### Online and mobile services



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# 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

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

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— Accounts			♂ Transfers	** 11 C		
Everyday transaction account		:	\$→ Bill payments	19 10		
-PCA			Search transactions		NY 24_	
	Total Accounts (CAD):			7		
			Messages	Favourites	ſ	м
			Statements and	ravountes	C	-
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2	Select Manage card.	3	Select <b>Report a lost, stolen or unreceived</b> card.
	CASH BACK WORLD		AA +   Retour
	ELITE MASTERCARD		Desjardins     Visa OR Élégance Desjardins
	Current balance \$216.56 Available credit \$4,283.00 We date: No payment due		Manage Card Visa OR Élégance Desjardins 4540 12** **** 1234 Lock card A Report and replace a lost or stolen card
	Cash back \$66.08 >		Replace a damaged card     >       Manage limit     >
	Manage card		e Back

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# Reporting a lost, stolen or unreceived credit card 🖵 📮

#### 🗄 Steps



Which situation applies to you?

### A 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)





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#### 🗄 Steps

## 4 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 <b>7 to 10</b>	Where do you want to receive your new card?	
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	At your address on file Use this address Or	<b>Verify</b> You'll receive your new card within <b>7 to 10</b> <b>business days</b> at this address:
	At another address If you've changed addresses, contact us. Contact us	Cancel
🕂 Important		
Submitting a replacement request	Confirmation	
cancels your card permanently. You'll no longer be able to use it.	<ul> <li>Request successfully submitted. We'll send you a new card within 7 to 10 business days.</li> </ul>	
Cancel Continue	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	

## 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?	Didn't receive your card?
< Previous page	Your card wasn't delivered within the expected time frame? Contact us.

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