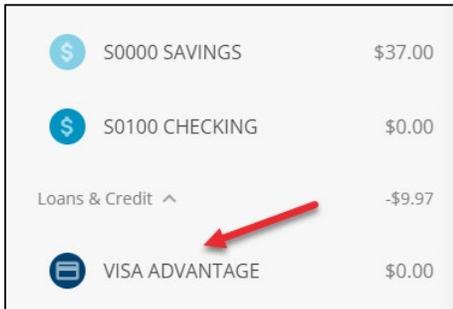


## How to Report a Credit Card Lost or Stolen or Request a New Card

If you ever lose your card or need to replace it for any reason, you can use our digital banking platform to request a new card at any time.

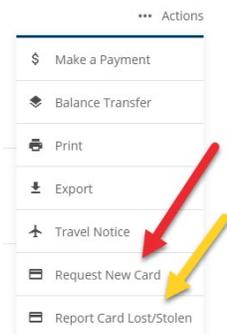
1. Login into the digital banking platform.
2. Click or tap on the card for which you need a replacement.



3. Click or tap on “Details/Settings/Card Controls”.
4. In the Card Profiles section, click or tap on “Actions”.



5. From the Actions menu options, click or tap on “Request New Card” or “Report Card Lost/Stolen”.



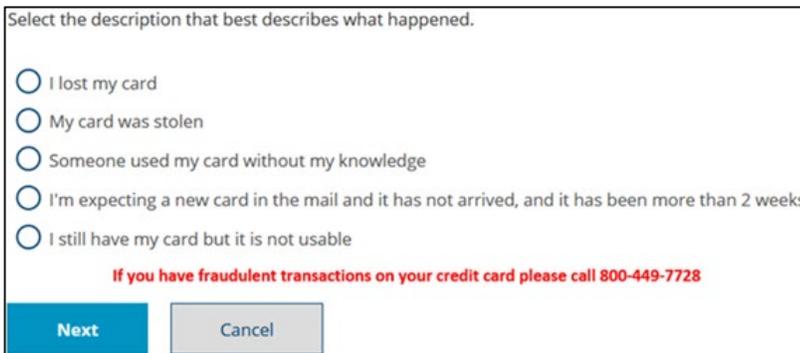
6. The Requesting a New Card screen will appear



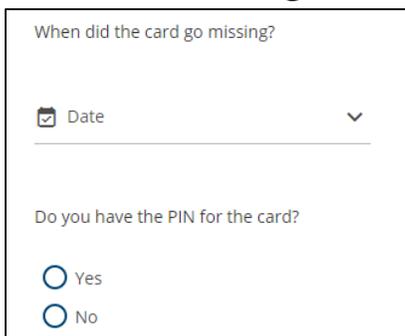
7. Verify that the shipping address for the card is correct. **If it is not, please click or tap "Cancel" and contact us at 901-380-7400 or send us a message via the message center and we will assist you.**

8. If the shipping address is correct, please click or tap "Continue"

9. Click or tap on the reason for requesting the new card



10. If the reason is "I lost my card" or "My card was stolen", enter the date the card went missing and if you have a PIN for the card. Click or tap "Next"



If the reason is “Someone used my card without my knowledge”, enter the date the card was first used without your knowledge and if you have a PIN for the card. Click or tap “Next”.

When was the card used without your knowledge?

Date ▼

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Do you have the PIN for the card?

Yes

No

If the reason is “I’m expecting a new card...”, enter the date you expected the card to arrive and if you have a PIN for the card. Click or tap “Next”.

When did you expect the card to arrive?

Date ▼

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Do you have the PIN for the card?

Yes

No

If the reason is “I still have my card but it is not usable”, click or tap “Next”.

11. In the cases of the card being lost, stolen, used without your knowledge or it has not arrived, you will be presented with the most recent transactions on your card and asked to indicate if any look suspicious. Click or tap “Yes” or “No”.

Do any of these transactions look suspicious?

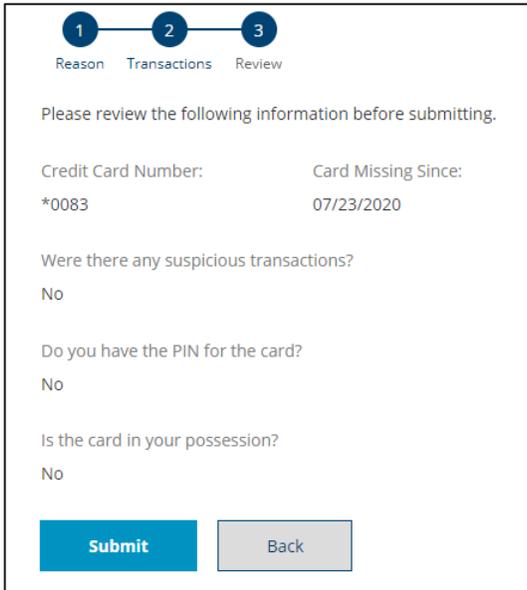
Yes

No

APR 20	ADJUSTMENT-PURCHASES REF #F341200FZ0005F111	\$5.00
APR 20	REFUND OF LATE FEES REF #F341200FZ000LC111	\$5.00
APR 20	PREVIOUS CYCLE LATE FEE	\$5.00

Show More Transactions

12. There will be a final review before submitting. If anything looks incorrect, click or tap “Back”. If all looks correct, click or tap “Submit”.



1 — 2 — 3  
Reason Transactions Review

Please review the following information before submitting.

Credit Card Number: \*0083      Card Missing Since: 07/23/2020

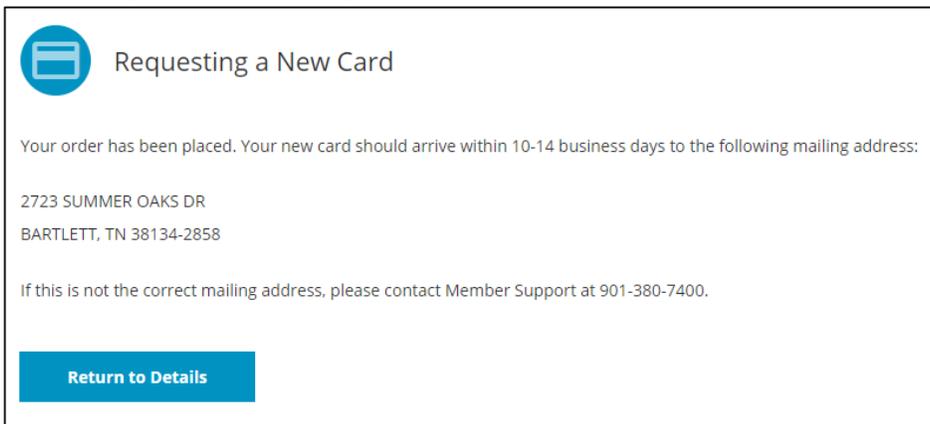
Were there any suspicious transactions?  
No

Do you have the PIN for the card?  
No

Is the card in your possession?  
No

**Submit**      Back

13. The request for a replacement card has now been submitted.



 Requesting a New Card

Your order has been placed. Your new card should arrive within 10-14 business days to the following mailing address:

2723 SUMMER OAKS DR  
BARTLETT, TN 38134-2858

If this is not the correct mailing address, please contact Member Support at 901-380-7400.

**Return to Details**

14. If you have had fraudulent activity on your credit card account, please call 1-800-449-7728 to report the fraudulent transactions. Reporting your card lost, stolen or used without your knowledge does not replace the process for reporting the actual fraudulent charges.

If you need additional assistance, please contact us at 901-380-7400 and we'll be happy to help.