

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

Use the following steps to report a debit 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 Card Services .
4	Tap Report Card Lost/Stolen . The card you're reporting lost or stolen displays.
5	Confirm: • The last 4 digits 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 report.
6	Tap the Continue button. The Reason screen displays.
7	Optional: Tap the Cancel button to cancel the report.
8	Tap to select the description that best describes what happened: • I lost my card • My card was stolen Optional: Tap the Cancel button to cancel the report.
9	Tap the Submit button. Authorization Required screen displays.
10	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.
11	Tap the Done button to return to the Card Services screen.
12	To add your new card to your Google Wallet or Apple Wallet, see the <i>Adding Your Debit Card to Apple Wallet Step-by-Step Guide</i> or the <i>Adding Your Debit Card to Google Wallet Step-by-Step Guide</i> .