summary table shows account balances and payment information. A 'Pay Bill' button is visible. On the right, a promotional banner encourages users to 'Keep the statement, lose the paper.' with the text 'Online statements, at your service.' and a 'LEARN MORE >' link. The First Interstate Bank logo and tagline 'Built for you.' are also present.

Current Balance	\$0.00
Pending Balance	\$0.00
Statement Balance	\$0.00
Available Credit	\$15,000.00
Current Credit Limit Amount	\$15,000.00
Last Payment as of May 31, 2022	\$43.94
Total Minimum Due	\$0.00
Payment Due Date	Apr 03, 2023
Last Login	Mar 13, 2023 3:39:44 PM



3. Choose “View Statement PDFs” or “View Transaction Detail” for the activity.

## Statements



**Statements (22)**

[View Statement PDFs](#)

May 09 2022 Statement Period ^

<b>New Balance:</b> \$43 <sup>94</sup>	<b>Previous Balance:</b> \$0 <sup>00</sup>
	<b>Purchases:</b> \$43 <sup>94</sup>
	<b>Cash:</b> \$0 <sup>00</sup>
	<b>Special:</b> \$0 <sup>00</sup>
	<b>Credits:</b> \$0 <sup>00</sup>
	<b>Other Charges:</b> \$0 <sup>00</sup>
	<b>Finance Charges:</b> \$0 <sup>00</sup>
	<b>Payments:</b> \$0 <sup>00</sup>

[View Transaction Detail](#) [Make A Payment](#)

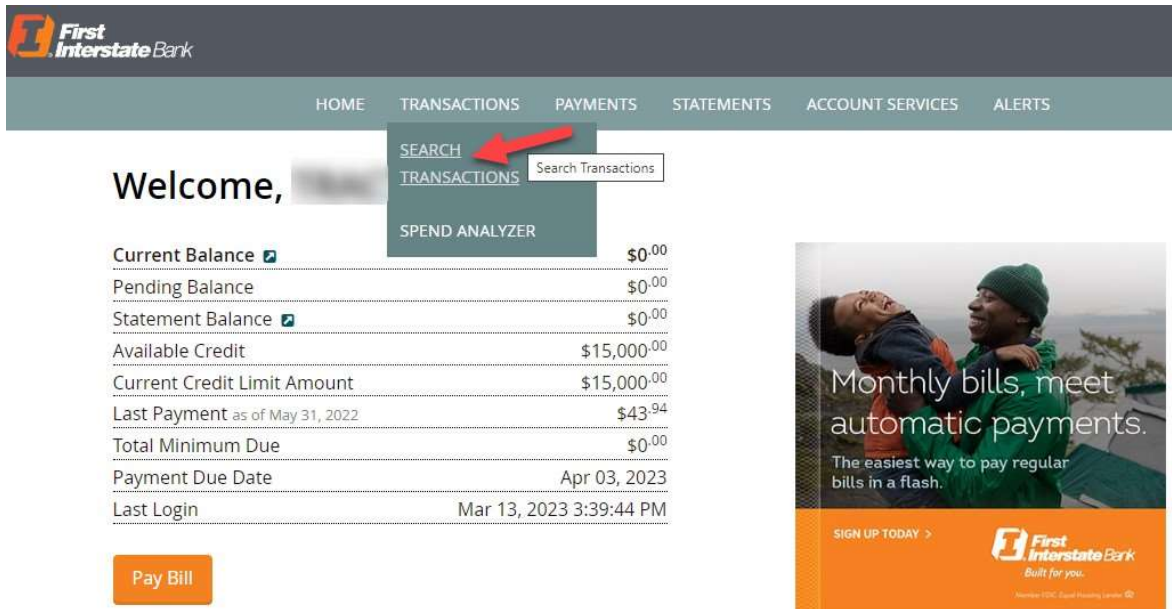
April 08 2022 Statement Period v

March 09 2022 Statement Period v

## Transactions Overview


## Transaction Reports

1. Click on “Transactions” in the toolbar.
2. Select “Search Transactions” from the drop-down menu.





**First Interstate Bank**

HOME TRANSACTIONS PAYMENTS STATEMENTS ACCOUNT SERVICES ALERTS

Welcome, 

[SEARCH TRANSACTIONS](#) Search Transactions

[SPEND ANALYZER](#)

<b>Current Balance</b> 	\$0 <sup>00</sup>
Pending Balance	\$0 <sup>00</sup>
<b>Statement Balance</b> 	\$0 <sup>00</sup>
Available Credit	\$15,000 <sup>00</sup>
Current Credit Limit Amount	\$15,000 <sup>00</sup>
Last Payment as of May 31, 2022	\$43 <sup>94</sup>
Total Minimum Due	\$0 <sup>00</sup>
Payment Due Date	Apr 03, 2023
Last Login	Mar 13, 2023 3:39:44 PM

[Pay Bill](#)

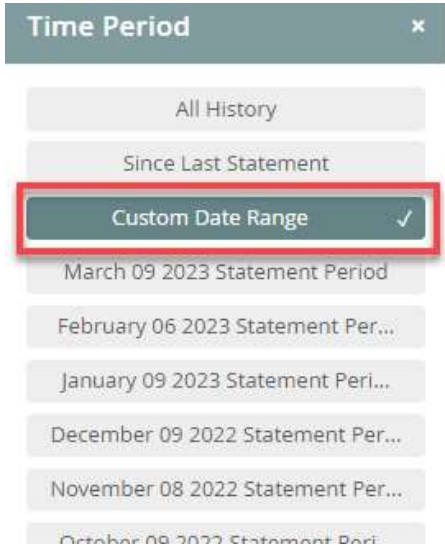
**Monthly bills, meet automatic payments.**  
The easiest way to pay regular bills in a flash.

SIGN UP TODAY >

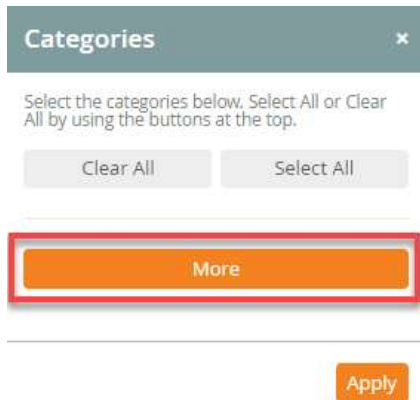
**First Interstate Bank**  
Built for you.  
Member FDIC Equal Housing Lender

3. Filter by “Time Period”, “Categories”, “Amount”, and/or “Order By”.

“Time Period” Filter - Select from set time periods or choose Custom Date Range to enter your desired period.

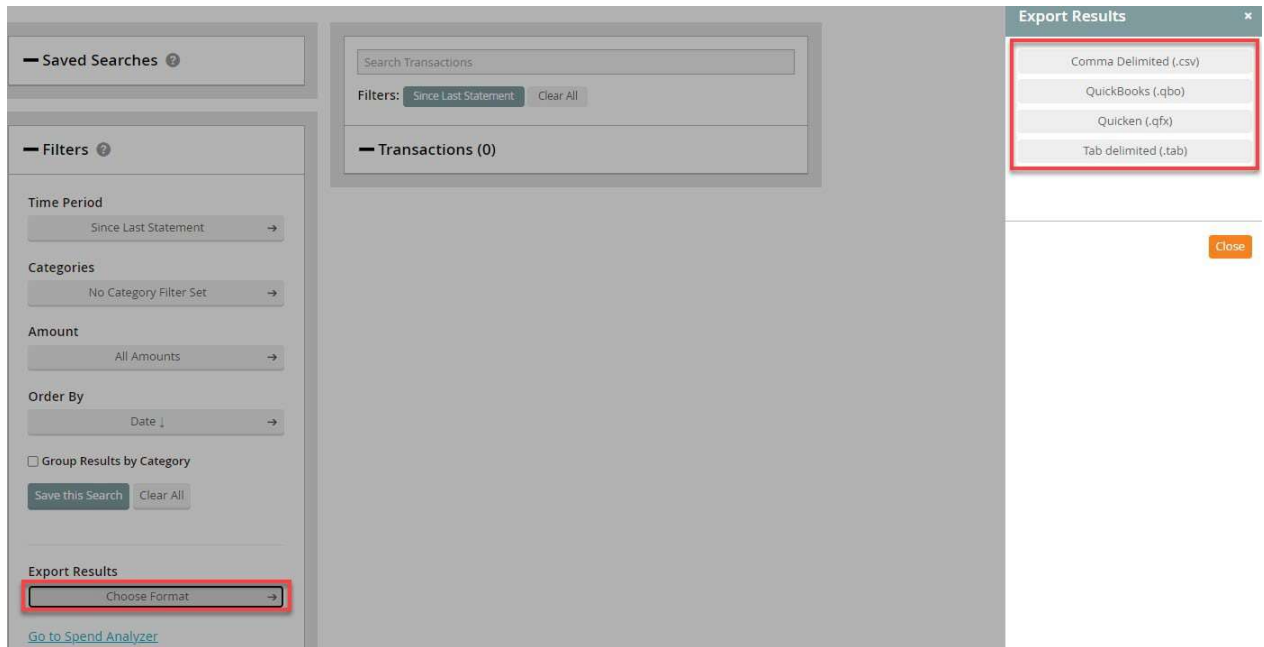


“Categories” Filter - Search specific spend categories. Select “More” to expand the options.



## Export Transaction Reports

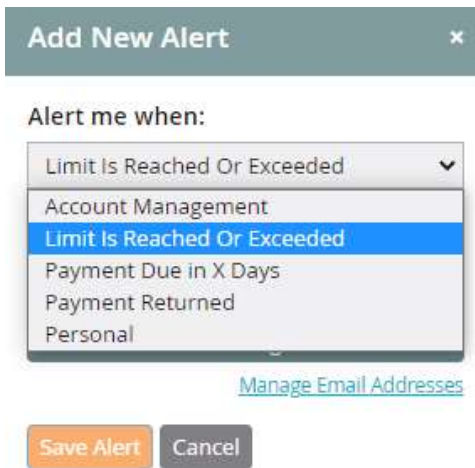
1. Select “Choose Format” and the desired format desired from the right hand of the screen.



## Alerts Overview

### Add New Email Alerts

1. Select “Alerts” from the toolbar, then “Add New Alert”



2. From “Alert me when:” drop-down menu, select the type of Alert.

**Add New Alert** x

PAYMENTS STATEMENTS ACCOUNT SERVICES **ALERTS**

Alert me when:

- Limit Is Reached Or Exceeded
- Account Management
- Limit Is Reached Or Exceeded**
- Payment Due in X Days
- Payment Returned
- Personal

[Manage Email Addresses](#)

**Add New Alert**

Alert History

**Save Alert** **Cancel** Edit

**Looking for Help?**  
Website Support  
1-888-833-3454 Option #3 M-F 8am-6pm  
Mountain Time. After hours & weekends Option #1.

If you have questions regarding your account, please contact Customer Service at the number listed on your statement or back of your card.

## Manage Account Services

### View and Select Services

1. Select "Account Services" from top toolbar.

Within this section you can modify your contact information, request a new card, dispute a transaction, request a balance transfer and more. Additionally, you can message First Interstate Bank securely for additional information or to request a change.

## Account Services

### Messages

- [View All](#)

### My Profile

- [Contact Information](#)
- [Disable Online Access](#)

### Account Management

- [Add PIN Access](#)
- [Card Replacement](#)
- [Manage PIN](#)
- [Close Account](#)
- [Dispute History](#)
- [Statement Preferences](#)

### Balance Transfer

- [New Balance Transfer](#)
- [Balance Transfer History](#)

To participate in Online offers/promotions, your review and acceptance of the eSign Agreement is required. [Click here to view](#)

### Help

- [Frequently Asked Questions](#)

### Account Disclosures

- [Agreements](#)
- [eSign Agreements](#)

### Alerts

- [Create New Alert](#)
- [Current Alerts](#)

### Payment Accounts

- [Manage Payment Accounts](#)

### Inquiries

- [Account Inquiry](#)
- [Authorization Inquiry \(Why was my purchase denied?\)](#)
- [Fee or Finance Charge Inquiry](#)
- [Payment Inquiry](#)
- [Transaction Inquiry](#)
- [Online Support Question \(How do I?\)](#)
- [Report a Web Site Issue](#)
- [Other Inquiry](#)
- [Card Benefits](#)

## Additional Support

Contact your local banker or call our client contact center at 855-342-3400. First Interstate Bank is available Monday through Friday, 7:30 a.m. to 7:00 p.m. MT and Saturday, 9:00 a.m. to 2:00 p.m. MT.