Lost or Stolen Card Information

If your debit card is lost or stolen,
it is time to swing into action.

Here are four steps to take immediately.

Call Maquoketa State Bank

Please call us at 563-652-2491 or 1-800-236-2442 after bank hours. We are here to help! Even if you find your card later, it's good to be cautious. It is our pleasure to assist you.

Prepare Your Information

When you call, our MSB team will gather personal information from you to verify your identity. You will be asked about recent card usage. Remember, we will never call you and ask you for personal information. You must call us.

Pay Attention

Make a note to closely review your bank statement after you've reported your card lost.
If you see any charges that appear fraudulent or unfamiliar, call us as soon as possible.

Keep Your Information Safe

Consider storing account numbers, expiration dates, and telephone numbers for each bank card issuer in a safe or other secure location. That way, you'll be ready to report a lost or stolen credit card when you need to.

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