

# Get the most from your PNC Health Savings Account: Quick Guide

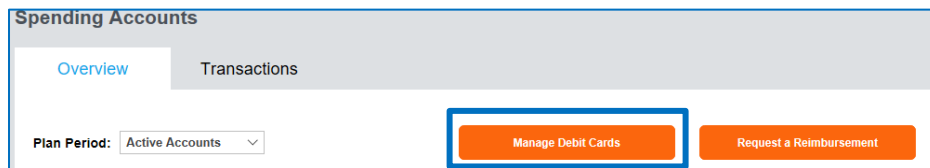
## Reporting Your HSA Debit Card Lost or Stolen

There are two ways to report a card lost or stolen:

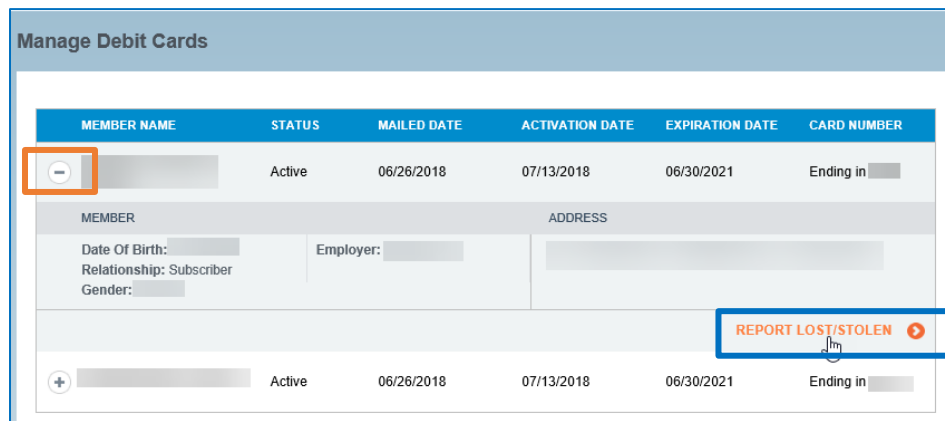
- online via [ibxpress.com](https://ibxpress.com)
- by calling Spending Account Member Services toll free at **833-283-7694**

Online via [ibxpress.com](https://ibxpress.com)

- Log into your account on [ibxpress.com](https://ibxpress.com)
- Click the **Claims & Spending** tab; a pop-up will display
- Click **Spending Accounts**
- On the **Overview** tab, click the **Manage Debit Cards** button



- Click the “+” to expand the display for the lost/stolen card



- Click the **Report Lost/Stolen** hyperlink
- A confirmation pop-up will appear

The confirmation pop-up has a blue header with the word 'Confirmation'. The main text asks, 'Would you like to mark this card ending in 1023 as lost or stolen?'. Below this, there is a checked checkbox followed by the text 'Please select if you would like to be issued a new card'. At the bottom of the pop-up, there are two orange buttons: 'YES' and 'NO'.

- Review and confirm the last four digits of the card in the pop-up; if you want to be issued a new card, **check the box** on the pop-up, and select **Yes**.
- Your card has been reported lost/stolen. Your new debit card will be mailed to you within three to seven business days of your report.