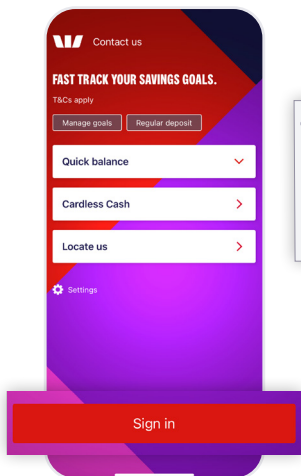


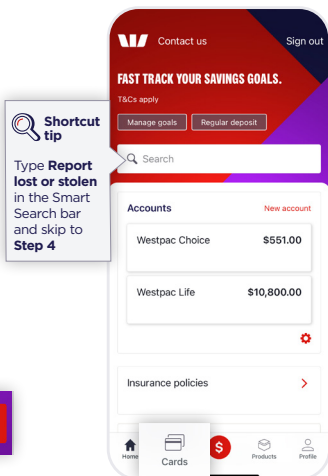
# HOW TO REPORT YOUR CARD AS LOST OR STOLEN



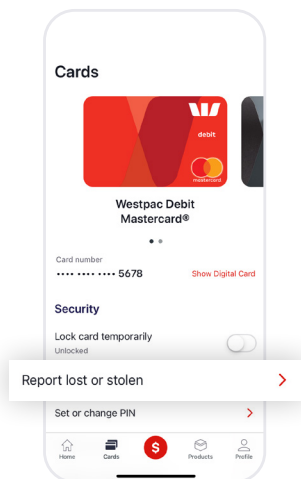
**1** Sign in to the Westpac App



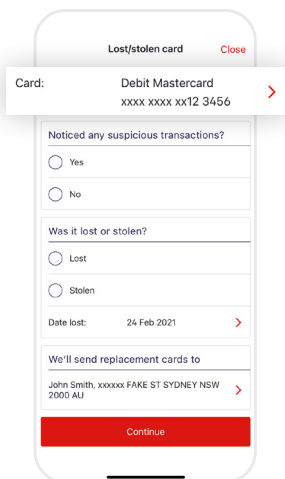
**2** Tap the **Cards** icon in the menu bar



**3** Swipe to select your card then tap **Report lost or stolen**



**4** Confirm the correct card is selected



**5** If you've noticed a suspicious transaction on your card, tap Yes

The screenshot shows the 'Lost/stolen card' form with a 'Close' button in the top right. The card details are 'Debit Mastercard' with a masked number 'xxxx xxxx xx12 3456'. A dialog box titled 'Noticed any suspicious transactions?' is open, showing two radio button options: 'Yes' (which is selected) and 'No'. Below the dialog, the form has a 'Was it lost or stolen?' section with 'Lost' and 'Stolen' radio buttons, and a 'Date lost:' field with '24 Feb 2021'. At the bottom, there is a section 'We'll send replacement cards to' with the address 'John Smith, xxxxxx FAKE ST SYDNEY NSW 2000 AU' and a red 'Continue' button.

**6** Then select whether your card was lost or stolen, and the date this occurred

The screenshot shows the 'Lost/stolen card' form with the same card details as in step 5. A dialog box titled 'Was it lost or stolen?' is open, showing two radio button options: 'Lost' (which is selected) and 'Stolen'. Below the dialog, the 'Date lost:' field is now filled with '24 Feb 2021'. The bottom section 'We'll send replacement cards to' with the address and the red 'Continue' button remains visible.

**7** Select the address you want your new card to be sent to

The screenshot shows the 'Lost/stolen card' form with all previous selections ('Yes' for suspicious transactions, 'Lost' for the reason, and '24 Feb 2021' for the date) made. A dialog box titled 'We'll send replacement cards to' is open, showing the address 'John Smith, xxxxxx FAKE ST SYDNEY NSW 2000 AU' with a right-pointing arrow. The red 'Continue' button is visible at the bottom of the form.

**8** Tap **Continue**

The screenshot shows the 'Lost/stolen card' form with all selections made. The red 'Continue' button at the bottom is highlighted with a white glow, indicating it is the next step to tap.

**Note:** If you've noticed suspicious activity, you'll need to call us and complete a report.

9

To confirm, tap **Report lost card**

10

Your card is now blocked. Tap **Done** to finish.

**Note:** Reporting the card(s) lost or stolen will impact any additional card holders.



**Tip:**

A replacement card will be sent to you in 4-6 working days. If you have Apple Pay, Google Pay™ or any other mobile or wearable wallet, your new details will be updated automatically. Use the Westpac App to access your digital card when your replacement card is on its way and get cardless cash at any of the Westpac ATMs.



Download the **Westpac App** today



Go to **[westpac.com.au/lostcard](https://westpac.com.au/lostcard)**

**Things you should know:** Fees, charges and conditions apply. Online Banking terms and conditions apply. Apple, the Apple logo, iPhone and iPad are trademarks of Apple Inc., registered in the U.S. and other countries. Apple Watch is a trademark of Apple Inc. App Store is a service mark of Apple Inc. Android, Google Pay and Google Play are trademarks of Google LLC. Cardless Cash: available on eligible Westpac everyday accounts with a linked debit card. Limit of 3 withdrawal transactions per day applies, subject to \$500 daily withdrawal limit and \$1,000 weekly withdrawal limit. Only available at Westpac Group ATMs in Australia. To access cardless cash on your mobile you must be registered to use Online Banking and download the Westpac Mobile Banking App. Internet connection is needed to access the Westpac App. Normal mobile data charges apply. This information does not take your personal objectives, circumstances or needs into account. Consider its appropriateness to these factors before acting on it. Read the terms and conditions for Westpac Online Banking at [westpac.com.au](https://westpac.com.au) before making a decision and consider whether the product is appropriate for you. Mastercard is a registered trademark and the circles design is a trademark of Mastercard International Incorporated. © Westpac Banking Corporation ABN 33 007 457 141 AFSL and Australian credit licence 233714.