

# Reporting a lost, stolen or unreceived credit card



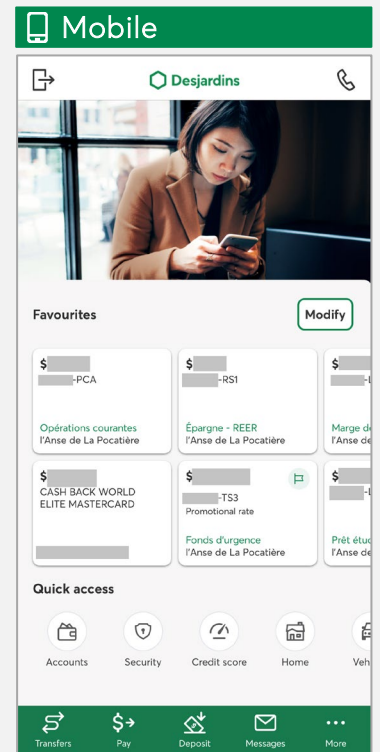
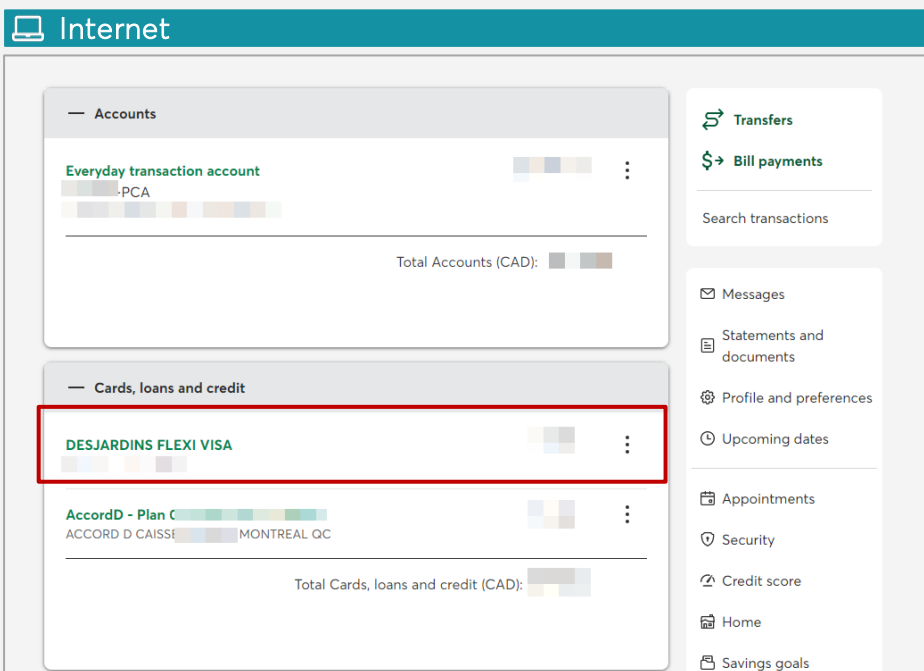
If you haven't received your credit card, or if it gets lost or stolen, go to *AccèsD* to fix the problem in just a few steps!

## Benefits

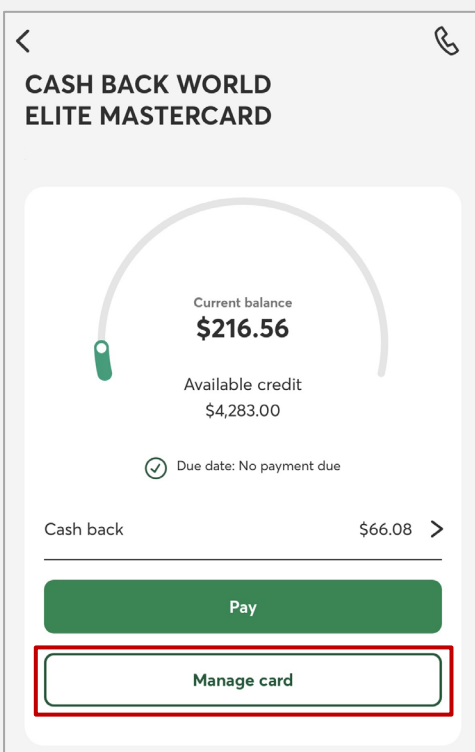
1. Lock your credit card or ask for a replacement card—no need to make a call!
2. Enjoy greater control and peace of mind when you use this easy solution that's available 24/7.

## Steps

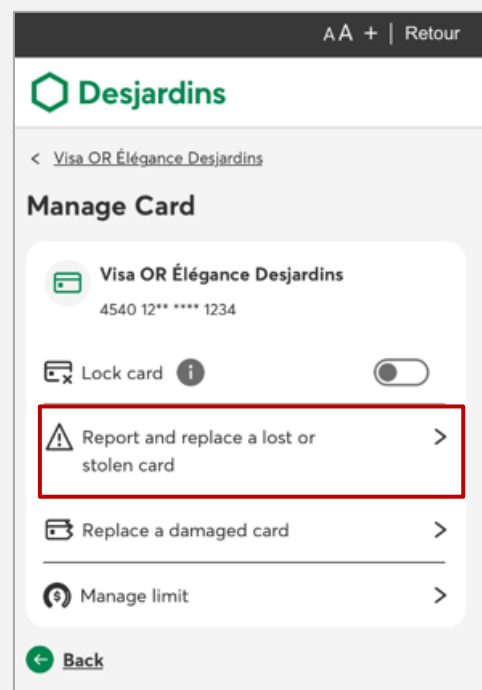
1 Log in to *AccèsD* or the Desjardins mobile services app, and then select a credit card.



2 Select **Manage card**.



3 Select **Report a lost, stolen or unreceived card**.





# Reporting a lost, stolen or unreceived credit card



## Steps

### 4 Which situation applies to you?

#### 4a Misplaced your card

If you've lost your card but think you still might be able to find it, select **Lock**, read the Terms of use and select **Accept**.

- The message Locked card will appear.
- If the function is not available, click on Contact Us to speak to a consultant.

**Misplaced your card?**

Lock it while you look for it. No one can use it while it's locked.

**Lock**

**Terms of use**

**A locked card blocks:**

- In-person transactions
- Online transactions that require manual entry of card information
- Cash advances
- Adding the card to Apple Pay or Google Pay

**What keeps working?**

- Previously scheduled recurring payments
- Payments with Apple Pay, Google Pay and third-party payment processors (for example: PayPal)

**Cancel** **Accept**



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## Steps

### 4b Lost or stolen card

If you think your card is definitely lost or it's been stolen, select **Replace**, then follow the steps onscreen.

- Once the request is submitted, your new card will be sent to you within 7 to 10 business days.

**Definitely lost your card or had it stolen?**

Get it replaced. It'll be cancelled right away and a new card will be sent to you within **7 to 10 business days**.

**Need to access your statements?**

Do it now. Your statements won't be available for 24 business hours following your card replacement request.

**Replace**

**Where do you want to receive your new card?**

At your address on file

[Redacted address]

**Use this address**

Or

At another address

If you've changed addresses, contact us.

**Contact us**

**Verify**

You'll receive your new card within **7 to 10 business days** at this address:

[Redacted address]

**Cancel**   **Replace**

**⚠ Important**

Submitting a replacement request cancels your card permanently. You'll no longer be able to use it.

Your statements for this card won't be available online for the next 24 business hours.

**Cancel**   **Continue**

**Confirmation**

✔ Request successfully submitted. We'll send you a new card within 7 to 10 business days.

**If there are scheduled pre-authorized payments on your card**

Remember to provide your new card number to your billers to avoid late payments.

**If you use Apple Pay or Google Pay**

Once you've activated your new card, your card information will be automatically updated on Apple Pay and Google Pay. You'll be able to use this payment method once again.

### 4c Card not received

If you haven't received your card yet, select **Didn't receive your card?** and then **Contact us** to speak to an advisor.

[Didn't receive your card?](#)

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**Didn't receive your card?**

Your card wasn't delivered within the expected time frame? Contact us.

**Contact us**