

**Title:** Easy Lock - Online Banking

**PNC Employee:** Michelle

**Transcript:** Hi, I'm Michelle, and I'm a digital product manager at PNC Bank. And I'm here today to talk to you about PNC Easy Lock®

PNC Easy Lock® puts you in control by allowing you to lock up PNC cards so no new purchases, cash advances, or withdrawals can be made until you unlock it. However, some transactions will continue to go through, such as reoccurring transactions or transactions approved prior to locking your card. PNC Easy Lock® allows you to lock a PNC credit card, debit card, banking card, or your linked university ID card to prevent most transactions such as ATM withdrawals, cash advances, and most new purchases.

A lock can remain on the card as long as you want and can be removed at any time to resume use of the card. Locking and unlocking a card is effective right away. PNC Easy Lock® is not a replacement for reporting your card lost or stolen. Report a card lost or stolen through Online Banking or the PNC Mobile app.

If you misplace a card, you can lock and unlock it through PNC Online Banking. Sign on to PNC Online Banking. Navigate to the "Customer Service" tab. Under "Manage Account," click "PNC Easy Lock®." Select the card you want to lock: look for the "Lock" button and select it. Acknowledge PNC Easy Lock® terms and confirm you want to lock your card. You should continue to monitor your account activity for unauthorized transactions or errors while the card is locked. A lock can remain on the card as long as you want and can be removed at any time to resume use of the card. If you wish to unlock the card, repeat the steps.

Thanks, and I hope you found this video helpful.