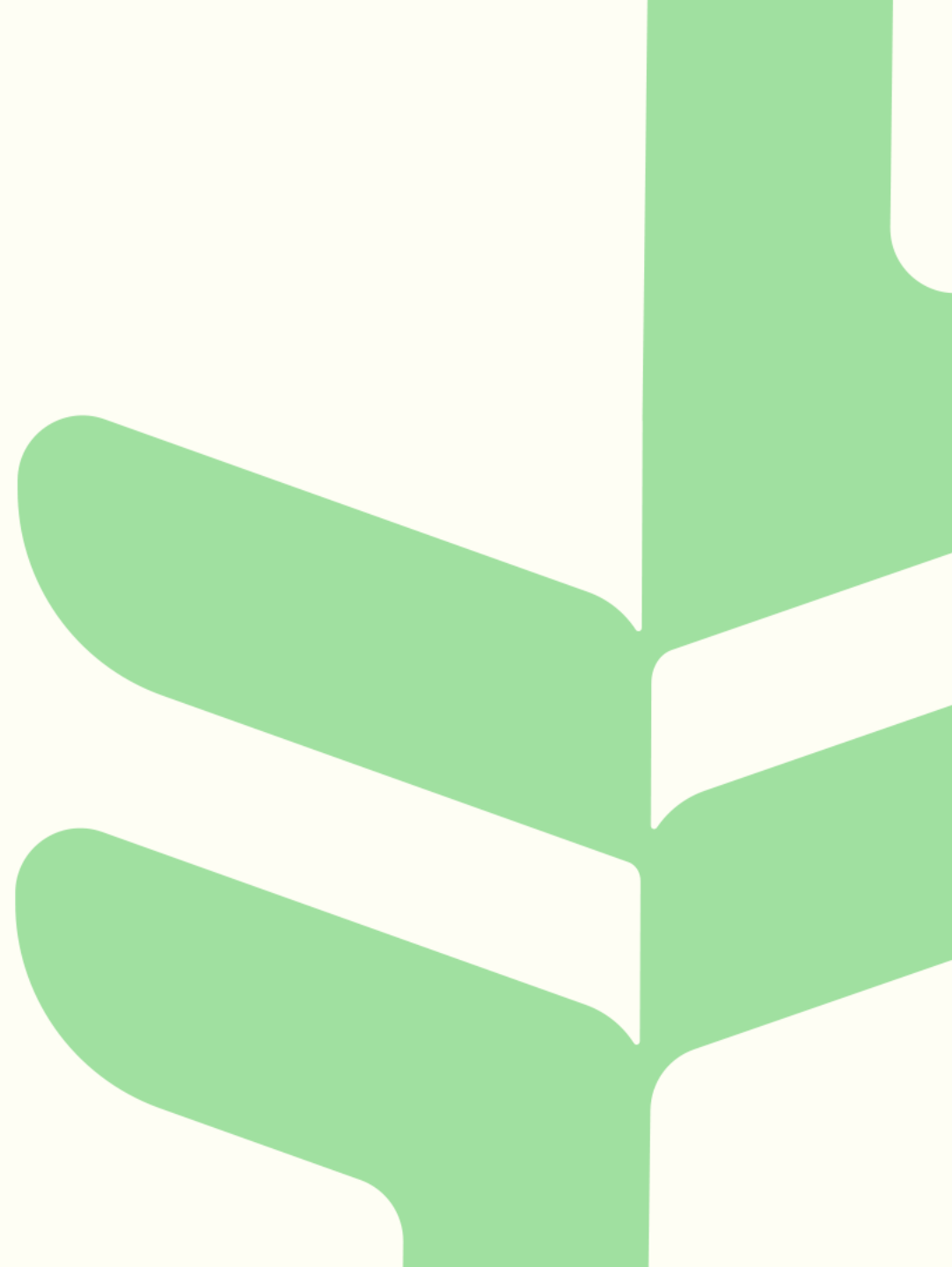




Self-Service Walkthrough

Helpful tips for your everyday
digital banking needs.

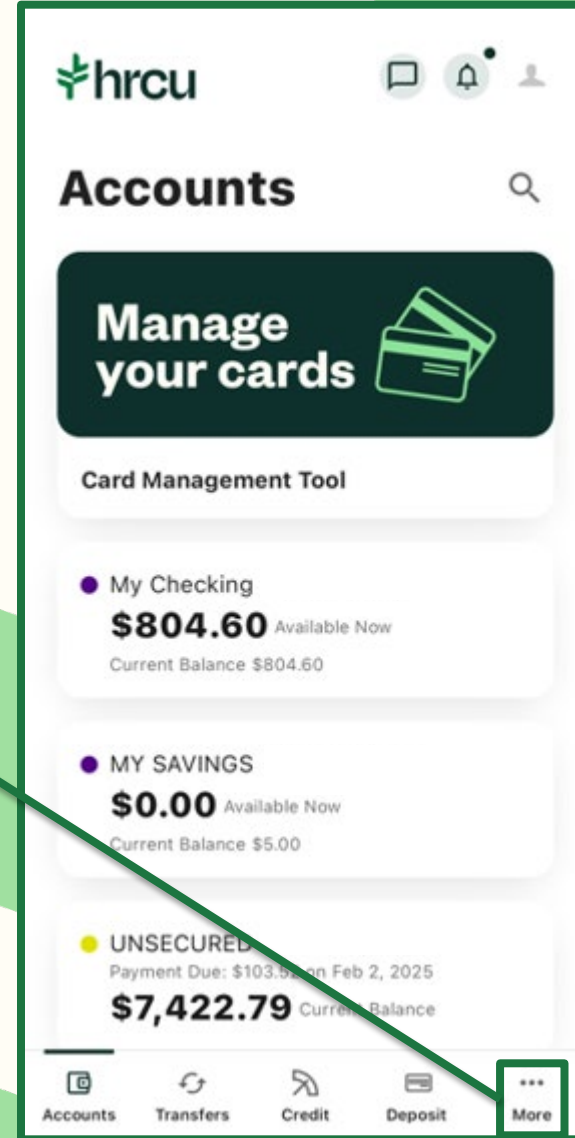




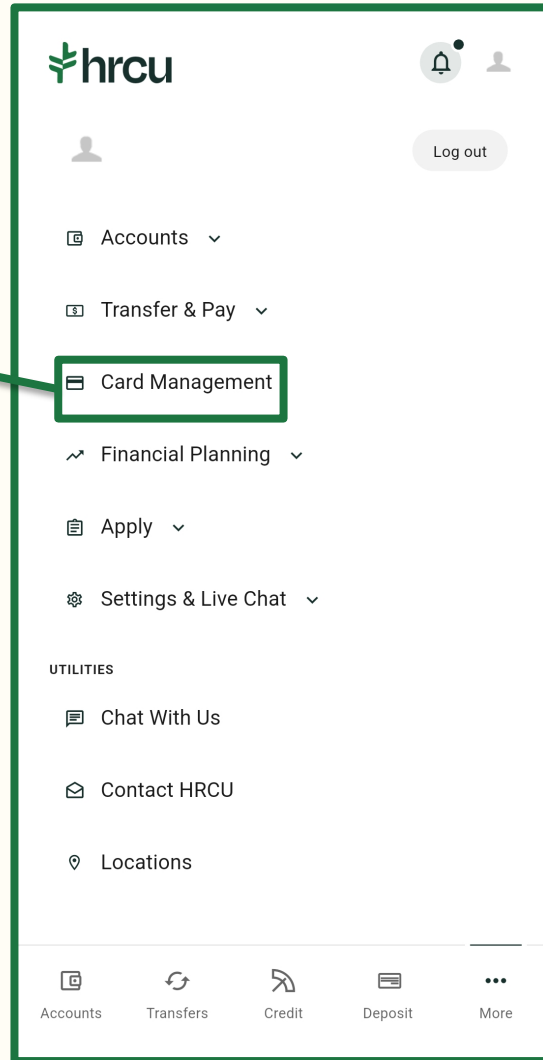
Reporting a Lost or Stolen Card



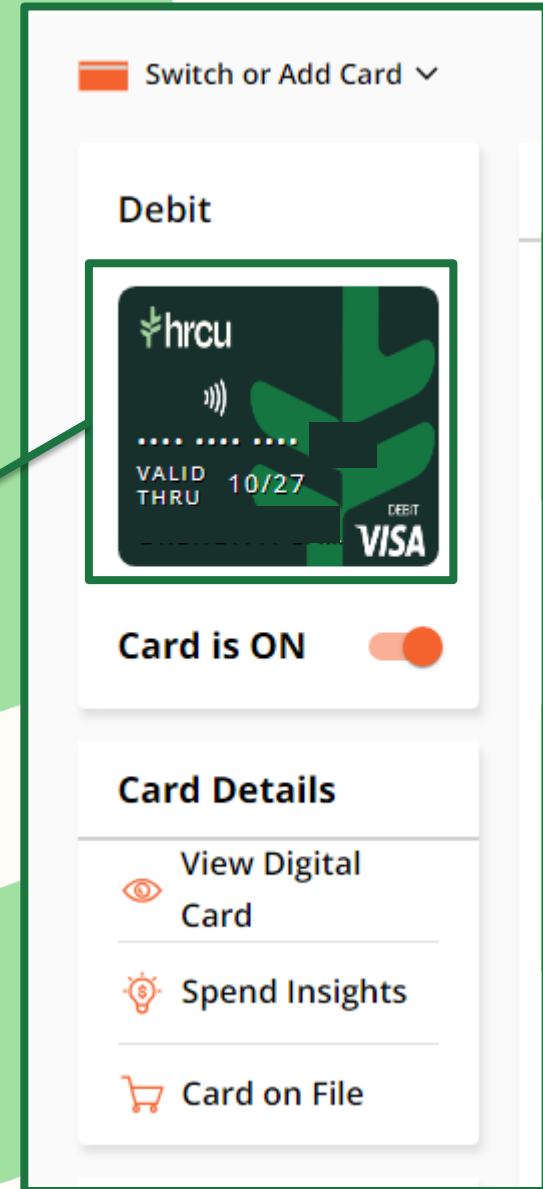
After logging into your HRCU Mobile App, you should see a Snapshot of your account, as shown here. To report your card as Lost or Stolen, click on the *More* button at the bottom right.



Click on *Card Management*.



This is displaying which card you are going to be reporting Lost or Stolen. If you would like to report another card of yours, simply swipe the card to the left and your next card will appear. Once you have the card you would like, scroll down until you see *Report Lost or Stolen*.





Select *Report Lost or Stolen*.

Card Details

- View Digital Card
- Spend Insights
- Card on File

Manage Card

- Controls & Alerts
- Manage Travel Plans
- Report Lost or Stolen**
- Set PIN
- Settings

Once you click on *Call*, the card will automatically be turned off and you will be prompted with calling Member Support to report your Lost or Stolen Card.

1:02

< Back Report Lost or Stolen Home

Debit *

Your card will be turned off to prevent unauthorized purchases. Recurring payments will still occur.

Continue to call and report your missing card.

Call

Cancel



Replacing Your Debit or Credit Card



After turning your card off and reporting it as Lost or Stolen, your card will need to be replaced. You can do this one of two ways:

- 1) You can either call in to Member Support at 603-332-6840, during normal business hours, and order a replacement card over the phone. This will take about 7-10 days to receive.
- 2) You can come into any of our offices at your convenience and order a replacement Debit Card that can be printed on site.
 - 1) If this is for a HRCU VISA Credit Card, you can ONLY get a card replacement printed on site at the Rochester Branch.
 - 2) If this is for a Business Debit Card or HRCU Business VISA Credit Card, you have to order a new card. You can do this by calling Member Support or by coming into a branch and placing the order in person. The card should be received in 7-10 days.