

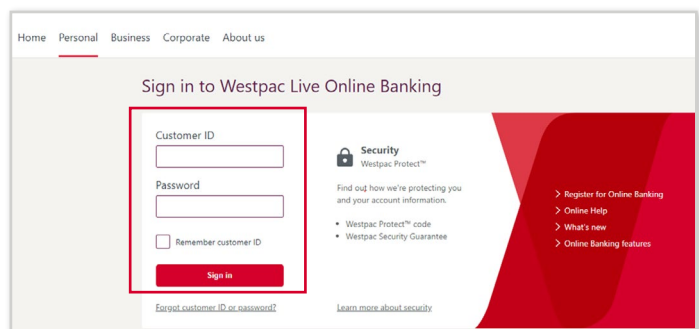
Reporting your card lost or stolen.

A helpful step-by-step guide
for Online Banking.

How to report your card lost or stolen.

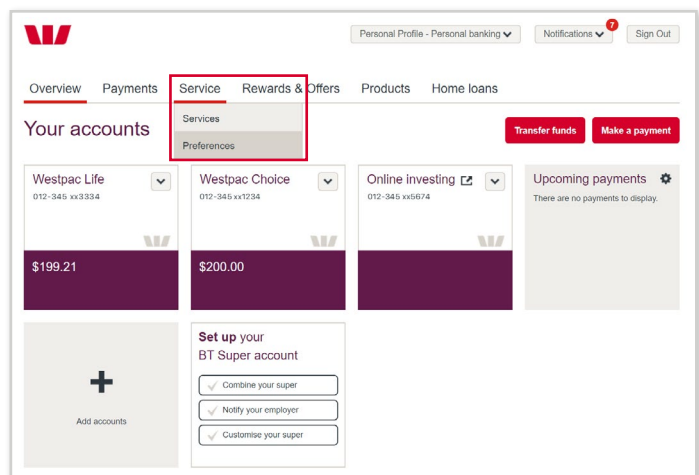
Step 1.

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



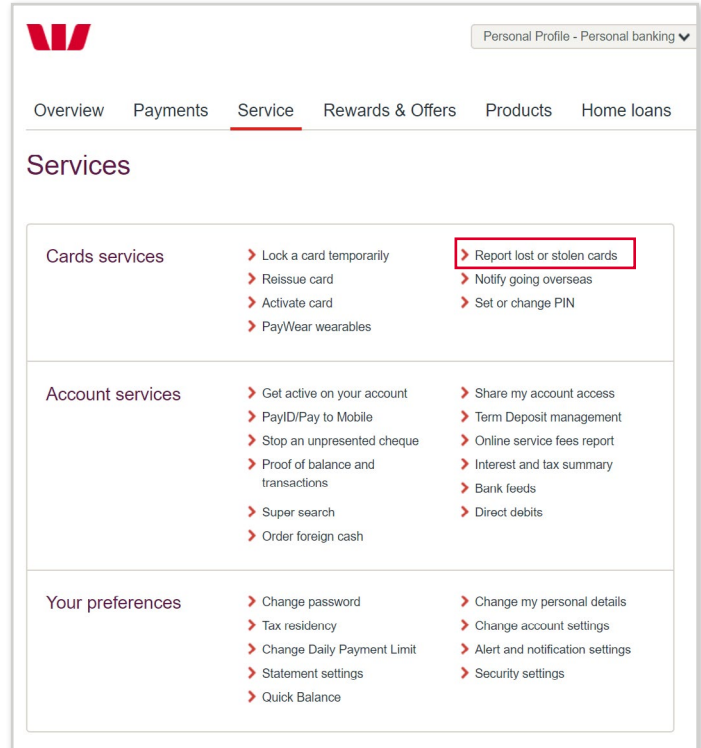
Step 2.

On the menu bar, click 'Service'.



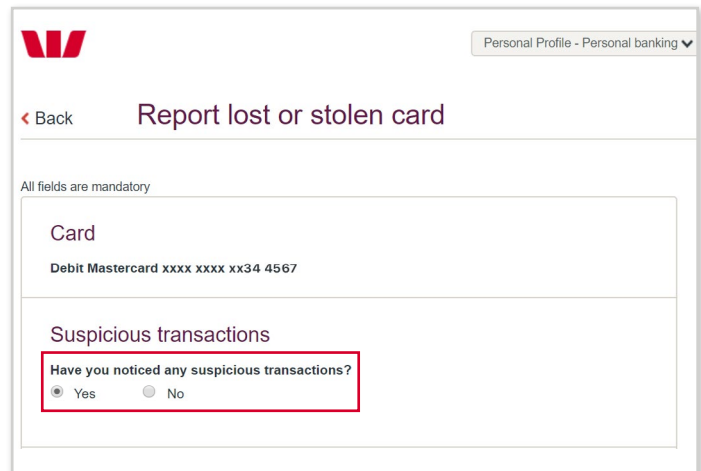
Step 3.

Under 'Card services', select 'Report lost or stolen cards'.



Step 4.

If you've noticed suspicious transactions on your card, select 'Yes'.



Step 5.

Select whether your card was lost or stolen, and the date this event occurred.

Reason

Was the card lost or stolen?

Lost Stolen

Date lost

10/06/2020 

dd/mm/yyyy

Step 6.

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

Click 'Continue'.

Delivery address

Replacement cards will be delivered to:

Home, xxxxxx0 GEORGE ST SYDNEY NSW 200 AU ▼

If this isn't correct please [change the address first](#), or call us now on 1300 655 505.

Cancel **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

