

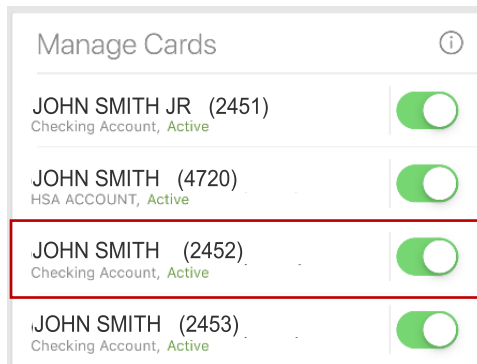
Card Controls – Reporting a Card Lost/Stolen

The River Valley Bank Mobile app makes managing your debit cards easy.

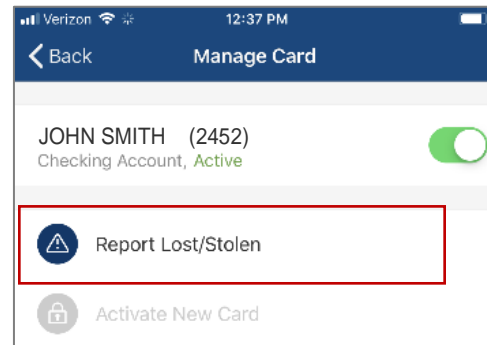


LOG INTO RIVER VALLEY MOBILE APP:

Under the **Manage Cards** section; choose the card that has been lost/stolen.



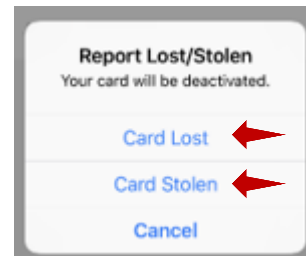
Select **Report Lost/Stolen**



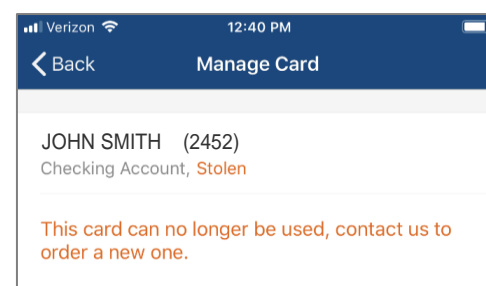
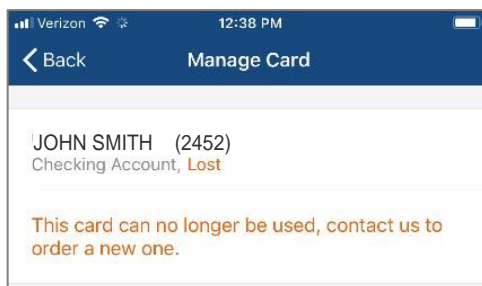
NOTE: This action will require a new card. If your card is simply misplaced, you may choose to select the green switch to change your card from Active to Locked (See: Turning a Card Off/On).

The **Report Lost/Stolen** alert will pop up.

Select **Card Lost** or **Card Stolen**



One of the following messages will appear:



Please contact us at your earliest convenience to order a new card.