



Deactivating a lost or stolen debit card through online banking or mobile app.

The screenshot shows the 'Card management' page in a web browser. At the top, there is a back arrow and the title 'Card management'. Below this, a black box contains the text 'NAME ACCOUNT'. To the right of this box is a green toggle switch, which is circled in red. Underneath, the section 'Card services' is listed with four options: 'Alerts and protection', 'Report lost/stolen', 'Reorder card', and 'Activate new card'. A text box on the right side of the page provides instructions.

**Online Instructions**  
From Dashboard, scroll down to card management  
Pick the debit card that is lost  
Toggle the switch to place the card inactive (green means active, no color means inactive).

The screenshot shows the 'Card management' page in a mobile app. At the top, the status bar shows the time '11:52', LTE signal, and battery level. Below the status bar, there is a back arrow and the text 'Checking Card management'. A black box contains the text 'NAME ACCOUNT'. To the right of this box is a green toggle switch, which is circled in red. Underneath, the section 'Card services' is listed with four options: 'Alerts and protections', 'Report lost/stolen', 'Re-order card', and 'Activate new card'. A text box on the right side of the page provides instructions.

**App Instructions**  
From Dashboard, pick the account associated with the card  
Go to Card Management  
Toggle the switch to place the card inactive (green means active, no color means inactive).