



PRIVATE BANK

# Weatherbys Card app frequently asked questions

# WEATHERBYS

# Frequently asked questions

## How do I get the Weatherbys Card app on my phone?

You can download the app from either the App Store for Apple devices, or the Google Play Store for Android devices, just search for 'Weatherbys Card'.

## Can I have the app on more than one device?

Yes, you can download the app onto any Apple or Android device but you must follow the activation process for each new device and make sure to use the mobile number and date of birth you have registered with us.

## If I don't have an Android or Apple device, can I still have a Weatherbys card?

You can still have a Weatherbys debit card but the Weatherbys Cards app is not supported on other devices at present.

## Will my mobile number work if it isn't a UK number?

Yes, all mobile numbers are supported.

## What are verification words?

These are two randomly generated words to quote when you call your private banking team or by calling **+44 (0) 1933 543 600** to activate your Weatherbys Card app.

## What is the personal code?

This is a unique number that you choose when you register for the app. Depending on the phone you have, you can choose to use Face ID, Touch ID or fingerprint recognition instead of a passcode for future logins.

## Can I change the code through the app if I change my mind on the code I picked?

You will need to delete and re-install the app to allow you to select a different personal code. If you re-install the app, you will need to call your private banking team or the Bank Helpdesk on **+44 (0) 1933 543 600** to complete the security verification process.

## What happens if I forget my personal code?

If you forget your personal code, select 'forgot personal code?'. This will allow you to reactivate your card and select a different personal code, as above.

## What features does the app offer?

- Card activation.
- Retrieve your card PIN.
- Receive push notifications to validate online purchases.
- Add your debit card to Apple Pay or Google Pay.
- Temporarily block and unblock your debit card.
- Toggle on/off where in the world your debit card can be used, by region.
- Toggle on/off payment types that your debit card can be used for, by transaction type.
- Manage your app identification method.
- Manage how your cards are displayed.
- View your full card details, which will enable you to make online purchases even if you don't have your physical card to hand.
- Create and maintain your card alias (nickname) so that you can easily identify multiple cards within the app.

## How do I activate my card?

Once your Weatherbys Card app has been activated you will see your card displayed within the app. To activate, select the 'Activate card' icon which is below the image of the card.

Alternatively, please call your private banking team or the Bank Helpdesk on **+44 (0) 1933 543 600** who will be able to activate your card.

## How do I retrieve my PIN through the app?

Click on the image of your card and select 'View PIN'. You will then be prompted to enter the 3 digit security code which is found on the reverse of your card. You will be able to view your PIN for 10 seconds at a time. You can view your PIN as often as you wish.

## Can I see my balance through the Weatherbys Card app?

No, however you can view the balance on the Weatherbys Banking app.

## Can I add more than one card to my app?

Yes, all of your Weatherbys debit cards will automatically be available within your app.

## Will I be able to see my partner's/child's card in my app?

Cards issued to other people will not be available for you to view and maintain in your version of the app. Other cardholders will only be able to view and maintain their cards if they download and activate their own version of the app.

## How do I know the difference between each card, if I do have more than one?

The last four digits of each card number are shown on the home screen. You can also change the name of each card to help differentiate between them. To do this, click on the image of the relevant card and select 'Change card name'.

## Can I add my card to Apple or Google Pay now?

Yes, the new Weatherbys debit card is compatible with both Apple Pay and Google Pay.

## What happens if I lose my mobile device or it is stolen?

You should contact your private banking team or the Bank Helpdesk on **+44 (0) 1933 543 600** and they will ensure that the device cannot be used to make purchases with your Weatherbys debit card.

## Must I secure my device with a PIN/ Password, TouchID or FaceID?

Yes, even though the Weatherbys Card app has its own security, you should always ensure your mobile device is separately secured.

## Can I use my Weatherbys Card app worldwide?

You can use the Weatherbys Card app anywhere in the world, although Weatherbys Bank cannot be held liable for any lack of network availability.

## Can I change my card PIN using the Card app?

No, you are only able to change your PIN at a VISA ATM.

## Can I view my card transactions using the Card app?

Yes, all of your own card transactions will be displayed within the app as they take place.

## Will I have to call in and confirm the two verification words each time I get a new card?

After you have activated your app, any new cards you receive will be available for you to activate yourself within the app. There is no need to contact us.

## I can see my new card on my app but it hasn't arrived yet, can I still use it?

You can use your card through Apple Pay or Google Pay even if you haven't received your physical card. You can also retrieve your card details to allow you to use them to make online purchases using the 'Card details' menu option.

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## For more information on

lost cards, card functions and our Card app go to **[www.weatherbys.bank/help](http://www.weatherbys.bank/help)**

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