

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 the **Options** tab, then click the **ATM/Debit Card** tab. Locate your active card and check the **Lost/Stolen** box on the right side of the screen and click **Submit**. 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 mobile banking account using the PCB Mobile Banking app on your mobile device. Slide the screen to the right to view the menu options and tap **Preferences** then tap **Manage Cards**. Next, tap the active debit card. **Suspend** will deactivate the card until you find the lost card or use suspend to deactivate cards you do not use frequently and then active it when you are ready to use it. Unsuspend the card to resume normal use. Tap **Report Lost or Stolen** 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:

Beckley, WV	(877) 472-9265
Franklin, WV	(304) 358-3709
Harrisonburg, VA	(540) 434-7757
Marlinton, WV	(304) 799-6326
Moorefield, WV	(304) 538-7990
Mount Hope, WV.....	(877) 472-9265
Oak Hill, WV	(877) 472-9265
Petersburg, WV	(304) 538-7990
Wardensville, WV	(304) 538-7990
Toll Free	(888) 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.