

## Reporting a PCB Debit Card as Lost or Stolen

Quickly disabling your debit card when it has been lost or stolen reduces the chance that the card is used by a criminal for fraudulent activity.

There are multiple ways to quickly disable your debit card and report it as lost or stolen:

- Contact PCB during [business hours](#).
- Online Banking: log into your PCB online banking account, click on **Dashboard** and find **Card Management**, or click on **Accounts**, click the account tied to the card and then click on **Card Management**. Click the active card and then click **Report lost/stolen**. Next, select if your card is lost or if your card is stolen and then click on either Report Lost or Report Stolen. Your card is **IMMEDIATELY DISABLED** after you click **Confirm**. Contact your nearest Pendleton Community Bank office during regular [business hours](#) to order a new card.
- Mobile Banking: log into your PCB Digital app on your mobile device. Slide down to **Card Management** and tap Report card lost/stolen. Follow the prompts to **immediately and permanently disable the card**. After reporting the card as lost/stolen, contact your nearest PCB office during regular [business hours](#) to order a new card.
- Call PCB Telephone Banking.

TELEPHONE BANKING	
Franklin .....	304.358.3709
Moorefield .....	304.538.7990
Marlinton .....	304.799.6326
Petersburg .....	304.538.7990
Harrisonburg...	540.434.7757
TOLL-FREE .....	888.TELEBANK (835.3265)

Press 4 for **Debit and Credit Card Services**. Follow the voice prompts to immediately deactivate (hot card) the lost or stolen debit card. You can press 0 to be immediately transferred to a customer service representative (during regular business hours) to order a new card.