

Guide to Reporting Debit Card Lost/Stolen From Consumer Portal or CPNFLEX Mobile App

Consumer Portal Instructions:

This allows the consumer to report their card lost/stolen at any time, 24/7.

1. Log onto your **Consumer Portal** account by going to www.cpnflex.com / Click on **Employee Login** at top left of Home page.
2. Under **Tools & Support > How Do I? >** Click on **Report Card Lost or Stolen**
3. The next page will display a **Debit Cards** column, listing all debit cards linked under the consumer's account. From there, the consumer may click on the link to:
 - ❖ Report Lost/Stolen
 - ❖ Order Replacement

Report Lost/Stolen should be used, if someone's wallet/purse has been stolen, or the card has been compromised where a brand-new debit card and new card number should be issued.

Replacement card can be ordered if a consumer needs another card for him/herself, or their dependent. This process will order a card with the same card number as the current one on record. This option is NOT RECOMMENDED if the consumer feels their card has been compromised where fraudulent activity could occur.

Once completed, the card should arrive at the consumer's home address within 5-7 business days.

Reporting cards from **CPNFLEX Mobile App** Instructions:

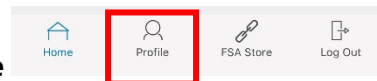
This allows the consumer to report their card lost/stolen at any time, 24/7.

1. From your mobile device, click on the **CPNFLEX** mobile app.
2. Log onto your **Consumer Portal** account.

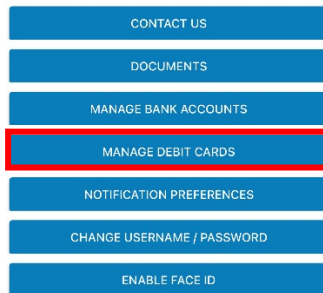


The login screen for CPNFLEX. It features the CPNFLEX logo at the top left. Below the logo are two input fields: 'Username' and 'Password'. A 'LOGIN' button is centered below the password field. At the bottom, there is a 'Save Username' toggle switch and a link for 'ENABLE FACE ID'.

3. At the bottom of the Home Screen, click **Profile**



4. The next page will display the below. You'll click **MANAGE DEBIT CARDS**



5. The following page will list all debit cards linked under the consumer's account. The consumer will select the person's name for the card needing to be reported. Then, click on **REPORT LOST/STOLEN** (as shown below).

The screen displays card information and actions. At the top is a blue header 'Card Information'. Below it is a table with the following data:

Selected Card	John Doe x5555
Mail Date	12/06/2020
Effective Date	12/1/2020
Expiration Date	12/31/2023

Below the table is a blue header 'Actions'. Underneath is a button labeled 'REPORT LOST/STOLEN' (highlighted with a red box).

Report Lost/Stolen should be used, if someone's wallet/purse has been stolen, or the card has been compromised where a brand-new debit card and new card number should be issued. This will help avoid fraudulent activity.

Once completed, the card should arrive at the consumer's home address within 5-7 business days.