

## **Steps To Take If Your Mobile Device Is Lost Or Stolen**

### **REMOVE THE DEVICE FROM MOBILE BANKING ACCESS**

If your mobile device is lost or stolen you can disable access to mobile banking from your device by logging into your online banking account at [www.fnbspearville.com](http://www.fnbspearville.com) and disabling your mobile device from the Mobile Banking App option in the User Settings menu. You can also contact the bank at 620-385-2636 during normal business hours and speak with an eBanking representative.

### **CHANGE ACCOUNT CREDENTIALS**

If you use your phone to access password protected websites (ie. financial services, social networking, email, etc.) you should revoke all credentials that were used on your device.

### **IF NECESSARY, WIPE THE PHONE**

Some mobile phones and providers offer remote wiping, which allows you or your provider to remotely delete all data on your phone.

### **REPORT THE LOSS OR THEFT TO LOCAL AUTHORITIES**

Depending on the situation it may be relevant to notify local police. Keep a record of your mobile phone's make, model, phone number and serial number. It may be needed by your phone carrier or law enforcement if you phone is lost or stolen.