

Debit Card Re-Issuance Quick Reference Guide



Bank Home | Help | Sign Off
Online Banking

Financial Center Accounts Pay and Transfer **Customer Service**

Financial Center
Welcome back
• Last visit: March 31, 2020 • Messages: 0
• [Change](#)
[Take a tour](#)

Your new home or refinancing is within reach
[CLICK HERE TO LEARN MORE](#)

Deposit	Available	Current
ONLINE CHECKING..	2.98	7.98

Go to Accounts | Customize this App

News and Announcements

Welcome to Online Banking
Did you know you can report your debit card as lost or stolen from within Online Banking? Simply open the Customer Service tab from the main menu and select Report lost card under the Account Services category.
Thank you for being a valued Amalgamated Bank customer. If you have any questions or need assistance with your account, please contact us at 800-662-0860.

Money Center

Transfer Funds Pay Bills Pay People

Scheduled Transfers: 0
Scheduled Bill Payments: 0

Mobile Banking Center

Enrolled Mobile Devices

Text Banking: **Activate now**
Click "Change mobile device settings" to learn more.

Mobile Banking: **Activated**
[Change mobile device settings](#)

Do you have a phone or other mobile device that is not listed here? If so, you can [add a device](#) at any time.

Want to receive [online banking alerts](#) by text message? If so, make sure the [Contact Information page](#) includes a mobile phone number.

Member FDIC Equal Housing Lender

STEP 1 Sign into Online Banking and navigate to the “Customer Service” menu.
(Note: To order a new card, enrollment in Online Banking is required.)



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Financial Center Accounts Pay and Transfer Customer Service

Customer Service

Go to index page

Account Maintenance <ul style="list-style-type: none">Change passwordChange user IDManage contact informationChange addressChange statement delivery methodCustomize your accountsManage mobile banking settings	Account Services <ul style="list-style-type: none">Stop a checkView stopped checksOrder checksReport lost card Contact Options <ul style="list-style-type: none">View messagesContact usManage alertsChat With Us	Disclosures <ul style="list-style-type: none">Service agreementPrivacy statement
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STEP 2 Navigate to “Account Services” and select “Report lost card.”



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Financial Center Accounts Pay and Transfer Customer Service

Report Lost Card
Specify the details of the problem and click "Submit."

Select the account linked to the card:

Enter the last four digits of the card number (optional):

What is the Problem?

Lost Card
 Stolen Card
 Unauthorized use of card
 Card not received
 You requested a new debit card but have not yet received it.

Details
Tell us more about the problem. Do not include your account number or debit card number.

If we need to call, where can we reach you?
 Other Phone: () -

If you would like to review your protections and responsibilities regarding your debit card, please refer to your [Guide to Your Account](#).

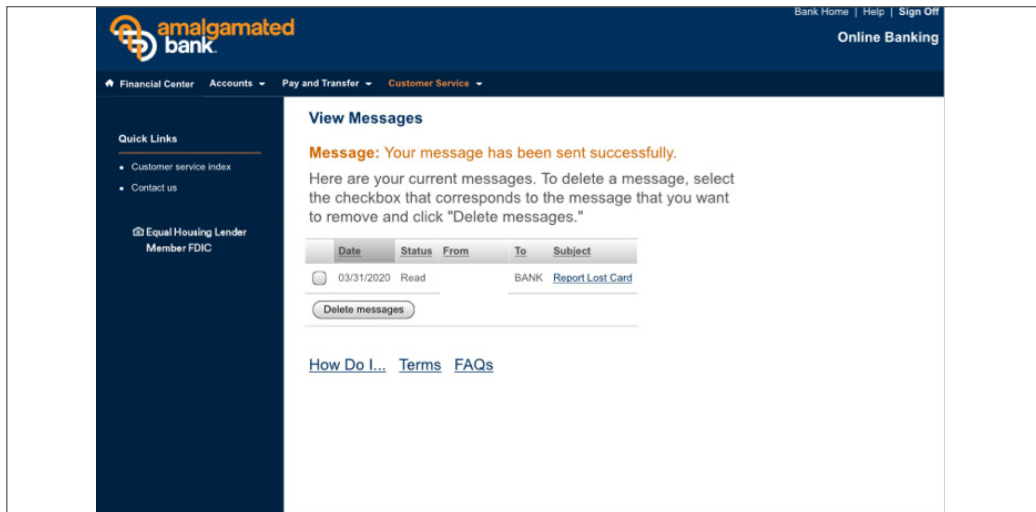
Warning: Your card is not immediately deactivated when you submit this request. For immediate card deactivation, call us at [800-662-0860](tel:800-662-0860).

[How Do I...](#) [Terms](#) [FAQs](#)

- STEP 3** To complete the form, you will need to provide the following information:
- Account number
 - The reason a new card is needed (Note: ATM card is not available for Online Savings accounts opened as of 3/20/18)
 - Phone number

Once completed click "Submit" to continue.





STEP 4 You will receive a screen confirmation that your message has sent. A new debit card will be delivered in 7 to 10 business days.

Daily Transactions Limits

- ATM/Give-Back ATM cards: cash withdrawals up to \$500/day
- Debit Mastercard: ATM cash withdrawals up to \$800; point-of-sale transactions up to \$1000. Total daily spending limit of \$1800/day
- Enhanced Debit Mastercard, Donate the Change Enhanced Debit Mastercard & Give-Back Enhanced Debit Mastercard: ATM cash withdrawals up to \$1000; point-of-sale transactions up to \$2500. Total daily spending limit of \$3500/day



For any questions please call Amalgamated Support at 800-662-0860. Support is available M-F from 8:00 am - 8:00pm and Saturday from 9:00 am – 2:00pm ET or use our Live Chat Tool.



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