Lost or stolen card

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Act fast. The sooner you tell us, the more you're protected.

Right now

1. **Lock your card** in the app under **Card controls**. If you find it, you can unlock it in one tap.
2. **Call us** at (555) 014-3300, 24 hours a day. After hours, our card service partner answers.
3. **Review recent transactions** and tell us about any you don't recognize.

How you're protected

Under federal rules for debit cards, how much you could owe for unauthorized use depends on how quickly you report it:

When you tell us	The most you could owe
Within 2 business days of learning your card is lost or stolen	$50
After 2 business days	Up to $500
More than 60 days after we send a statement showing the charges	Possibly everything taken after those 60 days

Featherstone's own zero-liability policy goes further: when you report promptly, you won't owe anything for purchases you didn't make.

We'll send a new card within 7 to 10 business days, or print an instant replacement at any branch.