



Frequently Asked Questions

How do I enroll my Bank of Okolona card in SecurLOCK Equip?

No enrollment is necessary.

How can I start using SecurLOCK Equip?

1. Download the app from either the APP Store or the Android Google Play Store
2. Once the app installation is complete, tap on the app icon to launch it
3. Allow Notifications
4. Click Sign Up Free if you are a new user
5. Enter card number
6. Tap the "Next" link in upper right corner
7. Enter card Security code
8. Enter card Expiration date
9. Enter Billing address- Use the billing address the bank has on file for your card
10. Tap "Next"
11. Enter last 4 digits of the primary account holders Social Security Number
12. Tap "Next"
13. Accept the Terms & Conditions and Privacy Policy
14. Create an account - add User name and Password
15. Add email address
16. Enter First and Last name
17. Congratulations set up should be complete
18. Log In
19. Set up 4 digit Passcode

How do I set up SecurLock alerts on my mobile device?

Tap "Alert Preferences"

Send alerts for:

- All Transactions
- Preferred Transactions
- None

Why/when should I use SecurLock?

Using SecurLock Equip controls and helps reduce the risk of unauthorized use of your cards. Select the level of control required to block the transactions you need for your particular situation — for example, if you suspect fraud, misplace your card or just want to manage how and where a card is used.

What happens when I lock a control?

You will not be able to use your card for the type of transactions blocked by that control.

What happens when I unlock a control?

The types of transactions covered by that control will not be blocked unless you have locked another control that will block them.

How quickly will a control lock/unlock work?

As soon as you lock/unlock a control, all new transactions covered by that control will be immediately blocked/unblocked.

Will locking the All Transactions control stop monthly bill payments automatically drafted from my account?

Payments or automatic drafts identified by the merchant as recurring transactions will not be blocked.

Why want SecurLock block card transactions when standard authorization systems are not used or unavailable?

"Standard authorization systems" refers to the network systems that are used to obtain actual authorization from issuers for card transactions. SecurLock will not stop card transactions that are not processed through these systems, such as:

- When these systems are down and transactions are processed through alternative authorization solutions.
- When a merchant chooses not to get authorization.

If you have any questions, call your local branch.

662-447-5403 – Bank of Okolona 662-456-3347 – Houston Banking Center

662-456-5341 – Bank of Mantee 662-983-3700 – Calhoun Banking Center