

**Title:** Easy Lock - Mobile App

**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 recurring 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 the PNC Mobile Banking App. Simply open the PNC Mobile app, go to the "Cards" section in the app. It will show images of your cards. Select the card you want to lock. Look for the "Lock" icon on the upper left of the card. Tap on it and select "Lock Card." Acknowledge PNC Easy Lock® terms and confirm you want to lock your card.

Thanks, and I hope you found this video helpful.