

Lost or Stolen Cards

To report a lost or stolen Debit Card please call **800-344-2265**. Call the same number after hours and listen to the recording closely and choose the option to report a Lost or Stolen Debit Card.

Debit Card Safety

- ✓ Keep your card safe at all times. Treat it the same as you would cash.
- ✓ Your Personal Identification Number (PIN) is not to be shared with anyone. You are the only one who should ever know that number.
- ✓ Never disclose card information over the phone to anyone. Your PIN is never to be given out as no one needs to know it including your financial institution.
- ✓ Never give out your card information in response to an unsolicited e-mail or request.
- ✓ Only shop on secure internet shopping sites.
- ✓ Keep in mind that most trial products or services require a cancellation or you could be charged additional charges. Read all terms and conditions when ordering anything on the internet.
- ✓ The magnetic strip on the back of your card can be easily demagnetized. Keep cards protected and keep away from magnets, electronics and do not store cards back to back as another magnetic strip from a card could cause damage.
- ✓ Report any lost or stolen cards immediately to minimize any financial loss.
- ✓ Carefully review your account statements monthly. Report any errors or unauthorized transactions within 60 days from the statement with which they first appear.

ATM Safety

- ✓ Examine the ATM before using it to determine if anything about the card reader is suspicious or are there any suspicious brochure holders or other devices near the ATM that may signal a skimming device may be connected to the ATM? If an ATM looks suspicious, do not proceed with using it or if you use an ATM and the transaction does not complete, contact LCNB National Bank immediately to determine why it did not complete.
- ✓ Maintain your safety while waiting in line for a drive-up ATM. Keep your window rolled up and engine running.
- ✓ Leave enough distance between other cars if waiting in line at a drive-up ATM to allow for a quick exit if necessary.
- ✓ Always be aware of your surroundings when using both a walk-up and drive-up ATM. It is important prior to make sure that there are not any suspicious individuals nearby. This is especially true prior to rolling down your window at a drive-up ATM. If anyone approaches the ATM, cancel the transaction and leave immediately.
- ✓ Quickly perform your transaction and be prepared when pulling up to the drive-up ATM by having your card out and ready to use. Once completed, drive away immediately.
- ✓ If you notice anyone follow you after completing your transaction, drive to a well-lit public area and call the police.

PIN Debit Safety

- ✓ Never allow anyone including a cashier to enter your PIN for you.
- ✓ When entering your PIN, block others from being able to view your PIN being entered.
- ✓ Always make sure that the transaction is final before leaving.
- ✓ If receiving cash back with the transaction, put it away immediately before leaving.
- ✓ Always be aware of your surroundings when using a PIN terminal, especially at gas stations, etc. If anyone appears suspicious, leave the area immediately.
- ✓ If possible, avoid using an outdoor POS PIN terminal alone.
- ✓ If anyone follows you after completing your transaction, drive to a well-lit public area and call the police.