

Your Fraud Protection Guide



When you're ready, we're here to help.

What to do if you notice suspicious activity.

If you notice any sort of suspicious activity, sign in to your account and review your transaction and sign in history.

If you notice unauthorized transactions (scheduled or already made) or entries in your sign in history that weren't you, change your password immediately. You can change your password on your trusted mobile device by navigating to the Security Center, or you can select the Forgot Credentials flow on the sign in screen.

Once you've changed your password, call the Customer Service Center at 833-833-8305 to temporarily lock your account, file a claim for any missing funds, and request a new debit card (if applicable).

If there are no unauthorized transactions or suspicious sign ins in your history, you may still want to err on the side of caution by changing your password. You can report suspicious emails or SMS messages by emailing reportabuse@santander.us or by calling us at 888-728-1222.

Please visit our [FAQs](#) to learn more about best practices for dealing with fraud.