



**Capitol Service**  
Online Cardholder Account  
Management

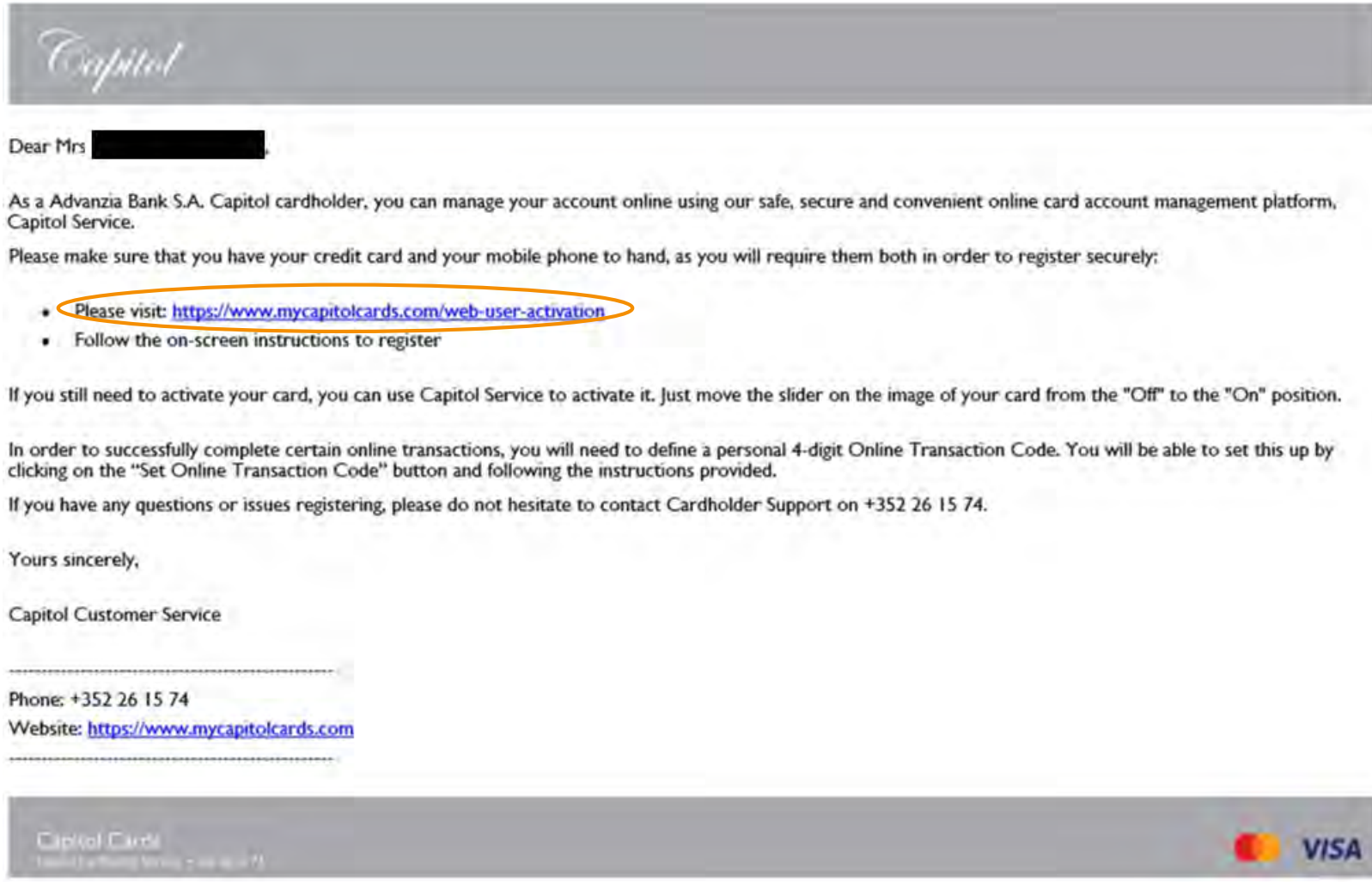
**[www.mycapitolcards.com](http://www.mycapitolcards.com)**

**User guide**



# REGISTRATION

- ✓ Click on the unique link which appears on the email which you have received with the subject “Registration for Capitol Service”:



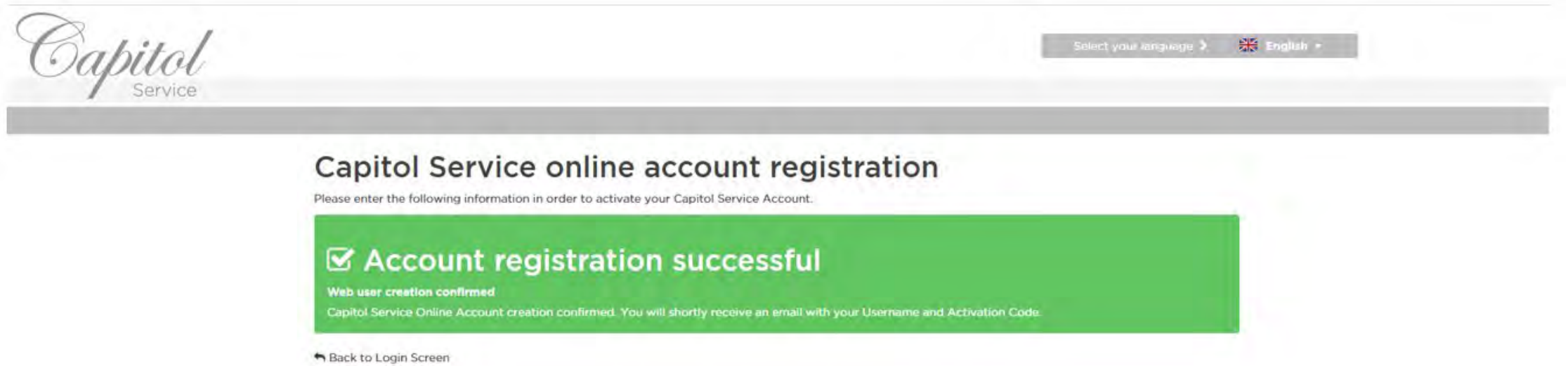
# REGISTRATION

- ✓ Once on the registration page, enter your date of birth, 11-digit account number (shown on the back of your card), and your mobile number and click on “Submit”:

The screenshot shows the 'Capitol Service online account registration' page. At the top left is the 'Capitol Service' logo. At the top right is a language selection menu showing 'English'. The main heading is 'Capitol Service online account registration'. Below it is the instruction: 'Please enter the following information in order to activate your Capitol Service Account.' There are three input fields: 'Date of Birth' with a placeholder 'dd/mm/yyyy', '11-digit account number' with a placeholder 'Please look at the back of your card which ends with 9690', and 'Phone Number' with a placeholder 'Your Phone Number'. A 'Submit' button is located to the right of the phone number field. A 'Back to Login Screen' link is at the bottom left. The footer contains links for 'Capitol Service' (Contracts, FAQs, Terms and Conditions) and 'Security' (Privacy, Disclaimer, Online Security).

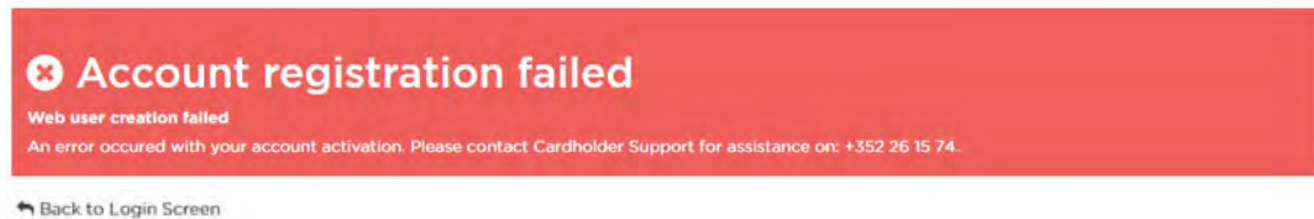
# REGISTRATION

- ✓ If the data entered was correct, the following message will appear on the screen:



The screenshot shows the Capitol Service online account registration page. At the top left is the Capitol Service logo. At the top right is a language selection dropdown menu set to English. The main heading is "Capitol Service online account registration". Below the heading is a sub-heading: "Please enter the following information in order to activate your Capitol Service Account." A large green success message box contains a checkmark icon, the text "Account registration successful", "Web user creation confirmed", and "Capitol Service Online Account creation confirmed. You will shortly receive an email with your Username and Activation Code." Below the green box is a "Back to Login Screen" link.

- ✓ If the data was entered incorrectly or does not match with our database, the following message will appear on the screen, requesting you to try again or to contact our Cardholder Support :



The screenshot shows the Capitol Service online account registration page with a failure message. A large red failure message box contains a red 'x' icon, the text "Account registration failed", "Web user creation failed", and "An error occurred with your account activation. Please contact Cardholder Support for assistance on: +352 26 15 74." Below the red box is a "Back to Login Screen" link.

# REGISTRATION

- ✓ You will then receive an email with your username and a temporary password:



Dear Mrs [REDACTED],

We are pleased to send your Username and one-time Activation Code to enable access to your Capitol Service Online Cardholder Account Management.

In order to login to your account, please follow the link below and enter your Username and Activation Code:

<https://www.mycapitolcards.com/>

Username:

C0005581

← example

Activation Code:

Ha=W\*JQo7E

← example

We will send you an SMS message with a one-time code. For your security and protection you will receive a new code to your registered mobile phone each time you login.

Once you have successfully logged in, you will be prompted to change your personal password. Please choose a strong password. For advice, refer to some best practices below.

If you should encounter any problems, please do not hesitate to contact our Cardholder Support Team 24/7 on: +352 26 15 74.


Best regards,

Capitol Service Online Team

# LOGIN

- ✓ Go to [www.mycapitolcards.com](http://www.mycapitolcards.com)
- ✓ In order to log in, you must first enter your username and password:



Select your language >  English ▾

Please note that [www.capitolcards.com](http://www.capitolcards.com) is now [www.mycapitolcards.com](http://www.mycapitolcards.com).

If we have your email address and mobile phone number on record, you will have received an email from [noreply@mycapitolcards.com](mailto:noreply@mycapitolcards.com), inviting you to register for the new site.

If you have not received this email, please contact your bank to update your contact information and request your registration details.

Please login to access your account

Username

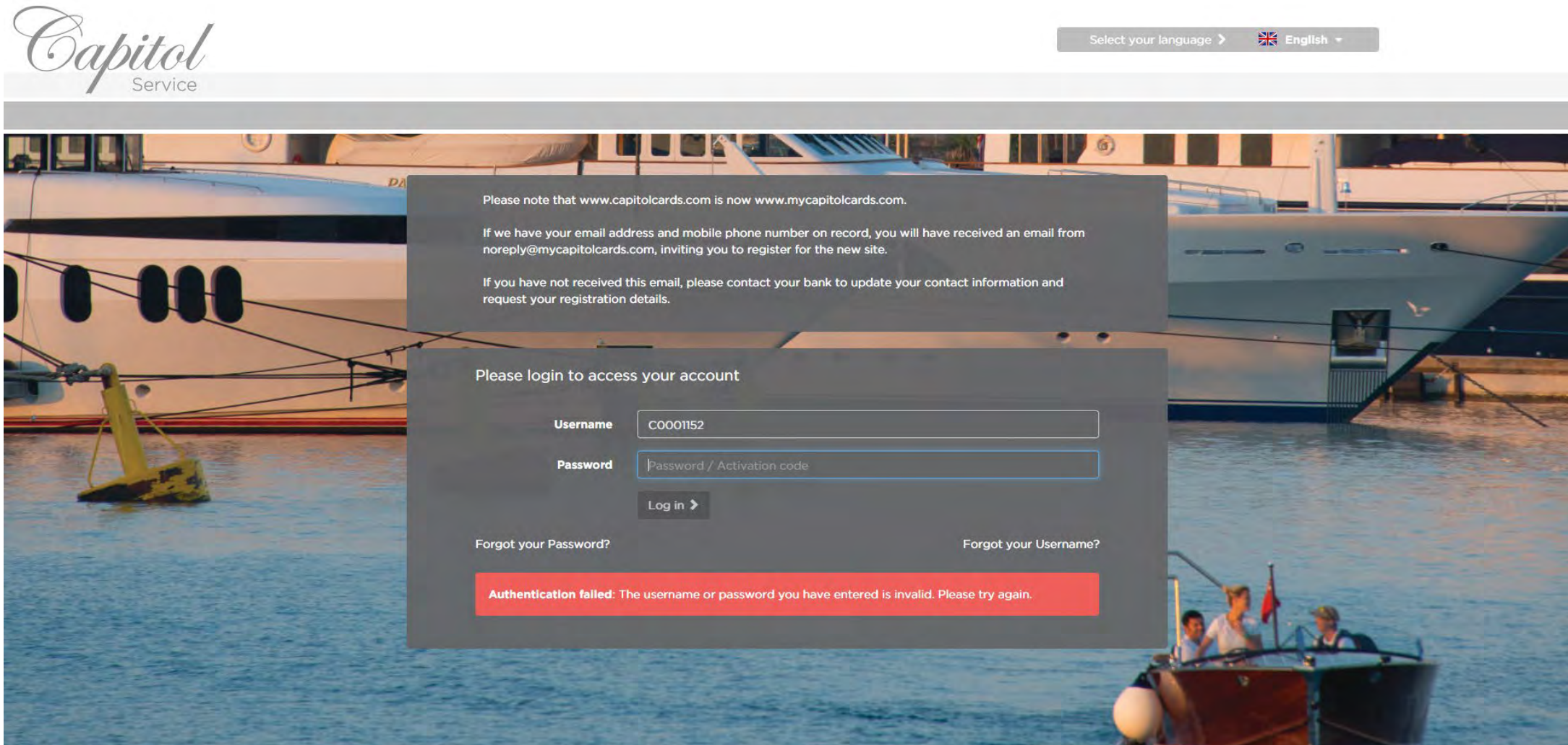
Password

[Forgot your Password?](#)

[Forgot your Username?](#)

# LOGIN

- ✓ If your username or password have not been entered correctly, you will receive an error message:



The screenshot displays the login interface for Capitol Service. At the top left is the 'Capitol Service' logo. At the top right, there is a language selection menu showing 'English' with a dropdown arrow. The main content area features a dark grey overlay with the following text:

Please note that [www.capitolcards.com](http://www.capitolcards.com) is now [www.mycapitolcards.com](http://www.mycapitolcards.com).

If we have your email address and mobile phone number on record, you will have received an email from [noreply@mycapitolcards.com](mailto:noreply@mycapitolcards.com), inviting you to register for the new site.

If you have not received this email, please contact your bank to update your contact information and request your registration details.

Please login to access your account

**Username**

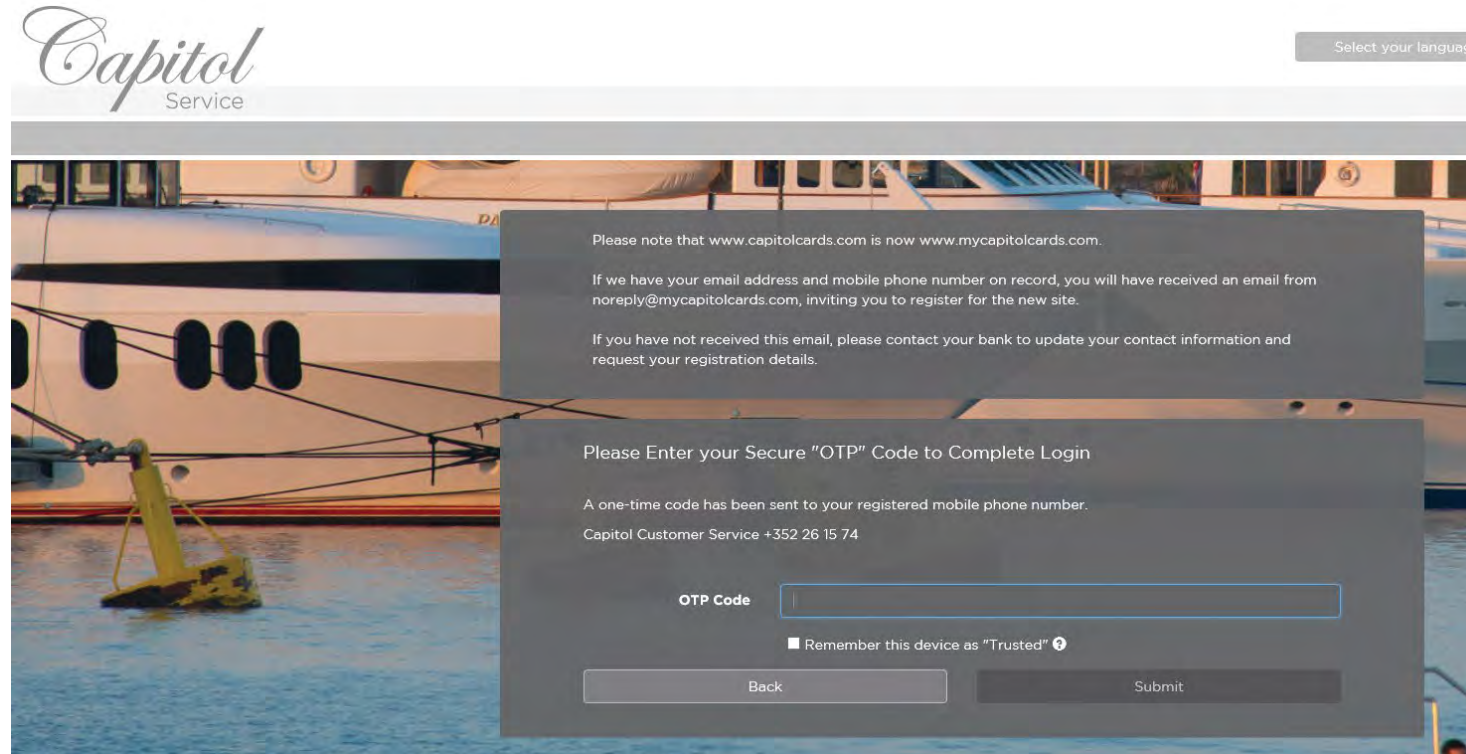
**Password**

[Forgot your Password?](#) [Forgot your Username?](#)

**Authentication failed:** The username or password you have entered is invalid. Please try again.

# LOGIN

- ✓ If your username and password have both been entered correctly, you will receive a one-time password (OTP) by SMS to your registered mobile phone; enter it here and click “Submit” to log in:



The screenshot shows the Capitol Service login interface. At the top left is the Capitol Service logo. At the top right is a language selection button. The main content area features a background image of a boat. Overlaid on this is a dark grey login form with the following text:

Please note that [www.capitolcards.com](http://www.capitolcards.com) is now [www.mycapitolcards.com](http://www.mycapitolcards.com).

If we have your email address and mobile phone number on record, you will have received an email from [noreply@mycapitolcards.com](mailto:noreply@mycapitolcards.com), inviting you to register for the new site.

If you have not received this email, please contact your bank to update your contact information and request your registration details.

Please Enter your Secure “OTP” Code to Complete Login

A one-time code has been sent to your registered mobile phone number.  
Capitol Customer Service +352 26 15 74

OTP Code

Remember this device as “Trusted” ⓘ

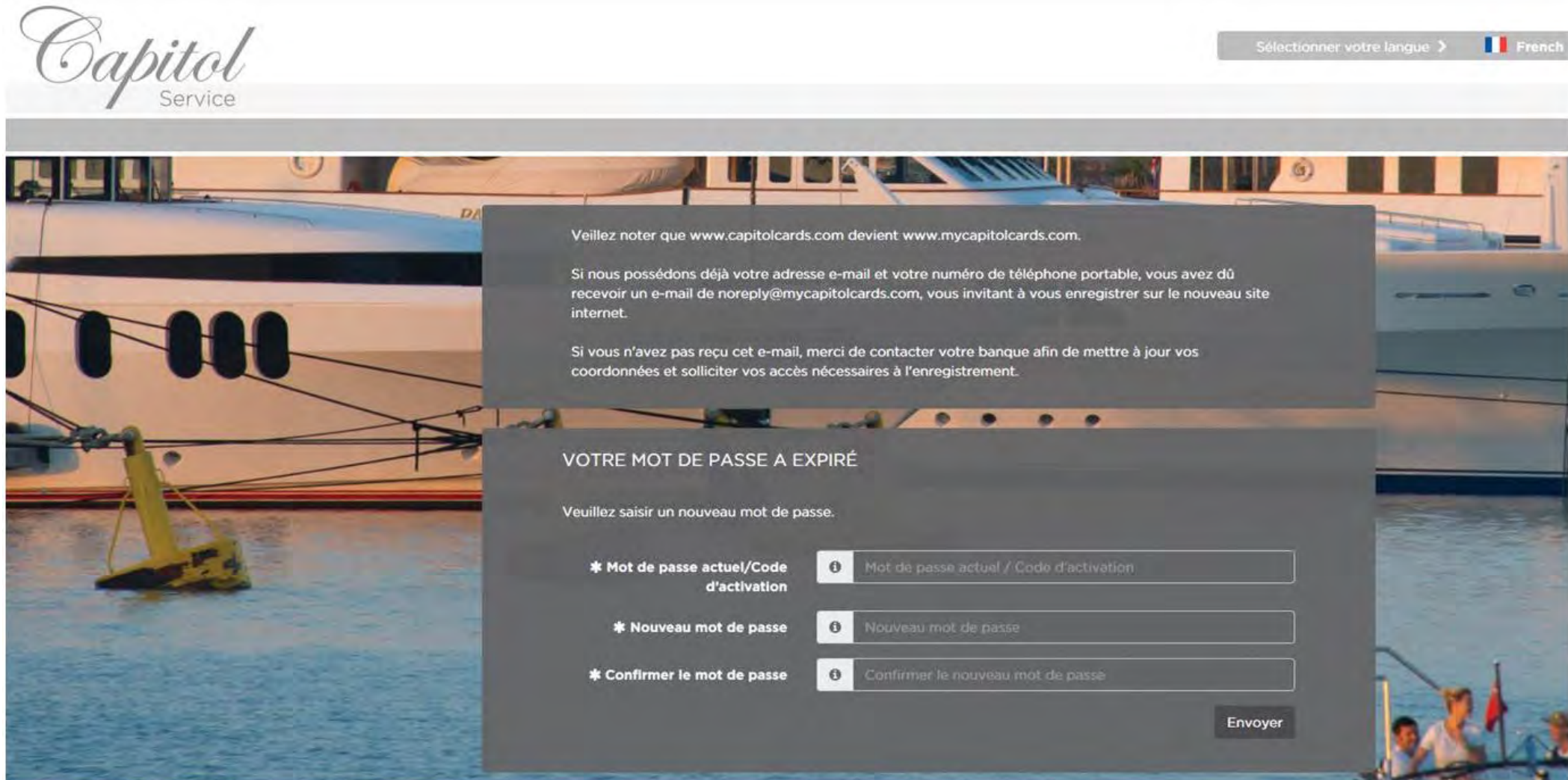
Back Submit

- ✓ You have the option to tick the box “Remember this device as “Trusted” in order to not receive OTP’s for 90 days (this is only recommended for personal devices as the login will only be with your password during this time)
- ✓ If you wish to receive the OTP’s to your email address instead of by SMS, please contact Capitol Customer Service in order to set up this functionality




# LOGIN

- ✓ When you log in for the first time, you must change the temporary password to a password of your choice:



Capitol  
Service

Sélectionner votre langue >  French

Veillez noter que [www.capitolcards.com](http://www.capitolcards.com) devient [www.mycapitolcards.com](http://www.mycapitolcards.com).

Si nous possédons déjà votre adresse e-mail et votre numéro de téléphone portable, vous avez dû recevoir un e-mail de [noreply@mycapitolcards.com](mailto:noreply@mycapitolcards.com), vous invitant à vous enregistrer sur le nouveau site internet.

Si vous n'avez pas reçu cet e-mail, merci de contacter votre banque afin de mettre à jour vos coordonnées et solliciter vos accès nécessaires à l'enregistrement.

**VOTRE MOT DE PASSE A EXPIRÉ**

Veillez saisir un nouveau mot de passe.

\* Mot de passe actuel/Code d'activation

\* Nouveau mot de passe

\* Confirmer le mot de passe

Envoyer

# HOMEPAGE

- ✓ When you log in, you will see all of your cards, and their respective limits and balances on the home screen

The screenshot displays the Capitol Service user interface. At the top, there is a navigation bar with the Capitol Service logo, a language selector set to English, and a Log Out button. Below the navigation bar, there are tabs for My Cards, Transactions, and My Profile. The main content area is titled 'CASH LIMIT Principal Cardholder' and lists three credit cards. Each card entry includes a card icon, the card name, card number, limit, balance, and available amount, along with buttons for Transactions, Change Credit Limits, and Statements. A 'Show Old Cards' link is also present for each card. The first card is a Capitol Gold card with a limit of GBP 250.00 and a balance of GBP 0.00. The second card is a Capitol Gold Visa card with a limit of EUR 250.00 and a balance of EUR 0.00. The third card is a Capitol Infinite Club card with a limit of EUR 800.00 and a balance of EUR 0.00. A visual representation of the Capitol Gold Visa card is shown below the second card entry, featuring a green 'ON' toggle switch and the text 'CASH LIMIT VISA'.

Card Name	Card Number	Limit	Balance	Available	Actions
Capitol Gold	40002893109 011941016002001	GBP 250.00	GBP 0.00	GBP 250.00	Transactions, Change Credit Limits, Statements
Capitol Gold Visa	40002914805 0152879016003001	EUR 250.00	EUR 0.00	EUR 250.00	Transactions, Change Credit Limits, Statements
Capitol Infinite Club	40002926446 0152602016031001	EUR 800.00	EUR 0.00	EUR 800.00	Transactions, Change Credit Limits, Statements

# ACTIVATING AND SUSPENDING A CARD

- ✓ By sliding the “ON” or “OFF” switches on your cards, you can activate or temporarily suspend the card

The screenshot displays two credit card management panels. The top panel is for the 'Capitol Gold Visa' (card number 40002914805, 0162879016003001) with a limit of EUR 250.00, a balance of EUR 0.00, and an available amount of EUR 250.00. It features a red 'SUSPENDED' banner and a red 'OFF' toggle switch. The bottom panel is for the 'Capitol Infinite Club' (card number 40002926446, 0162802016039001) with a limit of EUR 800.00, a balance of EUR 0.00, and an available amount of EUR 800.00. It features a green 'ON' toggle switch. Both panels include buttons for 'Transactions', 'Change Credit Limits', and 'Statements', and a 'Show Old Cards' link.

Card Name	Card Number	Limit	Balance	Available	Status
Capitol Gold Visa	40002914805 0162879016003001	EUR 250.00	EUR 0.00	EUR 250.00	Suspended
Capitol Infinite Club	40002926446 0162802016039001	EUR 800.00	EUR 0.00	EUR 800.00	Active

# VIEW OLD CARDS

- ✓ By checking the “Show Old Cards” box, you can see any old cards that have expired, been cancelled or blocked for any given reason

The screenshot displays the Capitol Service user interface. At the top left is the Capitol Service logo. Navigation tabs include "My Cards", "Transactions", and "My Profile". A language selector shows "English". A "Log Out" button is in the top right. Below the navigation is a header for "CASH LIMIT Principal Cardholder". A table lists active cards:

Card Type	Card Number	Limit	Balance	Available	Actions
Capitol Gold	40002893109 0111941016002001	GBP 250.00	GBP 0.00	GBP 250.00	Transactions, Change Credit Limits, Statements
Capitol Gold Visa	40002914805 0162879016003001	EUR 250.00	EUR 0.00	EUR 250.00	Transactions, Change Credit Limits, Statements

Below the table, there is a section for "Show Old Cards" with a checkbox that is checked and circled in orange. This section contains two cards:

- A "LOST" card with number 5244 44XX XXXX 7073.
- A "CANCELLED" card with number 5244 44XX XXXX 8023.

Below this, there is another card with a green "ON" slider, representing a temporarily suspended card.

# VIEW YOUR ADDITIONAL CARDHOLDERS' ACCOUNT

- ✓ Click on “Next Cardholder” to view your additional cardholders’ card accounts
- ✓ Your additional cardholders cannot view your accounts

The screenshot displays the Capitol Service user interface. At the top left is the Capitol logo. To the right, there is a language selection dropdown set to 'English'. Below the logo, navigation tabs include 'Service', 'My Cards', 'Transactions', and 'My Profile'. A 'Log Out' button is located in the top right corner. A secondary navigation bar contains 'Previous Cardholder' and 'Next Cardholder' buttons, with the latter circled in orange. Below this, a 'CASH LIMIT' section for a 'Secondary Cardholder' is shown, featuring a table with columns for 'Limit' (EUR 100.00), 'Balance' (EUR 0.00), and 'Available' (EUR 100.00). To the right of the table are buttons for 'Transactions', 'Change Credit Limits', and 'Statements'. A note below the table reads: 'Select a card for more information or use the slider to temporarily suspend or reactivate your card.' Below the note is an image of a Capitol Gold Visa card with a 'CANCELLED' banner. At the bottom right, there is a checkbox labeled 'Show Old Cards' which is checked.

Limit	Balance	Available
EUR 100.00	EUR 0.00	EUR 100.00

# FILTER & ANALYSE YOUR TRANSACTIONS

- ✓ Filter your transactions by date or category by selecting the “Transactions” button next to your card

The screenshot displays a mobile banking interface with a modal window titled "Your Transactions on Account 40002914805". The modal includes a date range filter from 01/01/2020 to 10/02/2020, a search bar, and a table of transactions. To the right of the table are two donut charts: "Usage by Category" showing 100% for "N/A" and "Usage by Currency" showing 100% for "EUR". A "Close" button is located at the bottom right of the modal.

Merchant	Type	Category	Country	Local Amount	Card Amount
27 Dec 2019					3 month ago
▶ Credit refund		N/A		EUR -21.48	EUR -21.48

# REQUEST A CHANGE TO YOUR CREDIT LIMIT

- ✓ Click on “Change Credit Limit” to send a request to your bank to change your credit limit

The screenshot shows the Advanzia Bank mobile app interface. A modal dialog titled "New Credit Limit" is centered on the screen. The dialog contains the following text: "Your current credit limit on account 40002914805 is EUR 250.00". Below this, it states "The value entered will be rounded to the nearest hundred". There is an input field with "EUR" on the left and "250" on the right. At the bottom of the dialog is a green button that says "Request a credit limit of EUR 250.00".

In the background, the app shows a list of credit cards. The first card is "Capitol Gold Visa" with a limit of EUR 250.00. The second card is "Capitol Infinite Club" with a limit of EUR 800.00. The "Change Credit Limits" button in the background is circled in orange.

# VIEW UP TO 18 MONTHS' OF STATEMENTS

- ✓ You can view, download and print up to 18 months' of statements for each of your card accounts

Statements for Account 40002914805

You can view and print up to 18 months of statements for this account

Date	Amount	Download
January 2020	EUR 0.00	
December 2019	EUR -21.48	
November 2019	EUR 31.48	
Load More...		

Close

Background interface details:

- Card 1: Capitol Gold Visa, Limit EUR 250.00, Balance EUR 0.00
- Card 2: Capitol Infinite Club, Limit EUR 500.00, Balance EUR 0.00, Available EUR 500.00
- Buttons: Transactions, Change Credit Limits, Statements (circled in orange)
- Checkboxes: Show Old Cards



# EMERGENCY CARD ACTIONS

- ✓ In case of an emergency, you can find functions to block your card or request a new PIN code here:

The screenshot displays the user interface for a Capitol Gold Visa card. At the top, the card details are shown: Capitol Gold Visa, card number 40002914805 0162879016003001, Limit EUR 250.00, Balance EUR 0.00, and Available EUR 250.00. Navigation buttons for Transactions, Change Credit Limits, and Statements are visible. Below this, a card image is shown with a green 'On' toggle switch. A modal window titled 'Credit Card' is open, showing the card number 4609 10XX XXXX 3288 and its status as 'Active'. The modal contains two main sections: 'Last Transactions' and 'Emergencies'. The 'Last Transactions' section is a table with columns for Merchant, Type, Category, Country, Local Amount, and Card Amount. The 'Emergencies' section is a list of actions: Report Card Stolen, Report Card Lost, and Request PIN Release. An orange circle highlights the 'Emergencies' section.

Select a card for more information or use the slider to temporarily suspend or reactivate your card.

**Capitol Gold Visa**  
40002914805  
0162879016003001

Limit: EUR 250.00  
Balance: EUR 0.00  
Available: EUR 250.00

Transactions | Change Credit Limits | Statements

4609 12XX XXXX 2013  
CASH LIMIT VISA

**Credit Card**  
4609 10XX XXXX 3288  
Status: Active

### Last Transactions

Merchant	Type	Category	Country	Local Amount	Card Amount
27 Dec 2019					
▶ Credit refund		N/A		EUR -21.48	EUR -21.48
26 Dec 2019					
▶ PAYMENT		N/A		EUR 31.48	EUR 31.48
12 Dec 2019					
▶ Grouplunch Luxembourg Sar		Eating Places, Restaurants Miscellaneous	Luxembourg	EUR -10.00	EUR -10.00
28 Nov 2019					
▶ Payment		N/A		EUR 31.48	EUR 31.48
12 Nov 2019					
▶ CPH PARKERING AS		Automobile Parking Lots and Garages Business Services	Denmark	DKK 115.00	EUR 15.70

Load More...

### Emergencies

- Report Card Stolen
- Report Card Lost
- Request PIN Release

# REPORT YOUR CARD LOST OR STOLEN

- ✓ If your card is lost or stolen, you can complete the information we need and request a replacement card directly

**Report your Card Stolen**

You are about to report your card 4609 13XX XXXX 2555 as stolen. After doing this, your card will be permanently blocked and cannot be reactivated.

When was the card stolen ?  
10/02/2020

Where was the card stolen ?  
Luxembourg

Please let us know of any information that might be useful.  
Card stolen alongside wallet and keys. Police report submitted to local police dept. on 10/02/20

Cancel Next

**Last Transactions**

Merchant	Type	Category	Country	Local Amount	Card Amount
29 Oct 2019					
Correct. Credit refund		N/A		EUR 114.15	EUR 114.15
28 Oct 2019					
Credit refund		N/A		EUR -114.15	EUR -114.15
Credit refund		N/A		EUR -114.15	EUR -114.15
15 Oct 2019					
					-4 months ago

**Emergencies**

- Report Card Stolen
- Report Card Loss
- Report PIN Hacked

# REQUEST A PIN REISSUE

- ✓ If you forget your PIN, you can ask to have a reminder sent to you by normal or express delivery

**Request PIN Reissue**

If you have forgotten your current PIN number, you can request a new one below:

**Replacement PIN Delivery**

Please choose a delivery method for your replacement PIN

- Normal Delivery** - We will dispatch your replacement PIN within 6 days to the address below.
- Express Delivery** - We will dispatch your replacement PIN by courier to the address below on the next business day. Charges apply.

**Delivery Address:**

Advanzia Bank S.A.  
9, rue Gabriel Lippmann  
Munsbach  
5365  
Luxembourg

Cancel Submit

**Last Transactions**

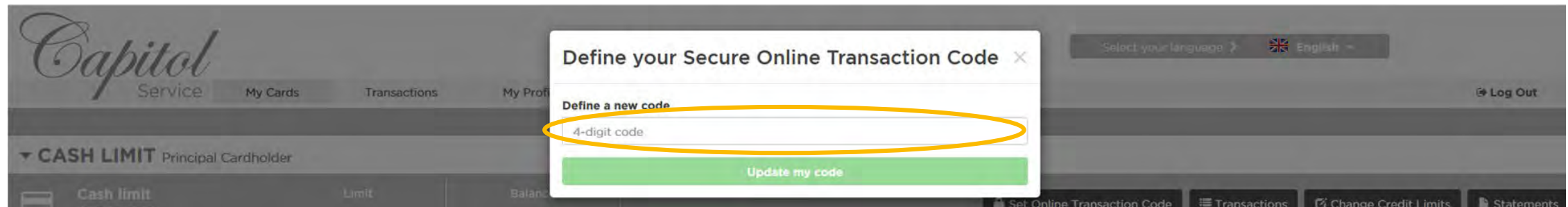
Merchant	Type	Amount	Card Amount
29 Oct 2019	Correct. Credit refund		
26 Oct 2019	Credit refund	N/A	EUR -114.15
	Credit refund	N/A	EUR -114.15
15 Oct 2019			EUR -114.15

# SET YOUR ONLINE TRANSACTION CODE

- ✓ Click on “Set Online Transaction Code”:



- ✓ Define your 4-digit code by entering it in the pop-up box:



- ✓ In case of forgetting the code or wanting to change it, repeat the process at any time to define a new code

# CHANGE YOUR PASSWORD

- ✓ Change your password at any time from the “My Profile” tab. You can also change your language preference from the menu at the top of every page

The screenshot displays the Capitol Service user interface. At the top left is the 'Capitol Service' logo. A navigation bar contains 'My Cards', 'Transactions', and 'My Profile' (which is highlighted). On the right of the navigation bar is a 'Log Out' button. Below the navigation bar, the user's status is shown as 'CASH LIMIT Principal Cardholder | Client ID: 10023'. The main content area is titled 'My Profile' and contains a 'Change Password' section. This section has three input fields: 'Current password / Activation code', 'New password', and 'Confirm password'. A 'Submit' button is located below these fields. To the right of the 'Change Password' section, there is a language selection dropdown menu titled 'Select your language'. The menu is currently set to 'English' and lists other options: Dutch, French, Spanish, Italian, Portuguese, German, Swedish, and English. Below the language menu, there is a text box stating 'You can use this...' and 'It is important to change your password regularly.' followed by a section titled 'Best Practices for Account Security' with a list of seven bullet points.

**My Profile**

**Change Password**

\* Current password / Activation code

\* New password

\* Confirm password

**Submit**

Select your language English

- Dutch
- French
- Spanish
- Italian
- Portuguese
- German
- Swedish
- English

You can use this...

It is important to change your password regularly.

**Best Practices for Account Security**

- A strong password should not contain any personal information such as your name, username or company name
- Choose a password which you can remember easily but which is not obvious to anyone else
- Use a minimum of 8 characters, including one upper-case, one lower-case, one number and one special character
- Do not use the same password for multiple web sites
- Never leave your computer or smartphone unattended when logged into Capitol Service Online Cardholder Account Management. Always log out after use
- Please be reminded that it is your responsibility to protect your Login details. You should not tell anybody else your details or store them insecurely