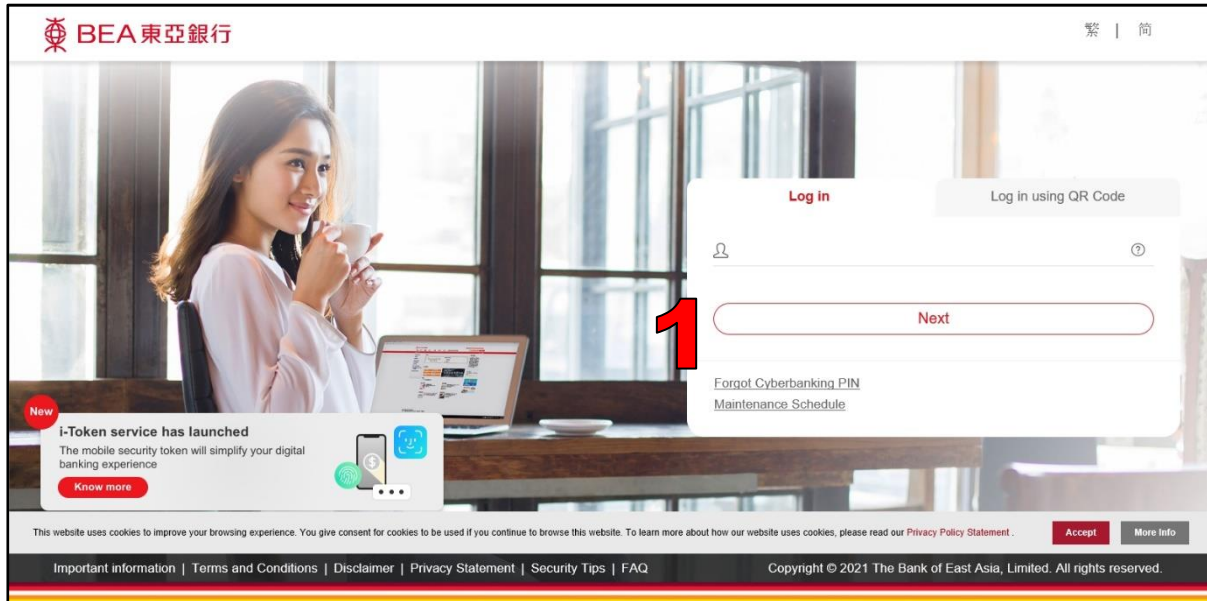
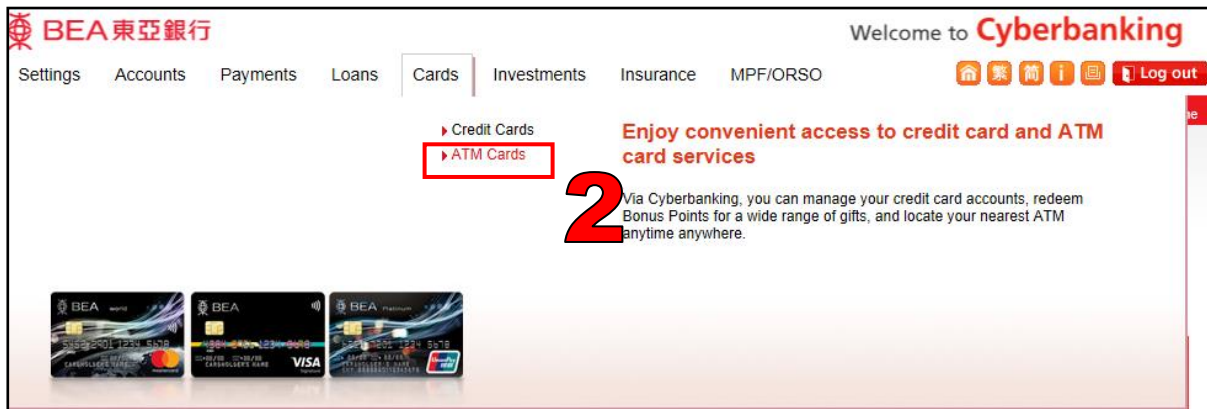


## How to report a lost ATM Card through Cyberbanking

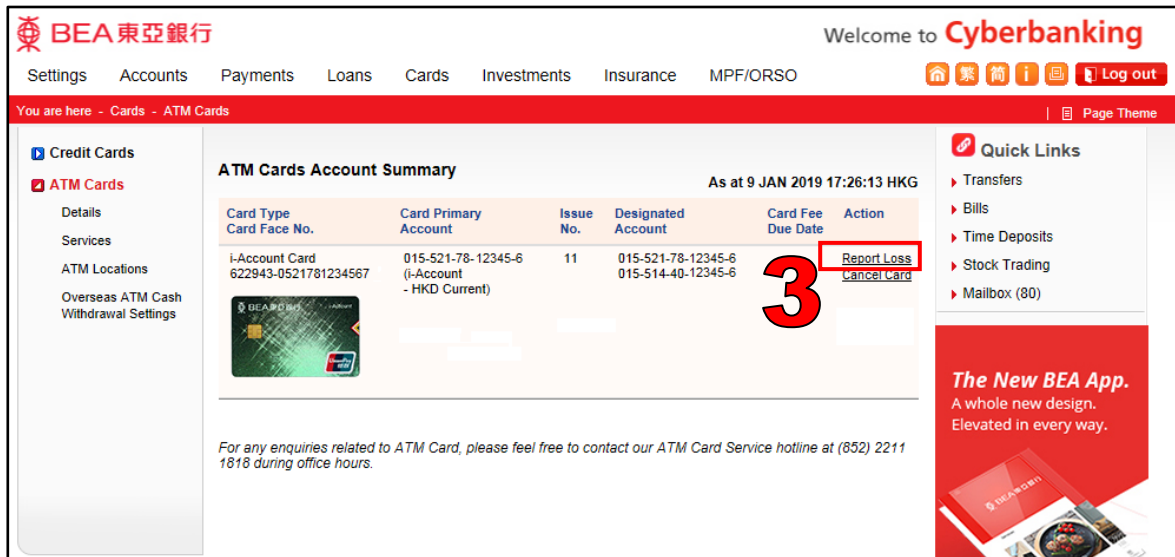
Step 1. Log in to your Cyberbanking account



Step 2. Select “Cards” > “ATM Cards”



Step 3. Click "Report Loss"



Welcome to **Cyberbanking**

Settings Accounts Payments Loans Cards Investments Insurance MPF/ORSO

You are here - Cards - ATM Cards

**ATM Cards Account Summary** As at 9 JAN 2019 17:26:13 HKG

Card Type Card Face No.	Card Primary Account	Issue No.	Designated Account	Card Fee Due Date	Action
i-Account Card 622943-0521781234567	015-521-78-12345-6 (i-Account - HKD Current)	11	015-521-78-12345-6 015-514-40-12345-6		<a href="#">Report Loss</a> <a href="#">Cancel Card</a>

**3**

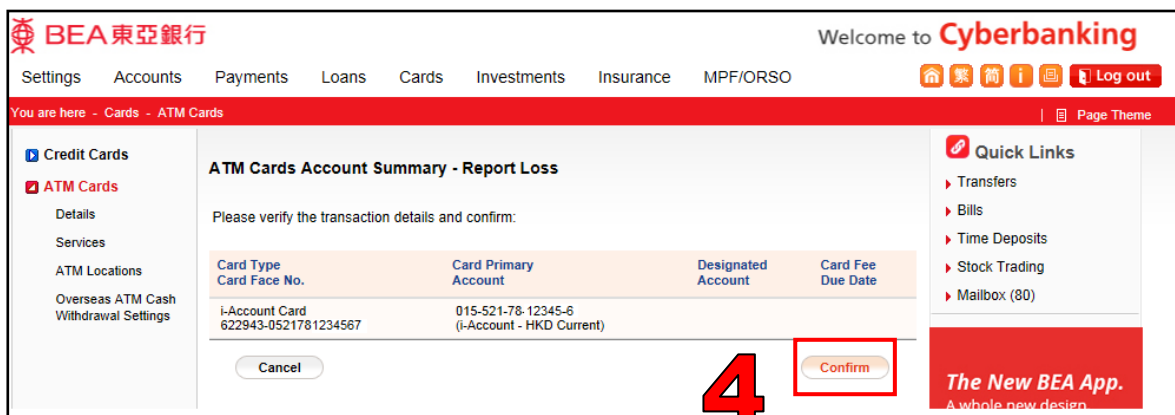
**Quick Links**

- Transfers
- Bills
- Time Deposits
- Stock Trading
- Mailbox (80)

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For any enquiries related to ATM Card, please feel free to contact our ATM Card Service hotline at (852) 2211 1818 during office hours.

Step 4. Verify the instruction and confirm



Welcome to **Cyberbanking**

Settings Accounts Payments Loans Cards Investments Insurance MPF/ORSO

You are here - Cards - ATM Cards

**ATM Cards Account Summary - Report Loss**

Please verify the transaction details and confirm:

Card Type Card Face No.	Card Primary Account	Designated Account	Card Fee Due Date
i-Account Card 622943-0521781234567	015-521-78-12345-6 (i-Account - HKD Current)		

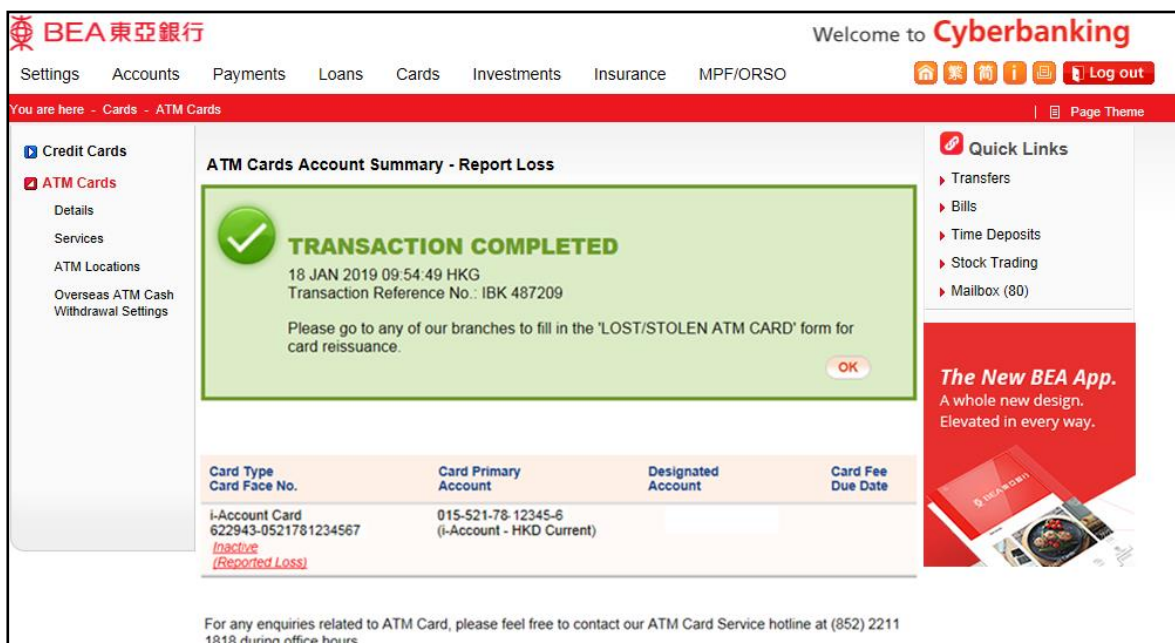
**4**

**Quick Links**

- Transfers
- Bills
- Time Deposits
- Stock Trading
- Mailbox (80)

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Step 5. Instruction completed



Welcome to **Cyberbanking**

Settings Accounts Payments Loans Cards Investments Insurance MPF/ORSO

You are here - Cards - ATM Cards

**ATM Cards Account Summary - Report Loss**

**TRANSACTION COMPLETED**  
18 JAN 2019 09:54:49 HKG  
Transaction Reference No.: IBK 487209

Please go to any of our branches to fill in the 'LOST/STOLEN ATM CARD' form for card reissuance.

Card Type Card Face No.	Card Primary Account	Designated Account	Card Fee Due Date
i-Account Card 622943-0521781234567	015-521-78-12345-6 (i-Account - HKD Current)		

*Inactive (Reported Loss)*

**5**

**Quick Links**

- Transfers
- Bills
- Time Deposits
- Stock Trading
- Mailbox (80)

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