



Freezing lost or stolen cards using the HSBC UK Mobile Banking app

Audio transcript

We've all been there. The moment when you realise that your debit or credit card isn't where it should be or worse still that it might have been stolen.

With the HSBC UK App, freezing your physical bank card temporarily only takes a minute even if you're out and about.

It's really simple to do, and means you have peace of mind that your card isn't being used when it shouldn't be.

Just log in, select the account your card belongs to and tap, manage cards. Move the slider to freeze. Now you can relax knowing your card can't be used by anyone it shouldn't.

And if it turns up, simply go back to your app and move the slider to unfreeze to start using your card again.

It will stay frozen until you unfreeze it or report your card as officially lost or stolen.

To do this, pick the reason why you need a new card from the manage cards menu and tap confirm.

Your old card will be blocked and a new one will be sent to you. This can take up to four working days, and you'll be able to get spending again as soon as it arrives.

With the app, you've the peace of mind knowing any card problems could be sorted out in minutes making it the most convenient way to bank with confidence.