

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/Manage Cards** then tap the active debit card. **Suspend** will deactivate the card until you find the lost card or use suspend to deactivate cards you don't 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.

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.