

# Lost wallet checklist

Losing your wallet or handbag can mean losing your credit cards, drivers licence, mobile phone and also everything else that was in it. If you have lost your wallet, or even your whole bag, below are a list of commonly used service providers to help you cancel and re order lost items.

Many companies accept notification of lost items by phone or through the members login page of their website. If you cannot find a particular company listed below, please try an internet search engine or the White Pages.

CATEGORY	INSTITUTIONS
<b>Financial Institutions – Lost Card</b>	<ul style="list-style-type: none"> <li>– Westpac ..... 2</li> <li>– St. George ..... 2</li> <li>– Bank of Melbourne ..... 2</li> <li>– BankSA ..... 2</li> <li>– CBA ..... 2</li> <li>– ANZ ..... 2</li> <li>– NAB ..... 2</li> <li>– BankWest ..... 2</li> <li>– CUA ..... 2</li> <li>– Suncorp ..... 2</li> <li>– Bendigo Bank ..... 2</li> <li>– Macquarie ..... 2</li> <li>– BOQ ..... 2</li> <li>– ING ..... 2</li> <li>– Heritage Bank ..... 2</li> <li>– CitiBank ..... 2</li> <li>– Peoples Choice Credit Union ..... 3</li> <li>– Newcastle Permanent ..... 3</li> <li>– Teachers Mutual Bank ..... 3</li> </ul>
<b>Police</b>	<ul style="list-style-type: none"> <li>– Emergency ..... 3</li> <li>– Police Assistance Line (PAL) – NSW/SA/WA/NT/QLD/ACT ..... 3</li> </ul>
<b>Drivers Licence</b>	<ul style="list-style-type: none"> <li>– NSW: Roads and Maritime ..... 3</li> <li>– VICTORIA: Vic Roads ..... 3</li> <li>– SOUTH AUSTRALIA ..... 3</li> <li>– NORTHERN TERRITORY: Department of Transport ..... 3</li> <li>– WESTERN AUSTRALIA: Department of Transport ..... 3</li> <li>– QUEENSLAND: Department of Main Roads ..... 4</li> <li>– TASMANIA: Department of State Growth – Transport ..... 4</li> <li>– ACT: Rego ACT – Roads Transport Information Management ..... 4</li> </ul>
<b>Medicare</b>	<ul style="list-style-type: none"> <li>– Medicare ..... 4</li> </ul>
<b>Transport</b>	<ul style="list-style-type: none"> <li>– Opal Card – NSW ..... 4</li> <li>– Myki – Vic ..... 4</li> <li>– Adelaide Metro – SA ..... 4</li> <li>– Translink – Queensland ..... 4</li> </ul>
<b>Telecommunications</b>	<ul style="list-style-type: none"> <li>– Telstra ..... 4</li> <li>– Optus ..... 5</li> <li>– Virgin ..... 5</li> <li>– Vodafone ..... 5</li> <li>– TPG ..... 5</li> </ul>
<b>Health Insurance</b>	<ul style="list-style-type: none"> <li>– HCF ..... 5</li> <li>– BUPA ..... 5</li> <li>– AHM ..... 5</li> <li>– Medibank ..... 5</li> <li>– NIB ..... 5</li> </ul>
<b>Pensioner Concession Card</b> .....	<b>5</b>
<b>Additional contacts</b> .....	<b>5</b>



## LOST CREDIT CARD – FINANCIAL INSTITUTIONS

<b>Westpac</b>	<p><b>1300 651 089</b> (within Australia) - Press 1, then 1, then enter Customer No. and Security Number Overseas – Call the Telstra Australia Direct® Reverse Charge access number for the country you're in to book a reverse charge call to <b>+61 2 9293 9270</b> (24 hours a day, 7 days a week).</p> <p>Please note that calls made from mobile phones, public telephones or hotel rooms may attract additional charges, not covered by the reverse charge service.</p> <p>Cards can also be reported lost or stolen via Internet Banking <a href="http://www.westpac.com.au">www.westpac.com.au</a></p>
<b>St. George</b>	<p><b>1800 028 208</b> (within Australia) – Press 1, then 1, then enter Customer No. and Security Number <b>+61 2 9553 5883</b> (from overseas)</p> <p>Cards can also be reported lost or stolen via Internet Banking <a href="http://www.stgeorge.com.au">www.stgeorge.com.au</a></p>
<b>Bank of Melbourne</b>	<p><b>1800 772 266</b> (within Australia) – Press 1, then 1 <b>+61 3 9982 4186</b> (from overseas)</p> <p>24 hours a day, 7 days a week</p> <p>You can also report the loss or stolen card at any Bank of Melbourne branch during business hours</p> <p>Cards can also be reported lost or stolen via Internet Banking <a href="http://www.bankofmelbourne.com.au">www.bankofmelbourne.com.au</a></p>
<b>BankSA</b>	<p><b>1800 028 208</b> (within Australia) – Press 1, then 1, then enter Customer No. and Security Number <b>+61 2 9553 5233</b> (from overseas)</p> <p>24 hours a day, 7 days a week</p> <p>You can also report the loss or stolen card at any Bank of Melbourne branch during business hours</p> <p>Cards can also be reported lost or stolen via Internet Banking <a href="http://www.banksa.com.au">www.banksa.com.au</a></p>
<b>CBA</b>	<b>13 2221</b> – Press 2 then enter NetBank Client ID or card number
<b>ANZ</b>	<p><b>1800 033 844</b> (within Australia)</p> <p><b>+61 3 9683 7043</b> (reverse charges from overseas)</p>
<b>NAB</b>	<p><b>1800 033 103</b> (within Australia) – If Credit card lost, Press 1. If Debit card, Press 2 <b>+61 3 8641 9121</b> (from overseas)</p>
<b>BankWest</b>	<p><b>13 17 19</b> (within Australia)</p> <p><b>+61 8 9449 2840</b> (from overseas)</p>
<b>CUA</b>	<p>VISA Debit Cards /rediCARDS <b>133 282</b> (Mon – Fri 7:00am – 9:00pm or Sat – Sun 8:00am – 5:00pm) – Say “Customer Service”, say “Something else”, say “No” <b>Out of hours: 1800 648 027</b> – Press 2</p> <p>MasterCards <b>1300 135 538</b> – Press *1</p>
<b>Suncorp</b>	<b>1300 645 405</b> – Press 1
<b>Bendigo Bank</b>	<p><b>1800 035 383</b> (24 hours a day, 7 days a week) – Press 1 <b>1300 BENDIGO (1300 236 344)</b> (Mon – Fri, 8am – 8pm), – Press 1</p>
<b>Macquarie</b>	<p><b>1300 150 300</b> (within Australia) – Press 3 <b>+61 2 8232 1684</b> (from overseas)</p> <p>24 hours a day, seven days a week</p>
<b>BOQ</b>	<p><b>1800 077 024</b> (within Australia)</p> <p><b>+61 7 3336 2222</b> (from overseas)</p>
<b>ING</b>	<p><b>133 464</b> (within Australia) – Press 2, Press 0, Press #; or <b>+61 2 9028 4077</b> (from overseas)</p>
<b>Heritage Bank</b>	<p><b>1800 076 037</b> (within Australia) <b>+61 7 4694 9139</b> (from overseas)</p> <p>Alternatively, <b>login to Heritage online internet banking to deactivate your lost/stolen card.</b> This can be done through the “Services” menu.</p>
<b>CitiBank</b>	<p>Call CitiPhone Banking on <b>13 CITI (13 24 84)</b> <b>+61 2 8225 0615</b> (from overseas)</p>

## LOST CREDIT CARD – FINANCIAL INSTITUTIONS

Peoples Choice Credit Union	13 11 82 (within Australia) – Press 2, Press 4 – or visit your nearest branch as soon as possible. Outside of business hours, call the <b>Visa 24 hour hotline on 1800 648 027</b> . You'll then need to contact us to arrange for a new card to be sent. <b>+61 2 8299 9101</b> (from overseas)
Newcastle Permanent	13 19 87 (within Australia) – Say "Lost Credit Card" <b>+61 2 4907 6501</b> (from overseas) – This service is open 24 hours.
Teachers Mutual Bank	13 12 21 (within Australia) – Press 2, Press 2, Press # <b>+61 2 9735 9111</b> (if overseas)

## POLICE

Emergency	000 if an emergency
Police Assistance Line (PAL) – NSW/SA/WA/NT/QLD/ACT	131 444 (for non urgent matters i.e lost or stolen property)

## DRIVERS LICENCE

NSW Roads and Maritime	Replacement licences can be <b>obtained online or by visiting a registry</b> . <b>If you are visiting a registry</b> , the following is required: <ul style="list-style-type: none"> <li>– Proof of identity.</li> <li>– Completion of an application form.</li> <li>– A new photograph taken.</li> <li>– Payment of a replacement licence fee</li> </ul> <b>Online</b> – <a href="http://www.rms.nsw.gov.au/">http://www.rms.nsw.gov.au/</a> Login with the following: <ul style="list-style-type: none"> <li>– Your NSW Driver licence or Photo card number</li> <li>– Your password when you signed up for Online Services.</li> </ul> <b>Or call: 132 213</b>
VICTORIA Vic Roads	<b>13 11 71 – Option 5 (Mon–Fri 8.30am – 5.00pm, Sat 8.30am – 2.00pm)</b> Replacement licences can be obtained: <b>Online:</b> <a href="https://www.vicroads.vic.gov.au/">https://www.vicroads.vic.gov.au/</a> You can order a replacement licence or learner permit online (if a current photo image exists on VicRoads Driver Licensing System and you have no change of personal details). The replacement card will be mailed to you within 10 working days. <b>By telephone</b> You can call VicRoads on <b>13 11 71</b> to check if a current photo image exists on VicRoads Driver Licensing System. If not, you will need to apply in person at a VicRoads Customer Service Centre. If you have a current photo image, you can apply for a replacement card . The replacement card will be mailed to you within about a week. <b>In person at a VicRoads Customer Service Centre</b>
SOUTH AUSTRALIA	Replacement licences can be obtained: <b>Option 1</b> If you don't need a new photograph taken you can apply for a replacement licence online and pay with your Visa or MasterCard. Your driver's licence photograph is valid for 10 years so you can apply for a replacement licence online based on the expiry date of your photograph. <b>Option 2</b> If you need a new photograph taken go to a Service SA customer service centre with your evidence of identity and payment and have a new photograph taken. An application for replacement driver's licence must be completed if you apply in writing or in person at a Customer Service Centre. A fee is applicable. <b>Or call: 13 10 84</b>
NORTHERN TERRITORY Department of Transport	<b>1300 654 628</b>
WESTERN AUSTRALIA Department of Transport	<b>Replacing a lost or damaged driver's licence</b> Lost or damaged driver's licences can be replaced by: <ul style="list-style-type: none"> <li>– Submitting an application form.</li> </ul> <b>Replacing a stolen driver's licence</b> If your licence has been stolen, you do not need to pay the required fee. However, you must file a Western Australian (WA) Police report. Please provide the police report number in your application to waive the application fee. <b>Or call: 13 11 56</b>

## DRIVERS LICENCE

### QUEENSLAND Department of Main Roads

If your licence has been lost, stolen, damaged or destroyed you can apply for a replacement licence:

- **online** <http://www.qld.gov.au/transport/licensing/driver-licensing/renew-replace/renew/online/>
- at a transport and motoring **customer service centre**
- at a participating **QGAP office**
- **at a police station** – in rural or remote areas of Queensland.

**Or call: 13 74 68**

### TASMANIA Department of State Growth – Transport

**Replacing your licence**  
<http://www.transport.tas.gov.au/online>  
If your licence is lost, stolen, damaged or destroyed you can get a replacement licence by going to a Service Tasmania shop or designated police station  
**Or call: 1300 851 225**

### ACT Rego ACT – Roads Transport Information Management

**Lost and Stolen Licences**  
<http://www.rego.act.gov.au/>  
To obtain a replacement licence you will need to attend any Canberra Connect Shopfront or the Civic Driver Licence Service.  
**Or call: 13 22 81**

## MEDICARE

### Medicare

**132 011** – Press Option 3 for New Card

## TRANSPORT

### Opal Card – NSW

If your card is lost or stolen and it is registered:  
Log in to Report your card as lost or stolen. Your card will be blocked – this means that the card will no longer be able to be used and the balance of your card is protected.  
**Or call: 13 67 25**  
[www.opal.com.au](http://www.opal.com.au)

### Myki – Vic

The easiest option is to **call PTV on 1800 800 007 (6am – midnight daily)**. The lost card will be blocked and a replacement card mailed to you within 10 business days, with the remaining balance transferred to your new card.  
Alternatively, **you can block a lost or stolen myki online** and send a completed myki Replacement Form to the address listed on the form and a myki will be mailed to you. Replacements usually take up to 10 business days and include the remaining balance of the old card.  
[ptv.vic.gov.au/tickets/myki/myki-pass/](http://ptv.vic.gov.au/tickets/myki/myki-pass/)

### Adelaide Metro – SA

**1300 311 108**  
If your metroCARD was protected and you visit an Adelaide Metro InfoCentre to buy your replacement card, the remaining days on your 28-Day Pass will be transferred to your new metroCARD and the expiry date of the new 28-Day Pass will remain as it was on the lost metroCARD.  
If your metroCARD was not registered your balance is not protected and will be foregone.  
[www.adelaidemetro.com.au/28-Day-Pass/Home](http://www.adelaidemetro.com.au/28-Day-Pass/Home)

### Translink – Queensland

**13 12 30** (within Australia) or  
**+61 7 3851 8700** (from overseas)  
[gocard.translink.com.au/webtix/](http://gocard.translink.com.au/webtix/)

## TELECOMMUNICATIONS

### Telstra

If you've lost your mobile phone or it's been stolen, you must report it so we can bar your SIM card.  
Please call:  
Post-Paid (billed) mobiles: **125 111** – Say "Lost Phone"  
Pre-Paid mobiles: **125 8880** – Press 1, Press 5  
If you're calling from outside Australia: **+61 4 3912 5111**  
If you're sure you won't get your phone back, we can block the phone from being used at all (except for emergency calls). This is a free service.  
You have up to 28 days from when we bar your SIM card to have your phone blocked. It takes up to 36 hours for this to take effect.  
<http://go.telstra.com.au/helpandsupport/-/disabling-your-mobile-phone-if-it-s-lost-or-stolen>

## TELECOMMUNICATIONS

<b>Optus</b>	Call Mobile customer care on: <b>133 937</b> if in Australia – Press 1, Enter “Mobile Number”, Press 2, Press 1 “Prepaid”, Press 2 “Post paid”, Press 5 <b>+61 2 9342 5678</b> if Overseas (Free call from a roaming Optus Mobile Phone) <a href="http://optus.custhelp.com/app/answers/detail/a_id/196/~/_lost-%2F-stolen-%2F-recovered-mobile-device#Step_4: Police">http://optus.custhelp.com/app/answers/detail/a_id/196/~/_lost-%2F-stolen-%2F-recovered-mobile-device#Step_4: Police</a>
<b>Virgin</b>	Call us as soon as you can on <b>1300 555 100</b> – Press 1, Press 1, Press 2 <b>+61 2 8860 9848</b> (from overseas) so we can block outgoing services for you. <a href="http://www.virginmobile.com.au/">http://www.virginmobile.com.au/</a>
<b>Vodafone</b>	To report your phone lost or stolen call us on: <b>1300 650 410</b> – Press 1, Press 1 (Prepaid) or 2, Press 4, Press 1 (Prepaid) or 2 for other, then Enter “Mobile No.” <b>1300 650 410 or 1800 638 638</b> <b>+61 414 141 414</b> (from overseas)
<b>TPG</b>	If your SIM card or mobile phone is lost or stolen please either visit our website or contact us on <b>+61 13 14 23</b> – Press 2, Press 3 for assistance. This call will be charged at the normal international rate from that country's service provider to Australia. Once we are notified, we will suspend your service so calls cannot be made.

## HEALTH INSURANCE

<b>HCF</b>	<b>13 13 34</b> Mon–Fri: 8am – 8pm (AEDT) Sat–Sun: 9am – 5pm (AEDT)
<b>BUPA</b>	<b>134 135</b> Mon – Fri 8am – 8pm (AEDT) Sat 9am – 1pm (AEDT)
<b>AHM</b>	<b>134 246</b> (8am – 8pm AEST Monday to Friday) <b>+61 2 4221 8888</b> (from overseas) (8am – 8pm AEST Monday to Friday)
<b>Medibank</b>	<b>134 190</b> Mon – Fri 8am – 8pm (AEST) Saturday 9am – 4pm <b>+61 3 8622 5780</b> (from overseas)
<b>NIB</b>	<b>13 16 42</b> <b>+61 2 4914 1100</b> (from overseas) Monday – Friday, 8:00am – 8:30pm (AEST) Saturday, 8:00am – 1:00pm (AEST)

## PENSIONER CONCESSION CARD

### 132 300

Lost or stolen cards can be replaced. A replacement card will be sent to you by mail. It cannot be issued over the counter at a service centre. You can request a replacement card:

- using online services
- using phone self service
- visiting your nearest service centre or
- calling 132 300

## ADDITIONAL CONTACTS