

Debit Card Cancellation Hotline

Toll Free: 1-866-758-5678 GTA: (905) 461-2116

“Welcome to the Debit Card Cancellation Hotline System.
If your card has been lost, stolen or compromised, please press 1.”

Have your card number ready to enter (this is the number on the front of the card). You should record your number and keep it in a safe place (although never in the same location as your PIN). If you do not have your card number, please contact your credit union directly.

If the card number is entered incorrectly or the cancellation fails, you will have the opportunity to re-enter the card number.

If the cancellation fails three times, you will be told that it has not been successful and you should try again at a later time or contact the credit union directly.

If SUCCESSFUL, you will hear an automated playback of the card number entered.

You will be notified of a successful cancellation and will be given a reference number which should be written down.

Please contact your credit union to obtain a new card.