

Reporting a Pendleton Community Bank 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 Pendleton Community Bank during [business hours](#).
- Log into your Pendleton Community Bank online banking account, click on the **Options** tab, then 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.
- Log into your Pendleton Community Bank mobile banking account with the Yourbank2go app on your mobile device. Slide the screen to the right to view the menu options and tap **Preferences/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 Pendleton Community Bank office during regular [business hours](#) to order a new card.
- Call Pendleton Community Bank's Telephone Banking.

A green rectangular graphic with white text listing telephone banking numbers for various locations and a toll-free number.

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 to order a new card.