



Report a lost, stolen or unreceived debit card



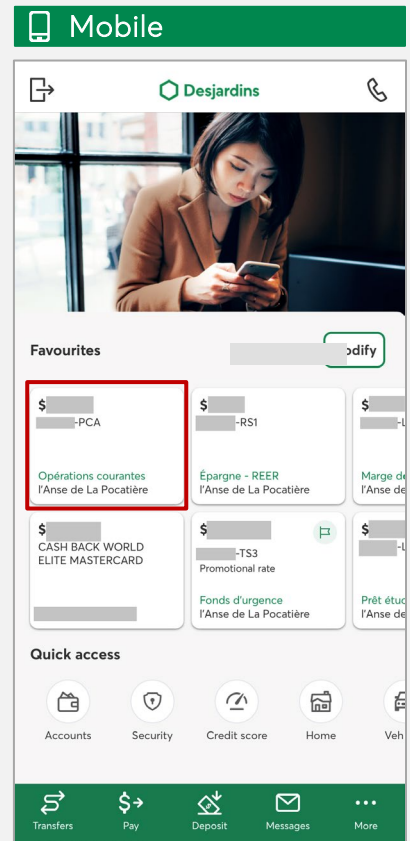
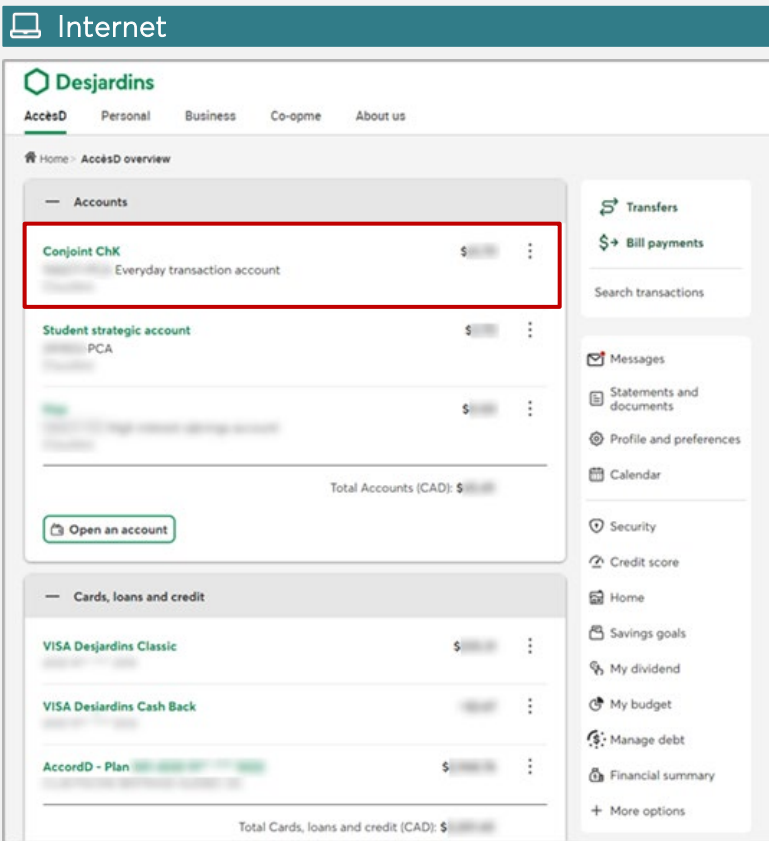
If your debit card gets lost or stolen or if you don't receive it, go to AccèsD to fix the problem yourself in just a few steps!

Benefits

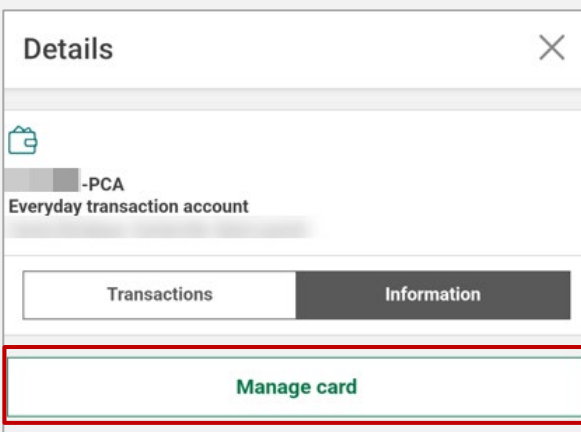
1. Lock your card or ask for a replacement—no need to make a call!
2. Enjoy greater control and peace of mind with this easy-to-use option that's available 24/7.

Steps

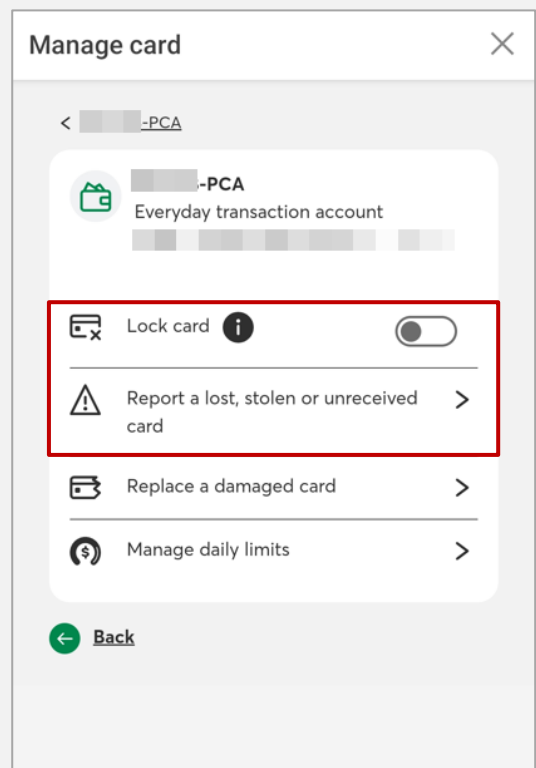
1 Log in to AccèsD Internet or the mobile app, then select your account.



2 Select **Manage card**.



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





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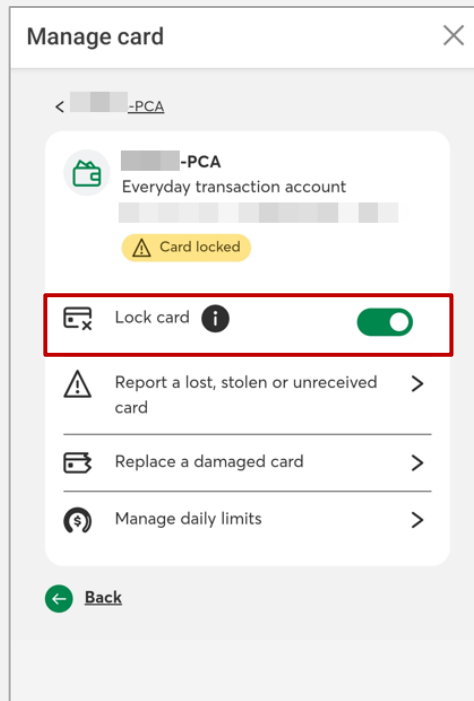
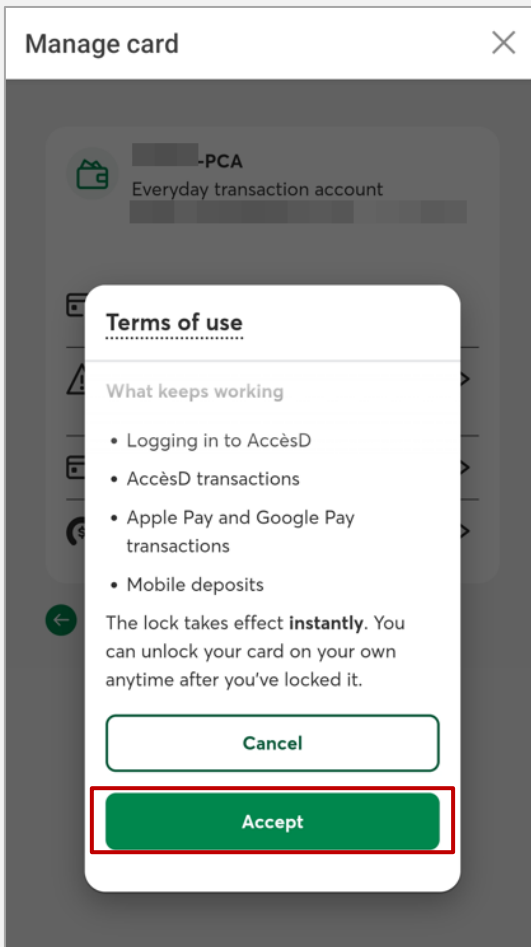
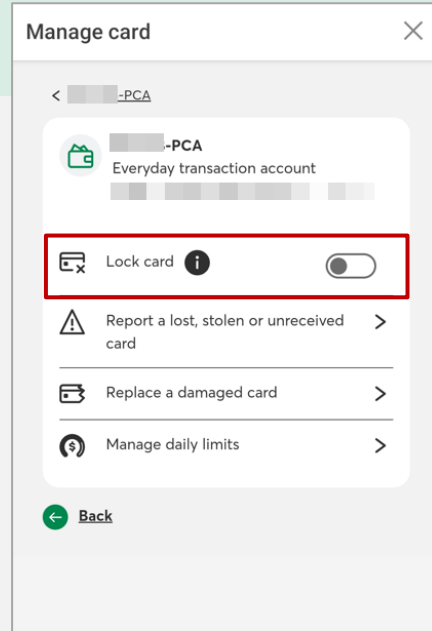
Steps

4 | Which situation applies to you?

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

- The message **Card locked** will appear.
- If this option isn't available, select **Contact us** to speak with an advisor.

 You can unlock your card yourself as soon as you find it.





Report a lost, stolen or unreceived debit card



Steps

4 Which situation applies to you?

b 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 you've submitted your request, we'll send you a new card 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 5 to 10 business days.

Suggestion

Logging in to AccèsD

- Once you've submitted a replacement request, your card will be immediately cancelled and you'll no longer be able to use it to log in to AccèsD.
- You can log in with an Access Card (debit card) linked to another account if the card is registered for AccèsD.
- If you don't have a card linked to another account, start by making a request for scheduling urgent payments and transfers and performing urgent transactions like replacing a lost or stolen credit card on AccèsD. You'll only be able to log back in when you receive your new Access Card.

Where do you want to receive your new card?

At your address on file

Use this address

Or

At another address

If you've changed addresses, contact us.

Contact us

Replace

Verify

You'll receive your new card within 5 to 10 business days at this address:

Replace

Back

Cancel

Replace your card?

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

- We'll ask you to log out of AccèsD.
- You can log back in with an Access Card (debit card) linked to another account if the card is registered for AccèsD.
- If you don't have a card linked to another account, you'll only be able to log back in when you receive your new card.

Cancel

Report a lost, stolen or unreceived...

Confirmation

Request successfully submitted. We'll send you a new card within 5 to 10 business days.

Next steps

- Your new card will have a different number, but you'll use the same password to log in to AccèsD.
- You can log back in with an Access Card (debit card) linked to another account if the card is registered for AccèsD. If you don't have one, you'll have to wait until you receive your new card to log back in.
- Your pre-authorized payments and direct deposits are not affected by the card replacement. They'll keep being made as usual.

Log out

c Card not received

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

Didn't receive your card?

Previous page

Manage card

Didn't receive your card?

Your card wasn't delivered within the expected time frame? Get in touch with us.

Contact us

Back