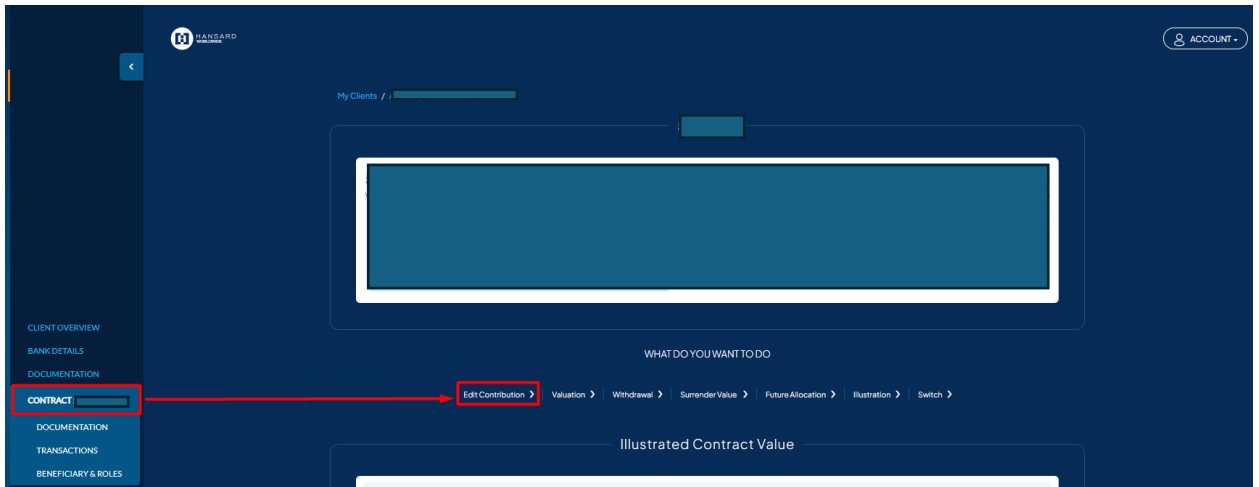
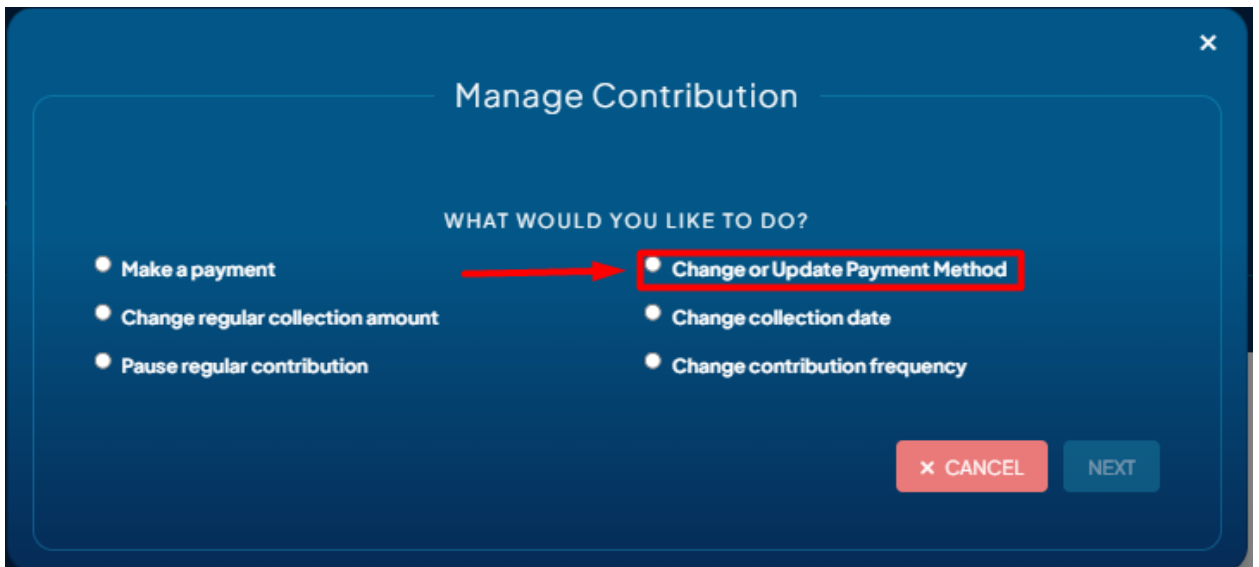


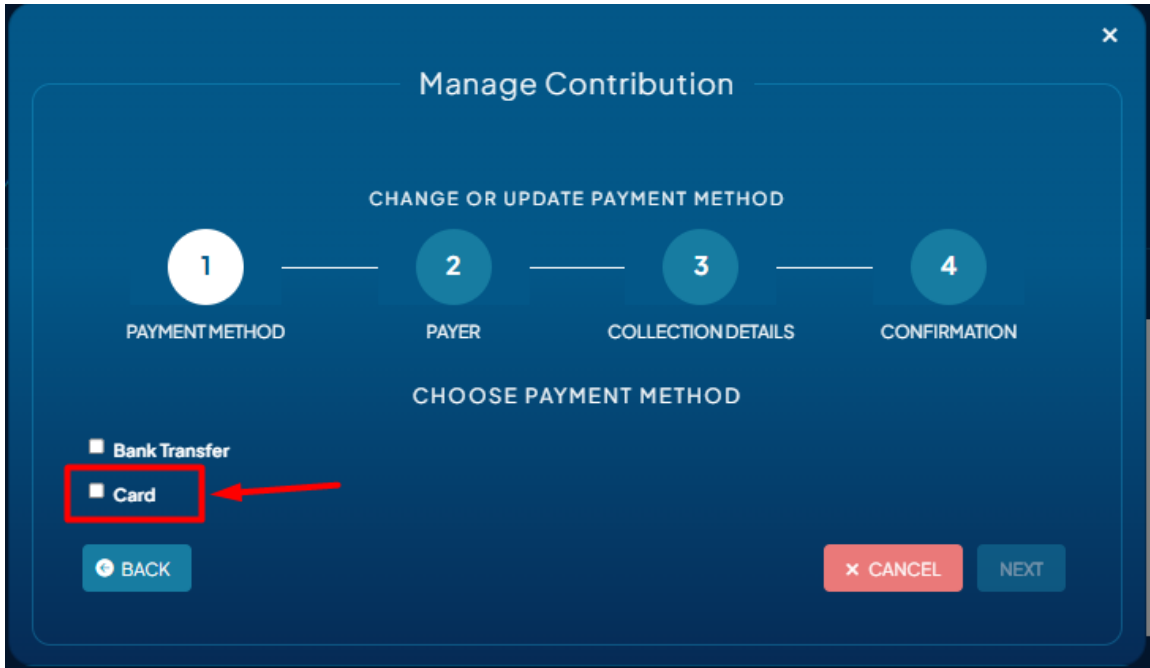
Instructivo para cambio de tarjeta en portal de Hansard.



- 1) Entrar al portal, dar click en la sección de “Contract” y después seleccionar la pestaña “Edit Contribution”.



- 2) Seleccionar la opción “Change or update payment method” y dar click en “Next”



- 3) Seleccionar “Card” y dar click en “Next”



- 4) En esta sección encontrará información de su cuenta y tarjeta anterior solo debe seguir adelante con el trámite dando click en “Next”.

Manage Contribution

MAKE A PAYMENT

1 PAYMENT AMOUNT 2 CARD TYPE 3 CONFIRMATION

Select where the payment will be made from

New Card Current Card *****

* Card Type: Visa (Credit)

* Card Issued In: Elsewhere X

Do you want to use this card for all future payments?

Yes No

OJO* Si al hacer el cambio de tarjeta y al introducir los datos, te sale esta sección llamada “Card Issued in” **DEBE SELECCIONAR CUALQUIER OPCIÓN EXCEPTO “ELSEWHERE”** que significa "En otro lugar".

Manage Contribution

CHANGE OR UPDATE PAYMENT METHOD

1 PAYMENT METHOD 2 PAYER 3 COLLECTION DETAILS 4 CONFIRMATION

* Card Type: Mastercard

* Collection Date:

Please note

- Regular card payment requests are subject to review. We reserve the right to reject or query requests
- Upon successful review, we will cancel the regular payment method for this contract and change the specified card until further notice
- For contracts that already pay regular contributions by Card or by Direct Debit (including IDD), updated card details will only take effect from the next contribution due date.
- We may apply a handling charge to each regular transaction to cover any charge(s) imposed by the card issuer
- Should this contract fall into arrears, no re-attempts will be made for this monthly contribution. Payments for arrears can be paid through the relevant "Make a Payment" section online
- If this card proves ineffective, you will need to ensure that you have other means to meet contribution payment obligations

By Proceeding you confirm that you agree to the above items

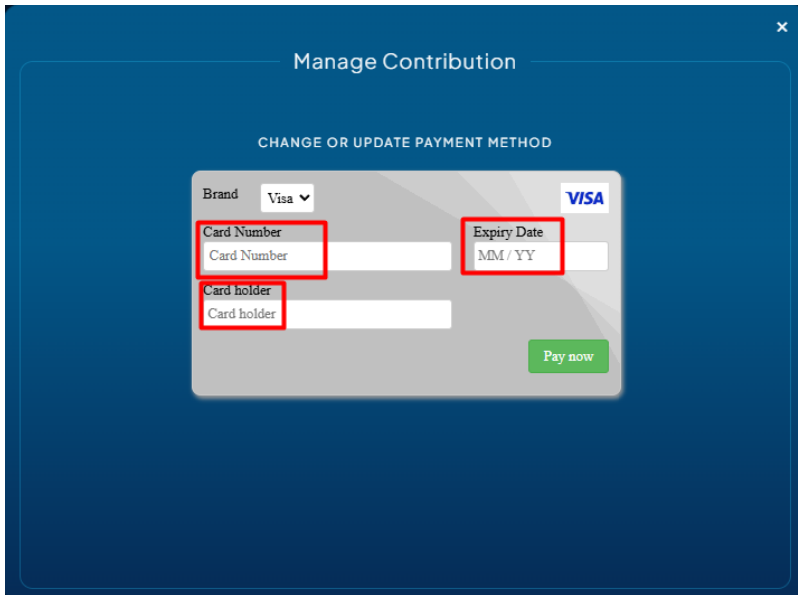
Card details are handled via our payment partner Chase Paymentech Europe Limited

By Proceeding Next you will be redirected to their card management page

5)

En este punto el cliente debe seleccionar que tipo de tarjeta es la que va a cambiar si es ¿VISA o Mastercard? Y también debe seleccionar el día de mes numérico que

quiere que le cobren cargo automático a su nueva tarjeta las contribuciones mensuales siguientes después dar click en “CONFIRM”



The image shows a screenshot of a web form titled "Manage Contribution" with a close button (X) in the top right corner. Below the title is the instruction "CHANGE OR UPDATE PAYMENT METHOD". The form contains the following fields:

- Brand: A dropdown menu currently set to "Visa" with a small downward arrow, and the "VISA" logo to its right.
- Card Number: A text input field with a red rectangular box around its label and the input area.
- Expiry Date: A text input field with a red rectangular box around its label and the input area, which contains the placeholder "MM / YY".
- Card holder: A text input field with a red rectangular box around its label and the input area.
- Pay now: A green button located at the bottom right of the form.

6)

Como ultimo paso el cliente debe introducir los datos de su tarjeta nueva en el portal: Numero de tarjeta, nombre de cuentahabiente y fecha de expiración.