

Fraud Prevention

Phone Fraud

Be leery if you receive a call claiming to be from your card issuer asking you to divulge your card information (e.g., card number, expiration date, security code, and/or PIN), which it should already know.

You can verify the authenticity of such a call by hanging up the phone and calling your card issuer using the phone number on the back of the card (and never the phone number given to you by the caller).

If you believe that you may have been targeted by a phone fraudster, please report the call to your card issuer's security or fraud team so they can investigate.

Note: Midland States Bank will never call you and ask for your bank information.

Report Fraud

Contact Customer Care at 1-855-696-4352

Customer Care Center Hours (CST)

Monday – Friday 7:00 am – 9:00 pm

Saturday 9:00 am – 5:00 pm

Closed Sunday and federal banking holidays

Lost or Stolen Debit Card (After Hours)

1-855-696-4352. Press 1 for Bank By Phone then Press 3 for Card Services.

MyCardRules

Download the App at midlandsb.com/mycardrules so you can shut your card off in seconds.