Managing your First Interstate Credit Cards

First Interstate Bank's online credit card account management service provides you with several features that allow you to easily manage your credit card. This guide will help you securely access and navigate the tools and features of your First Interstate credit card account online.
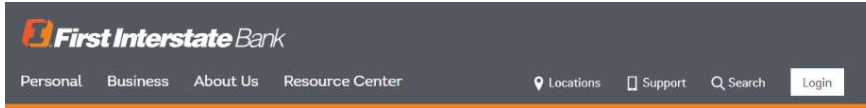
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Accessing Your Account

You can access the credit card online either through First Interstate's online banking login or by visiting ezcardinfo.com.

First Interstate Bank Online Banking

1. Using an internet browser, navigate to https://www.firstinterstatebank.com/login
2. Log in using your First Interstate bank online banking credentials.

3. Once logged in, click on "My Credit Cards" in the top navigation bar.
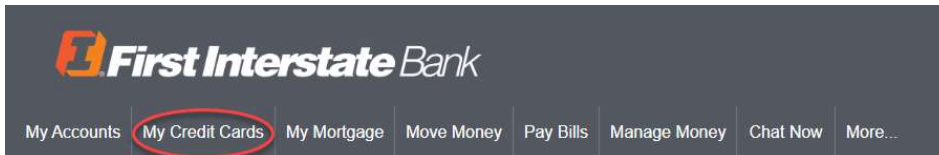
4. From the drop-down menu, select "Credit Card Account Services", select "Sign in".
5. A window will state you are leaving First Interstate Bank's website and will be directed to our card management website ezcardinfo.com. Select "Continue to Website"
6. If you have already registered your credit card, enter your credentials. If you have not yet registered your credit card, follow the first-time registration instructions in this document.

eZCardinfo.com Website

Clients that do not use First Interstate's online banking can access their card directly at on our credit card management website ezcardinfo.com.

1. Using an internet browser, navigate to ezcardinfo.com.
2. If you have already registered your credit card, enter your credentials. If you have not yet registered your credit card, follow the first-time registration instructions.

First-Time Registration

1. On the eZCardinfo.com website home page, click on the "Enroll Now" button.

2. Enter your credit card number.
3. Click the "Begin Enrollment" button.

First Interstate Bank

Begin Your Enrollment 🔒 ❓

Enter Your Credit Card Number

XXXX-XXXX-XXXX-XXXX

Cancel   Begin Enrollment

We ask for your credit card number so we can:
- Verify you belong to this institution

CREDIT CARD

1234 5678 9123 4567

VALID THRU 03/18
JOHN H DOE

4. Enter the name as it appears on your account.
5. Enter the card expiration date.
6. Click "Next"

First Interstate Bank

Details	Username	Security

Step 1. Enter Account Details 🔒 ❓

Name as it appears on your account

Stacy Whitewood

Card Expiration Date

10/2024 📅

Cancel   Next

Your information is safe with us!

CREDIT CARD

1234 5678 9123 4567

VALID THRU 03/18
JOHN H DOE

7. Choose your username and password following the requirements provided on-screen.
8. Enter your email address and re-enter email address.
9. Enter a Nickname for your account.

10. Click "Next"

11. Using the drop-down menus, choose four security questions and enter your answers.
12. Click "Next"

13. The "OTP Delivery" option window will ask you to select an authentication option for the login process. Select the phone number and delivery option where you would like to receive the authentication code. Click "Continue"

14. Upon receiving the code, enter it and click "Submit"
15. You should be redirected to the "Welcome" page of eZCardinfo.com. You may now log in to your account using your chosen username and password.
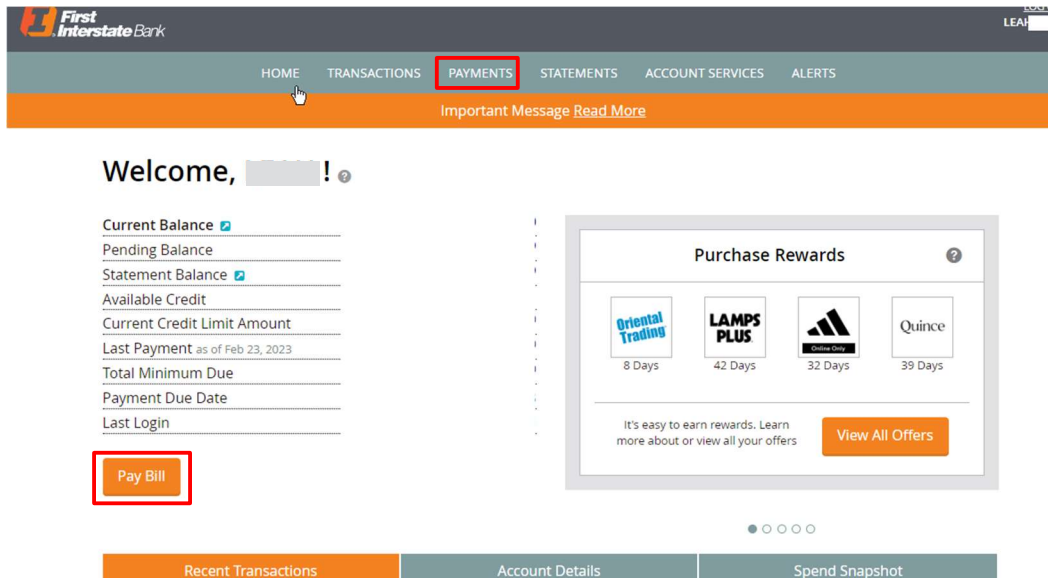
Payment Overview

Payment Functionality

- **One-Time Payments** – initiate a one-time payment
- **Recurring Payments** – set up, modify, or cancel recurring payments online

One-Time Payment Setup

1. Click on the "Pay Bill" button.

   Alternate method: Click on "Payments" in the top navigation and then then "Make a Payment".

2. Select the payment account
    a. First-time users, select "Add a New Account" then follow the prompts to enroll a checking or savings account
3. Enter the payment amount.
    a. You may also enter a "Memo" that will display in your deposit account.
4. Select the desired payment date
5. Select "Make a Payment" to confirm the payment details.
    a. If the payment is incorrect, select "Back" or "Cancel Payment".

Note: Payments submitted after 3:00 p.m. MT, Saturday, Sunday, or Federal holidays will credit the following business day.

Recurring Payment Setup

1. Select "Payments" then "Manage Recurring Payments"
2. Select the payment account
    a. First-time users, select "Add a New Account" then follow the prompts to enroll a checking or savings account
3. Enter the payment amount (Minimum Amount Due, Statement Balance, or a Fixed/Set amount.)
4. Select the payment date
    a. Choose the date that you want the recurring payments to begin
    b. Select the number of days you want the payment to process before the monthly due date

Edit or Cancel Payments

1. Select "Payment" then "Payment Summary".
2. Locate the payment to be changed or deleted, then select the Edit or Cancel option.

Statement Overview

Access Your Statement

A rolling 24-month history of statements is available.

1. Select the "Statements" option from the toolbar.
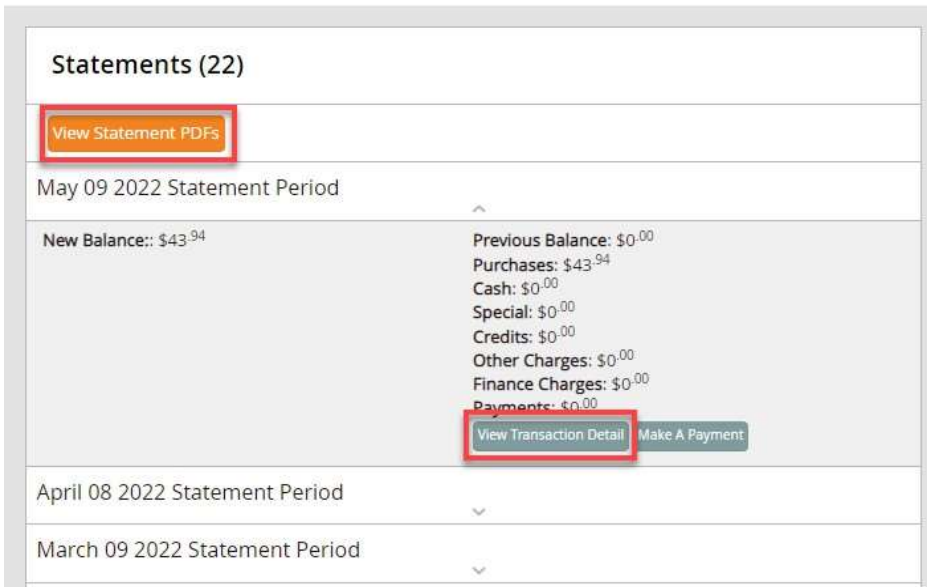2. Choose "View Statements" from the drop-down menu.

3. Choose "View Statement PDFs" or "View Transaction Detail" for the activity.
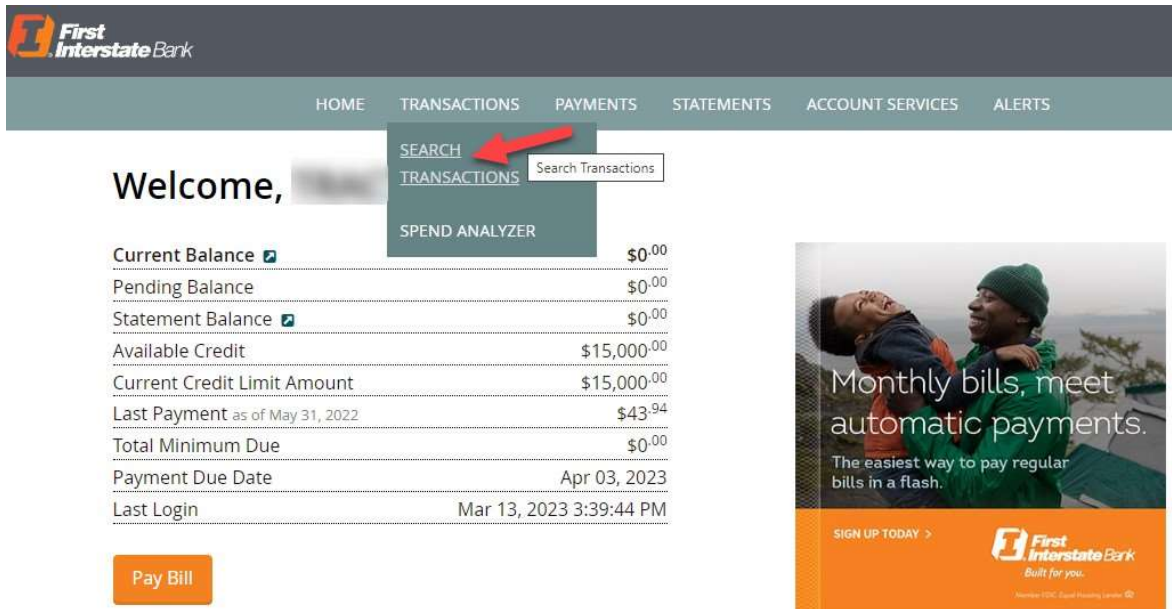
Transactions Overview

Transaction Reports

1. Click on "Transactions" in the toolbar.
2. Select "Search Transactions" from the drop-down menu.

3. Filter by "Time Period", "Categories", "Amount", and/or "Order By".

"Time Period" Filter – Select from set time periods or choose Custom Date Range to enter your desired period.
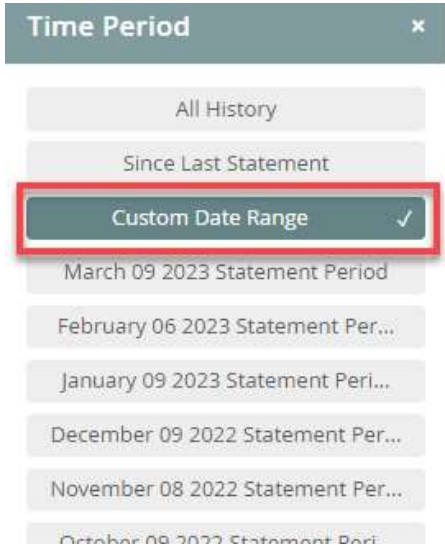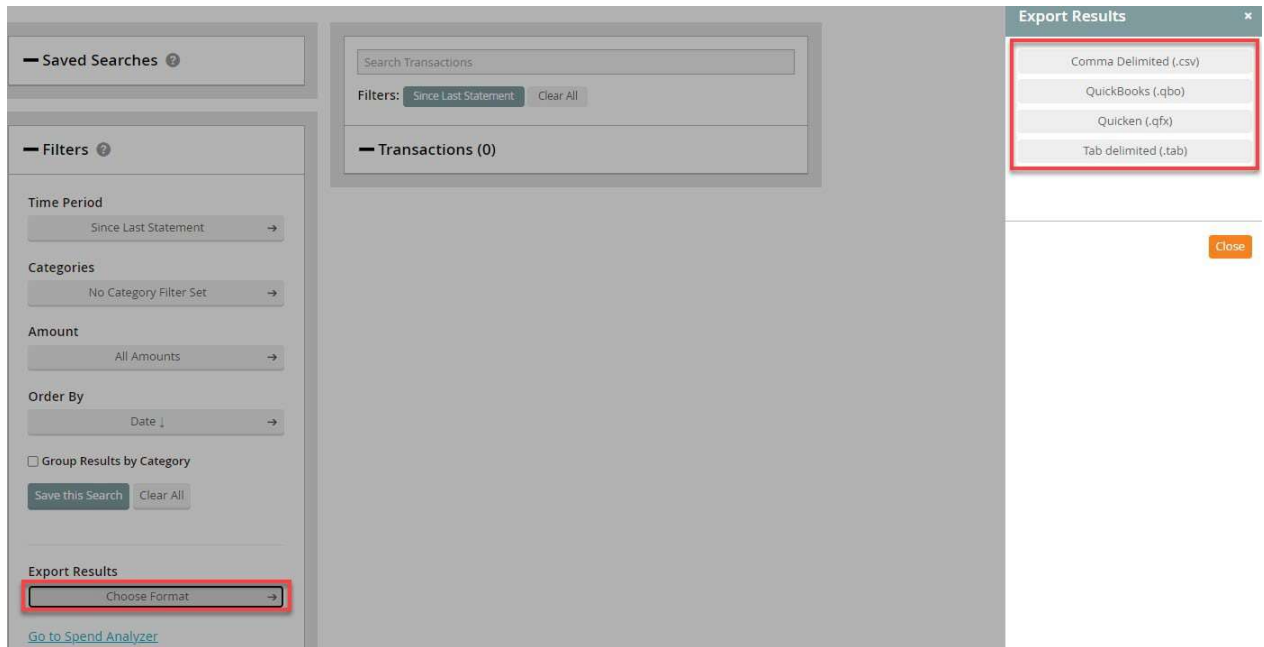

"Categories" Filter - Search specific spend categories. Select "More" to expand the options.
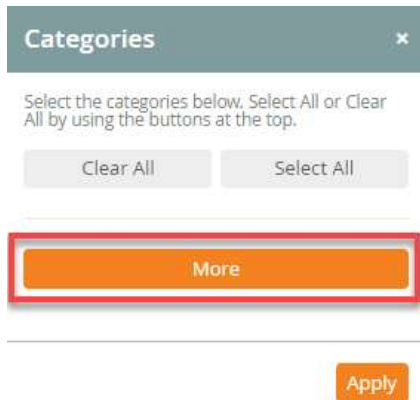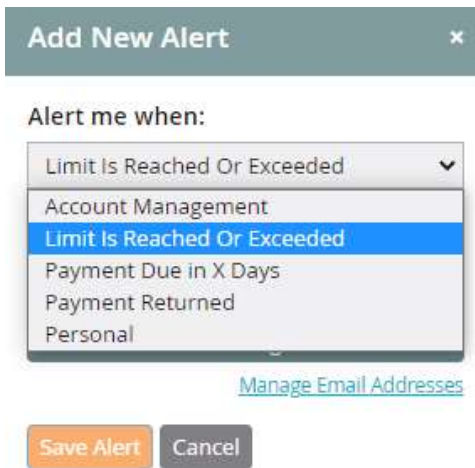

Export Transaction Reports

1. Select "Choose Format" and the desired format desired from the right hand of the screen.

Alerts Overview

Add New Email Alerts

1. Select "Alerts" from the toolbar, then "Add New Alert"

2. From "Alert me when:" drop-down menu, select the type of Alert.

Manage Account Services

View and Select Services

1. Select "Account Services" from top toolbar.

   Within this section you can modify your contact information, request a new card, dispute a transaction, request a balance transfer and more. Additionally, you can message First Interstate Bank securely for additional information or to request a change.

Additional Support

Contact your local banker or call our client contact center at 855-342-3400. First Interstate Bank is available Monday through Friday, 7:30 a.m. to 7:00 p.m. MT and Saturday, 9:00 a.m. to 2:00 p.m. MT.