

I have been impacted by ATM Skimming.



Q: I have been impacted by ATM skimming. What happens now?

A: We sincerely apologize for the inconvenience. For your protection, we have automatically re-issued you a new card, which you should receive within 10 days.

Rest assured, the WSFS Visa® Debit Card has a zero liability policy, which protects cardholders from responsibility for any unauthorized or fraudulent charges. We are working to refund the money to your account if we have not done so already.

Q: How do I activate my new card?

A: You can activate your new card immediately by calling 1-877-260-2527.

Q: Do I need to change my PIN?

A: Yes. You should receive a new PIN in the mail. If you do not receive your PIN, please call 1-888-WSFSBANK.

Q. What happens if I need a card immediately?

A: If you need a card immediately, you can visit any of our instant issue branches at Prices Corner, Middletown, Fox Run, West Dover, Rehoboth or Bank Center.

Q: What should I do with my old card?

A: Once you receive and activate the new card, your compromised card will be closed. Please shred your old card.

Q: I am going to need cash before I receive my new card. What do I do?

A: You can withdraw cash from a WSFS Branch.

Q: Should I notify anyone that I received a new WSFS Visa® Debit Card?

A: If you have provided your WSFS Visa® Debit Card number to any merchants for automated payments or withdrawals from your account, contact them as soon as possible to notify them of your new card number.

Q: What should I do now?

A: Check your account(s) for activity by examining your statements and reviewing your transactions online and from mobile devices for any unusual purchase activity. You can also sign up for debit card alerts in WSFS Online Banking to help you monitor debit card activity. If you have any trouble with your card or see any unusual activity please call 1-888-WSFSBANK.

Please know that WSFS Associates continue to work diligently to protect against fraudulent activity. If we can answer questions, or help in any way, please call us at 1-888-WSFSBANK (1-888-973-7226). Our Customer Contact Center is open seven days a week: 7:00 a.m. – 7:00 p.m. Monday– Friday and 9:00 a.m. – 3:00 p.m. on Saturday and Sunday.

WSFS bank
We Stand For Service®