There’s no need to worry if your card goes missing. The Santander Mobile Banking App has important security features to help you take action right away.

First, log in to the app.

Go to your settings by tapping the gear icon, then go to Manage Cards, where you’ll find all your card security features.

If you’ve misplaced your card, Instant Card Hold lets you place a temporary block on transactions in case it’s stolen.

Select the card you’ve misplaced.

Toggle Instant Card Hold to place the block.

Then confirm and we'll place the block right away.

If you find your card, you can unblock it anytime by toggling Instant Card Hold back.

But if you can’t find your card, we make it easy for you to report it immediately.

With your card selected, tap Report Lost or Stolen.

Then tell us whether your card has been lost or stolen.

Review your mailing address and tap Submit.

Because your card can’t be found, we will deactivate it to protect your information and mail you a new one.

Just confirm the deactivation and you’re done.
It’s also a good idea to review and update your personal information at this time so that we can help you prevent fraud and contact you if necessary.

Remember, when you update your information here, you’ll also need to update your information for accounts with autopay, such as subscriptions.

Or else, autopay transactions may not go through.

These card management options in the Mobile Banking App are important features that can quickly help you protect your funds and minimize risk.