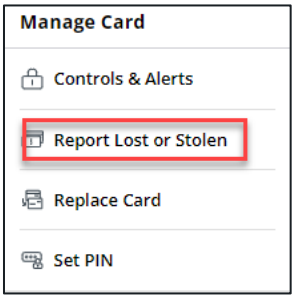
How to Report a Lost/Stolen Card

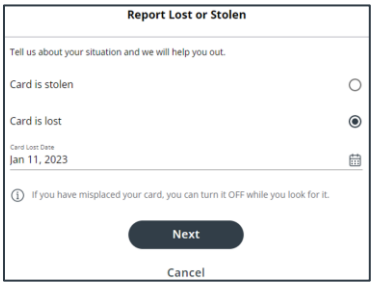
If you have lost your card, you believe it has been stolen, or you suspect fraudulent activity on your card account, you can report the card as lost or stolen through **CardWise**.

How to report a lost card without any fraudulent transactions.

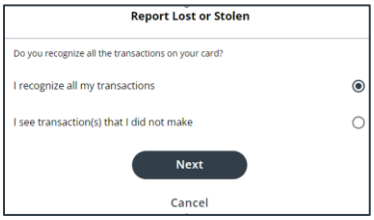
1. From the **Manage Card** section, choose **Report Lost or Stolen**.



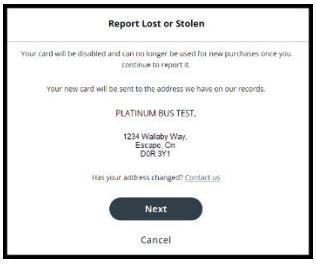
2. Select **Card is lost**, enter the date of loss in **Card Lost Date**, and click **Next**.

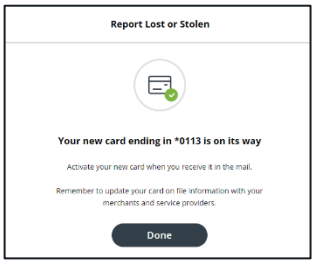


3. Select whether you recognize all the transactions on your card or not and click **Next**. If you don't recognize the transactions, follow the steps to report a lost card with fraudulent transactions on the following page.



4. If you recognize all transactions, you will be prompted to confirm mailing address on next screen. If address is incorrect, call the number on the back of your card. If correct click **Next**. A confirmation message appears.

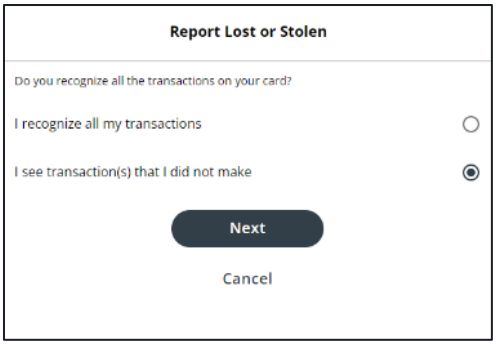




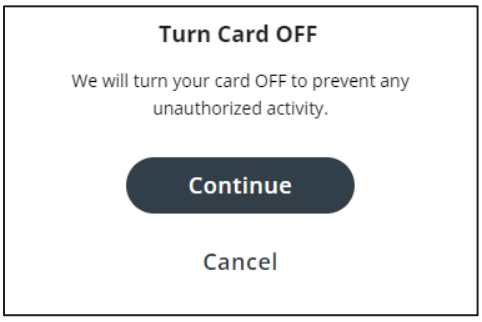
Important: You must activate the new card when it arrives and update your card on file information with any merchants or service providers.

How to report a lost card with suspected fraudulent transactions or a stolen card.

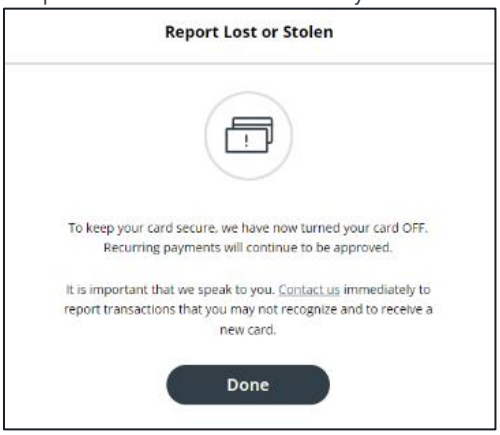
1. From the **Manage Card** section, choose **Report Lost or Stolen**. Select whether the card is lost or stolen. Enter the date the card was lost/stolen and click **Next**.
    a. If the card is Lost, select that you see transactions you did not make and click **Next**.



2. For both stolen cards and lost cards where you see unauthorized transactions, the card will be turned off. **Click Continue**.



3. You'll be prompted to contact Cardholder Services immediately to report the suspicious transaction activity.



The CardWise platform supports both Mastercard® and Visa credit cards issued by Collabria Financial Services. The above instructions apply to both networks.

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