Reporting your card lost or stolen.

A helpful step-by-step guide for Online Banking.
How to report your card lost or stolen.

Step 1.
Sign in to Westpac Online Banking with your Customer ID and Password.

Step 2.
On the menu bar, click ‘Service’.
Step 3.
Under ‘Card services’, select ‘Report lost or stolen cards’.

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</table>

Step 4.
If you've noticed suspicious transactions on your card, select ‘Yes’.

Report lost or stolen card
All fields are mandatory

Card
Debit Mastercard xxxx xxxx xx34 4667

Suspicious transactions
Were you noticed any suspicious transactions?
- Yes
- No
Step 5.
Select whether your card was lost or stolen, and the date this event occurred.

Step 6.
From the drop-down list, select the address you want your replacement card sent.

Click ‘Continue’.

Your lost or stolen card will now be successfully reported and blocked.

Your replacement card(s) will be sent to you by mail.
We’re here to help.

westpac.com.au/lost-stolen-card