



Mobile: Reporting Your Credit Card Lost or Stolen **step-by-step guide**

Use the following steps to report the credit card lost or stolen.

Step	Action
1	Log into the OC CU mobile banking application.
2	Scroll down and tap the account associated with the card to report lost or stolen.
3	Tap the More (...) menu for additional option.
4	Tap the Card Services icon. The Card Services page opens.
5	Tap the Report Card Lost/Stolen button. The card you're reporting lost or stolen displays.
6	Confirm: • The last 4 of the card number. • The mailing address. If it is incorrect, contact Member Support at 888-354-OCCU. Optional: Tap the Cancel button to cancel the lost or stolen request.
7	Tap Continue . The Reason screen displays. Optional: Tap Cancel to cancel the report.
8	Review and update the address and phone number, as necessary.
9	Tap to select the description that best describes what happened: • I lost my card • My card was stolen • I'm expecting a new card in the mail and it has not arrived, and it has been more than two weeks. Optional: Tap the Cancel button to cancel the request.
10	If you selected either, I lost my card or My card was stolen , do the following: • Tap the calendar in the When did the card go missing? section and select the date. • Tap the radio button next to Yes or No in response to the Do you have the PIN for the card? section.
11	Tap the Continue button. Transaction confirmation displays.
12	Review list of transactions and tap: A. Yes, if the transaction is suspicious and contact Member Support at 888-354-OCCU. B. No, If you recognize the transaction. 1. Tap the Continue button 2. Review the information displayed for accuracy. • If accurate, Tap the Submit button if accurate. Authorization Required screen displays. • If inaccurate, tap the Cancel button and reenter the information. Repeat steps 2-11. Optional: Tap the Cancel button to cancel the request.

- 13 If you selected the, **I'm expecting a new card in the mail and it has not arrived, and it has been more than two weeks**, do the following:
1. When did you expect the card to arrive? **Tap** the drop-down arrow to select the **Date** the card was expected to arrive.
 2. Do you have the PIN for the card? **Tap** the radio button by **Yes** or **No**.
- 14 **Tap** the **Continue** button. Transaction confirmation displays.
Optional: Tap the **Cancel** button to cancel the request.
- 15 Review list of transactions and tap:
- A. **Yes**, if the transaction is suspicious and contact Member Support at 888-354-OCCU.
 - B. **No**, if you recognize the transaction.
 1. Tap the **Continue** button.
 2. Review the information displayed for accuracy.
 - If accurate, tap the **Submit** button if accurate. Authorization Required screen displays. Continue to Step 16.
 - If inaccurate, tap the **Cancel** button and reenter the information. Repeat steps 2 – 14.
- Optional:** Tap the **Cancel** button to cancel the request.
- 16 On the authorization Required screen tap:
- **Yes, that was me** button to verify that you initiated the lost or stolen report. A Your order has been placed confirmation displays.
or
 - **No, lock my account** button if you did not initiate the lost or stolen report.
- 17 To add your new card to your Google Wallet or Apple Wallet, see the *Adding Your Debit Card to Apple Wallet Step-by-Step Guide* or the *Adding Your Debit Card to Google Wallet Step-by-Step Guide*.