



Santander Mobile Card Security

- 0:02 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.
- 0:12 First, log in to the app.
- 0:15 Go to your settings by tapping the gear icon, then go to Manage Cards, where you'll find all your card security features.
- 0:24 If you've misplaced your card, Instant Card Hold lets you place a temporary block on transactions in case it's stolen.
- 0:32 Select the card you've misplaced.
- 0:34 Toggle Instant Card Hold to place the block.
- 0:38 Then confirm and we'll place the block right away.
- 0:43 If you find your card, you can unblock it anytime by toggling Instant Card Hold back.
- 0:49 But if you can't find your card, we make it easy for you to report it immediately.
- 0:55 With your card selected, tap Report Lost or Stolen.
- 0:59 Then tell us whether your card has been lost or stolen.
- 1:03 Review your mailing address and tap Submit.
- 1:07 Because your card can't be found, we will deactivate it to protect your information and mail you a new one.
- 1:14 Just confirm the deactivation and you're done.



- 1:18 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.
- 1:28 Remember, when you update your information here, you'll also need to update your information for accounts with autopay, such as subscriptions.
- 1:38 Or else, autopay transactions may not go through.
- 1:40 These card management options in the Mobile Banking App are important features that can quickly help you protect your funds and minimize risk.

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