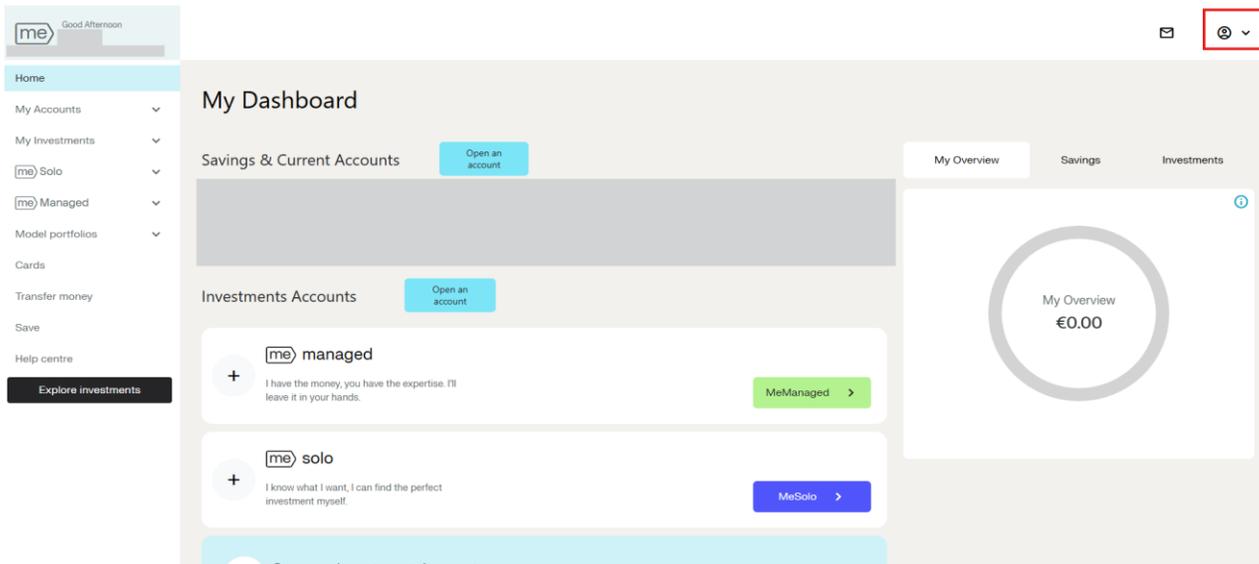


Log in to the MeDirect online platform.

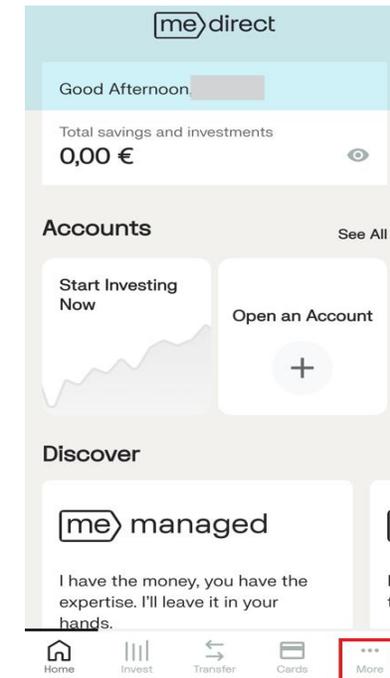
On the online platform

Click the **'Profile'** icon located at the top-right corner.



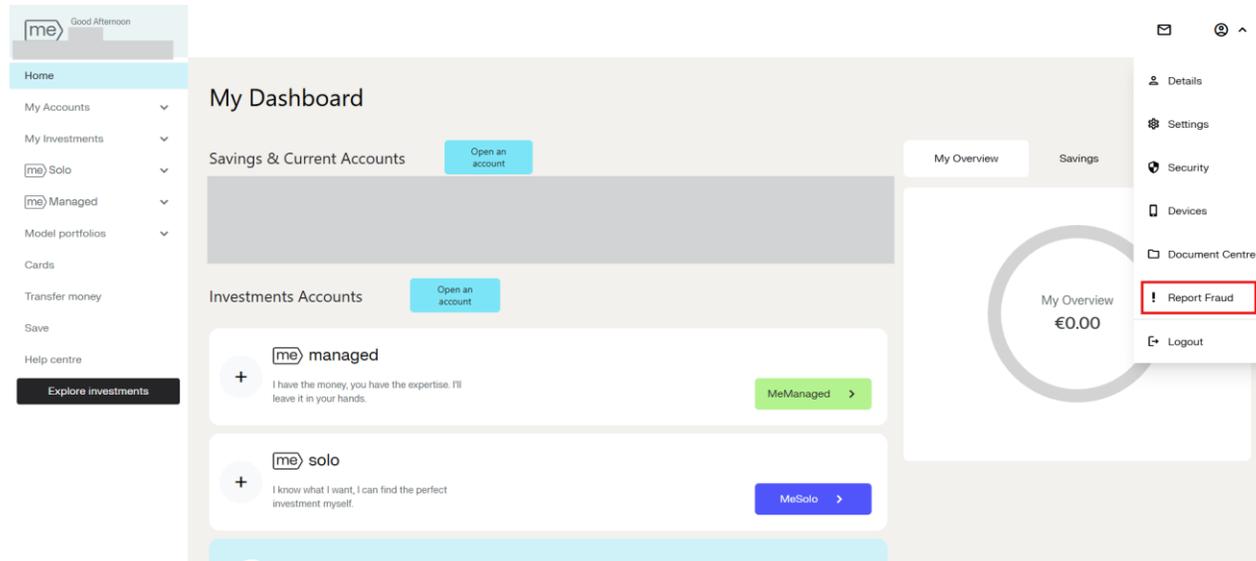
In the mobile application

Click on **'More'** located at the bottom-right corner.



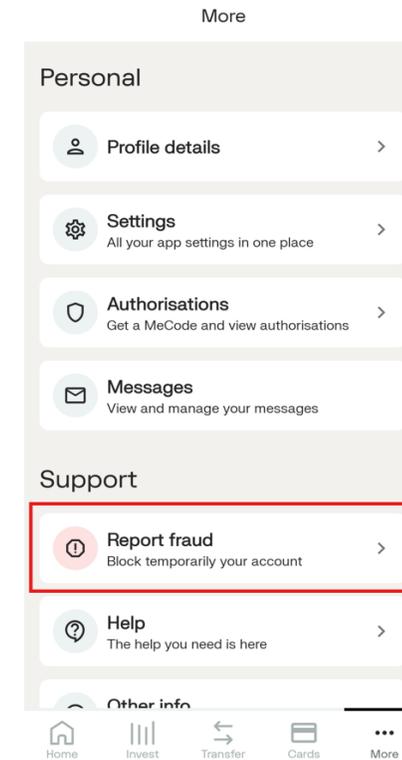
On the online platform

Select the 'Report Fraud' option from the menu.



In the mobile application

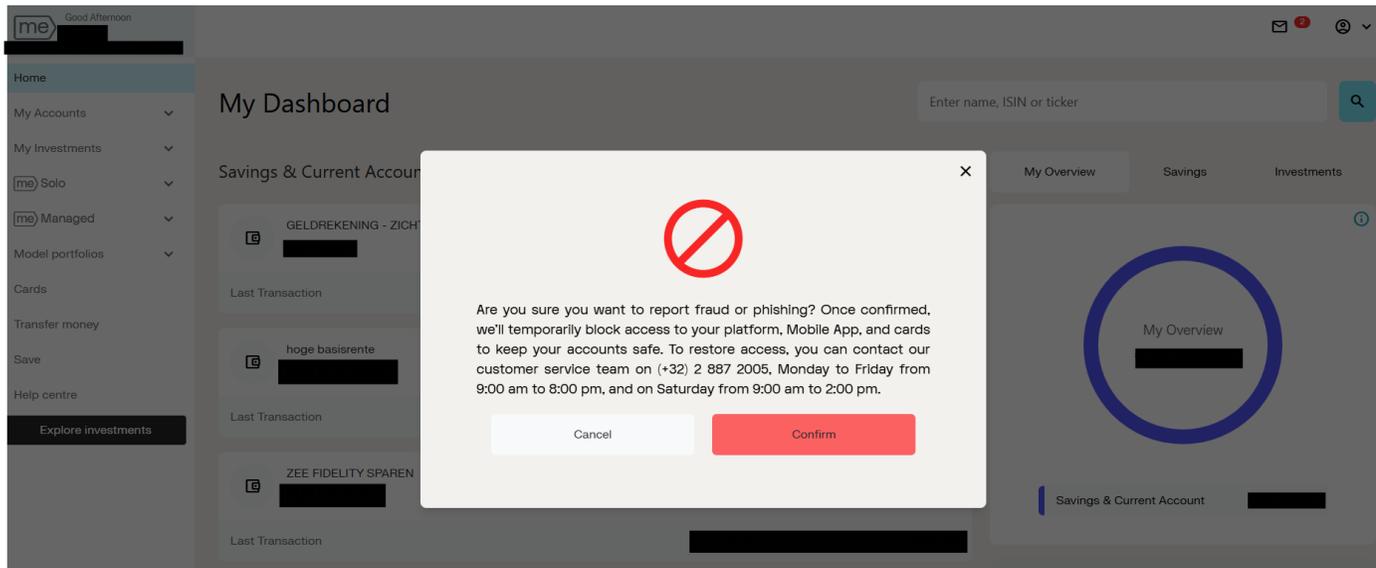
Click 'Report Fraud'.



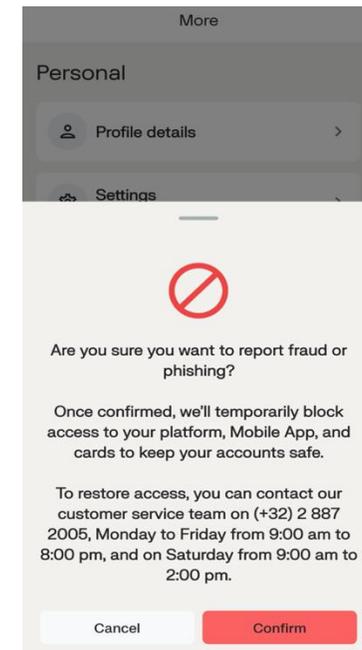
You will receive a notification, as shown below, with two options.

- Click **'Cancel'** if you do **not** want to report fraud. The notification will then disappear.
- Click **'Confirm'** if you want to report fraud.

On the online platform

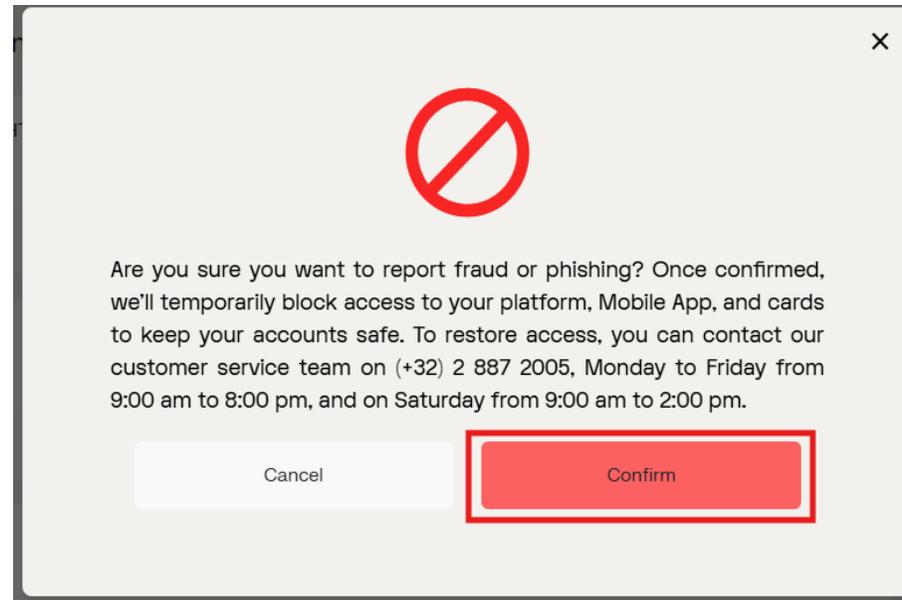


In the mobile application

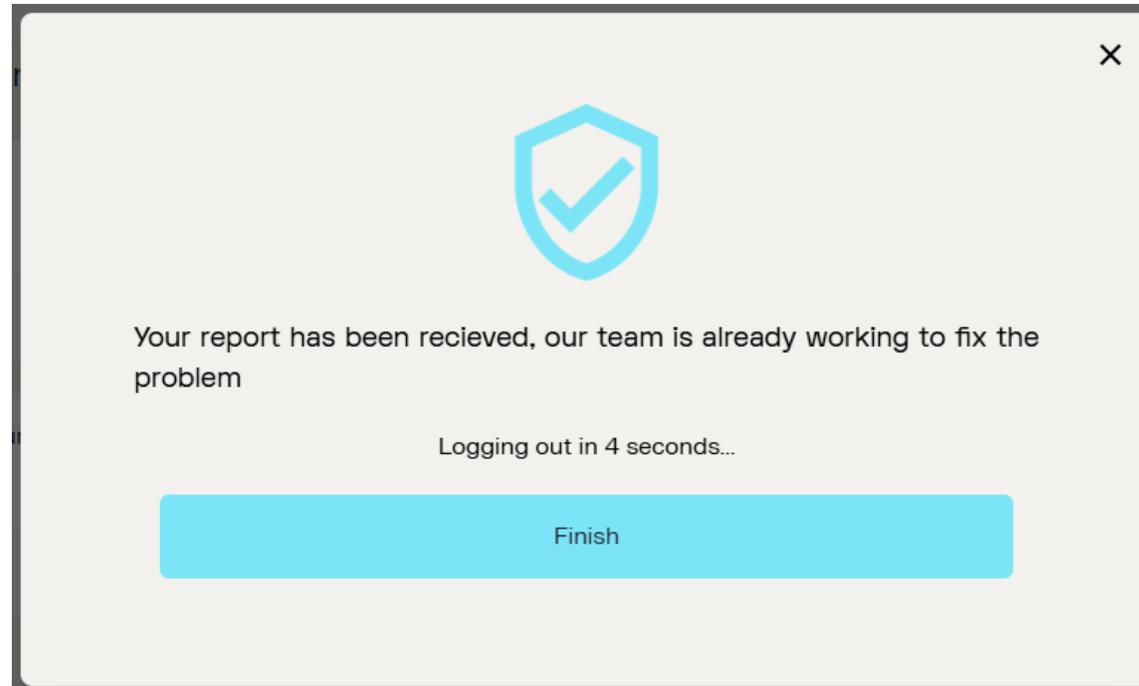


When you click '**Confirm**', access to your platform will be temporarily blocked.

- You will not be able to log in to your personal platform.
- Your mobile application will be disconnected, meaning you will not be able to log in there either. When you regain access to your personal platform, you will need to reconnect the mobile application.
- Your MeDirect debit cards will be temporarily blocked, meaning you will not be able to make any payments with them.



After clicking **'Confirm'**, you will see the following screen:



To restore access, please contact our customer service team on (+32) 2 887 2005, Monday to Friday from 9 am to 8 pm, and on Saturday from 9 am to 2 pm.

If you need help reporting fraud/phishing, please contact our customer service team:

- With a secure message sent from your MeDirect online platform or mobile app, or
- by email at info@medirect.be, or
- by telephone on (+32) 2 887 20 05.

You can reach us Monday through Friday from 9:00 am to 8:00 pm and on Saturday from 9:00 am to 2:00 pm.