

TO CORRECT THE ISSUE OF FAILED WEB DEBIT CARD PAYMENTS PROCESSED ON YOUR CUPLUS APP PLEASE FOLLOW THESE FOUR STEPS:

1. Deleting recurring payments:

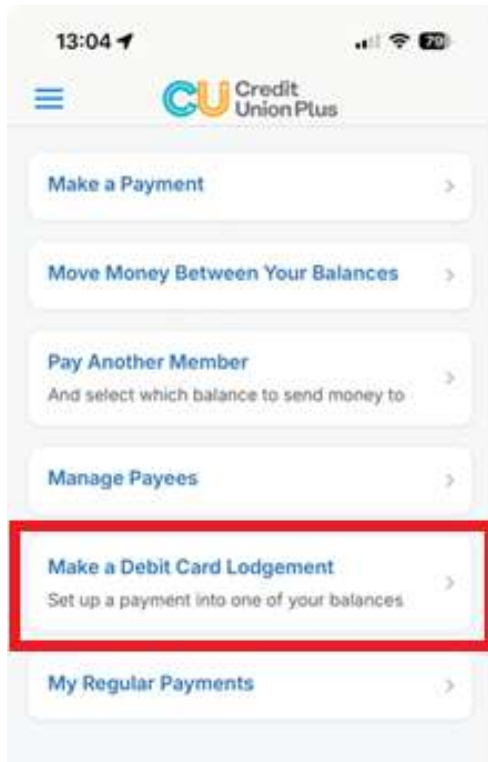
Once logged onto your CUPLUS App, you will note the following options on the bottom of the screen.



Select "Payments".



Then, select “Make a Debit Card Lodgement”



Then, select “Recurring Payments”



Your recurring payments will appear like this

Recurring Payments

Card Reference	Payment Reference	To Account	Amount
[REDACTED]			

Slide to the right to select the bin icon to delete this payment. You will be asked to confirm this deletion.

Card Reference	Payment Reference	To Account	Amount	Frequency	Balance Name	Due Date	
[REDACTED]	[REDACTED]	[REDACTED]	100	MONTHLY	SHARES	12/01/2026	 

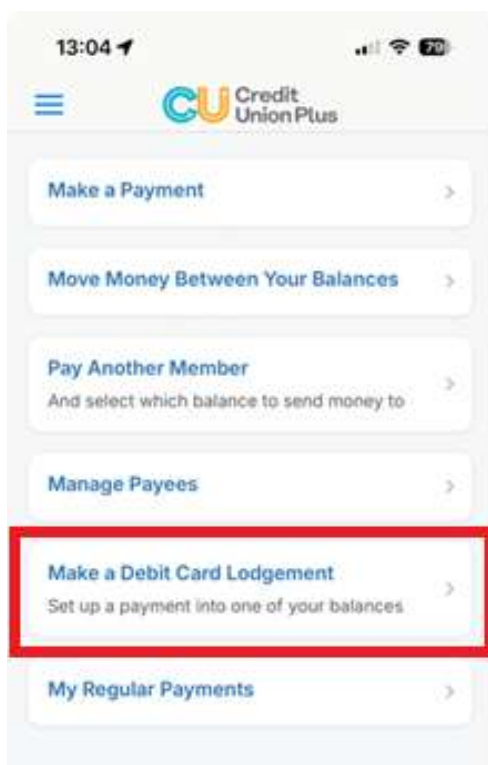
Once this has been done, you can then delete your stored card.

2. Deleting stored card details

Same as before, select the Payments icon.



Then, select “Make a Debit Card Lodgement”



This time, select “Manage Cards”

Debit Card Payments

Recurring Payments

Make Card Lodgement

Manage Cards

Slide to the right to select the bin icon to delete this card. You will be asked to confirm this deletion.

Debit Card Payments

Recurring Payments

Make Card Lodgement

Manage Cards

Add Card

Saved Cards

Number	Expiry Date	Type	Cardholder
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Showing 1 to 1 of 1 entry

Select "Yes" to delete

Please confirm

Are you sure you want to delete this card?

YES NO

3. Reinstating your debit card details

Select "Add Card".

WHAT WOULD YOU LIKE TO DO?

Lodgement History Make A Lodgement **Debit Card Lodgement**

Debit Card Payments

Recurring Payments Make Card Lodgement **Manage Cards**

Add Card

Saved Cards

Enter your card nickname.

ADD NEW DEBIT CARD TO ACCOUNT NO.

Secured by: **globalpayments**

Enter a Card Nickname:


Proceed

Input your card details as below.


ADD NEW DEBIT CARD TO ACCOUNT NO.

Secured by:
globalpayments


Payment Details


Card Number 


Expiry

Security Code 

Cardholder Name

 **PAY NOW**

 256-bit SSL encrypted

Securely processed by
Global Payments 

You might need to confirm a payment of 10 cent on your banking app to add your card but this 10 cent charge will later be voided. The below will appear if your card was added successfully.

Success : Your card was successfully saved.

OK

Saved Cards should now appear as below.

WHAT WOULD YOU LIKE TO DO?


Lodgement History Make A Lodgement **Debit Card Lodgement**

Debit Card Payments

Recurring Payments Make Card Lodgement **Manage Cards**

Add Card

Saved Cards

Card Reference	Card Number	Expiry Date	Type	Cardholder
AIB	***** [REDACTED]	[REDACTED]	VISA	[REDACTED] 

Showing 1 to 1 of 1 entry

« < 1 > »

4. Creating a recurring payment

Select “Make Card Lodgement” and input your desired recurring payment.

WHAT WOULD YOU LIKE TO DO?

Lodgement History

Make A Lodgement

Debit Card Lodgement

Debit Card Payments

Recurring Payments

Make Card Lodgement

Manage Cards

MAKE A ONE-OFF OR RECURRING CARD LODGEMENT TO ACCOUNT NO.

Secured by:
globalpayments

Lodgement Type :

One Off

Recurring

Choose Card* :

Please Select...

Amount* :

Payment Frequency* :

Please Select...

Start Date* :

dd/mm/yyyy

Payment Reference* :

Balance :

Please select...

Confirm

Cancel

Click "Confirm" and the below will appear.

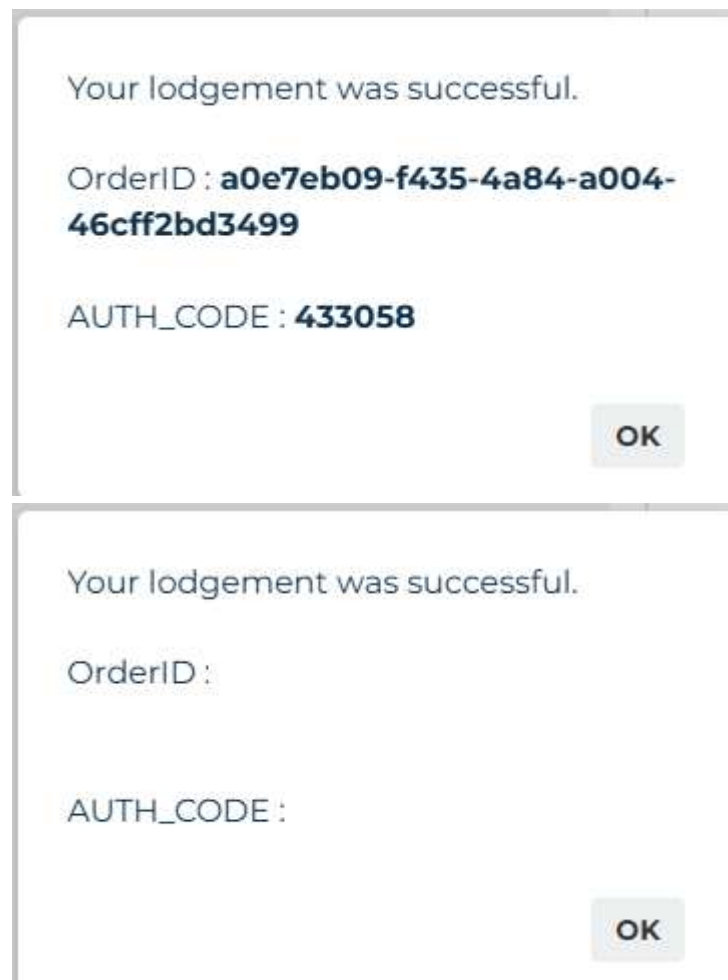
MAKE A ONE-OFF OR RECURRING CARD LODGEMENT TO ACCOUNT NO.

Recurring Payment Saved Successfully

Secured by:
globalpayments

You may need to verify this new recurring payment by inputting your 3-digit security code from the back of your debit card.

This will then prompt you to approve on your banking app. Once complete, a message to advise of a successful lodgement will appear.



Click "Recurring Payments" again to ensure that your new payment has been set up successfully.

WHAT WOULD YOU LIKE TO DO?

Lodgement History

Make A Lodgement

Debit Card Lodgement



Debit Card Payments

Recurring Payments

Make Card Lodgement

Manage Cards

Recurring Payments

Card Reference	Payment Reference	To Account	Amount	Frequency	Balance Name	Due Date		
[REDACTED]	[REDACTED]	[REDACTED]	100	MONTHLY	SHARES	12/01/2026		

Showing 1 to 1 of 1 entry