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How to Lock Your Credit Card

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Sometimes life happens: Your credit card gets stolen, or you simply lose it in an inattentive moment. Either way, you want to make sure that nobody can access or misuse your financial information. So, please, immediately lock your card via George.

*This article explains how to lock your credit card. In order to find out how to lock your debit card (also called BankCard), **please click here**.*

Lock your card via phone call

You can also lock your card by calling **+43 5 0100 – 50333** (from AT or abroad). The support team is here for you 24/7 and can lock it any time.

App

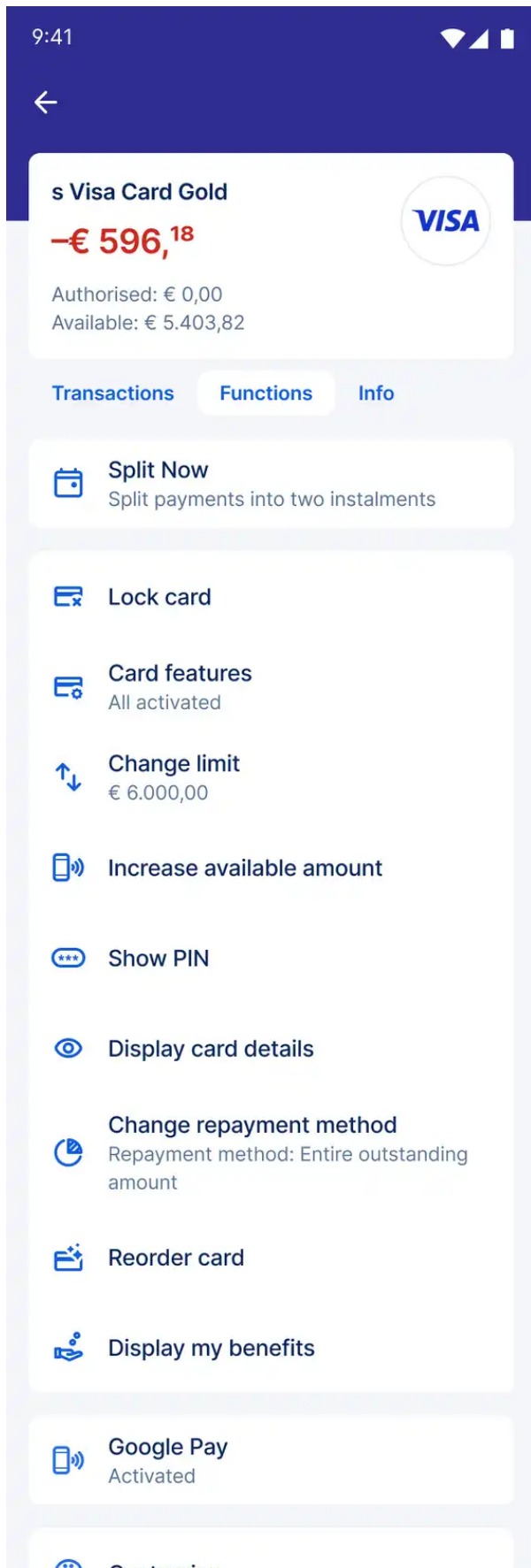
Lock your card:

From your overview, choose the card you'd like to lock.

Go to "Functions"

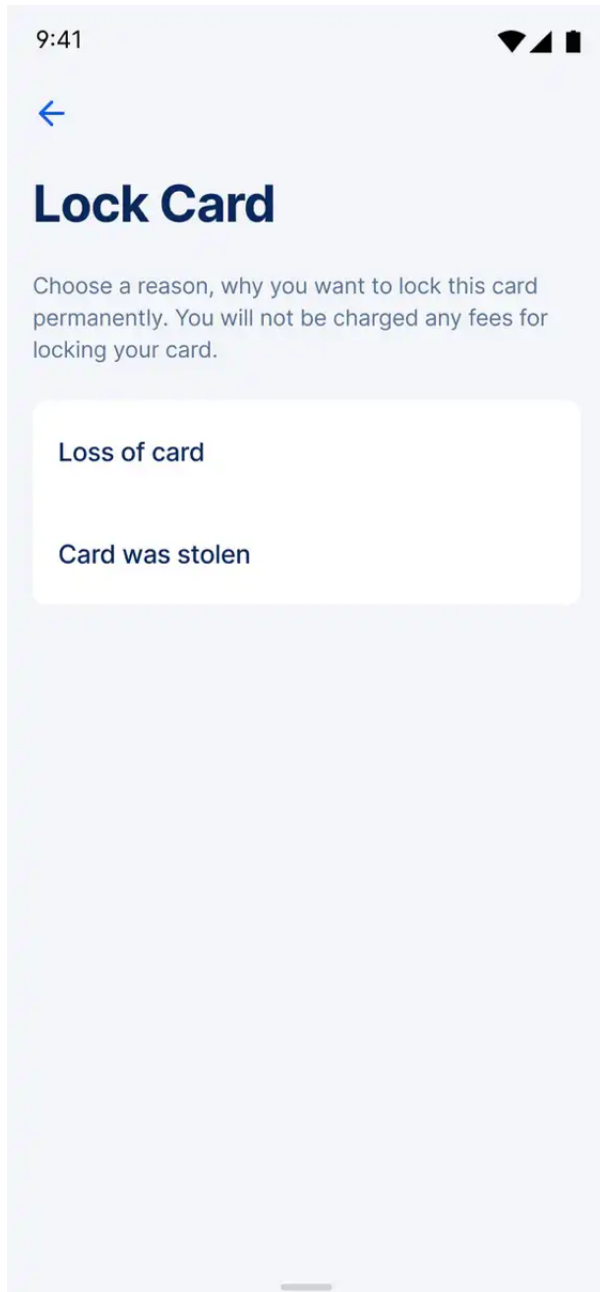
GO TO FUNCTIONS .

Choose "Lock card".





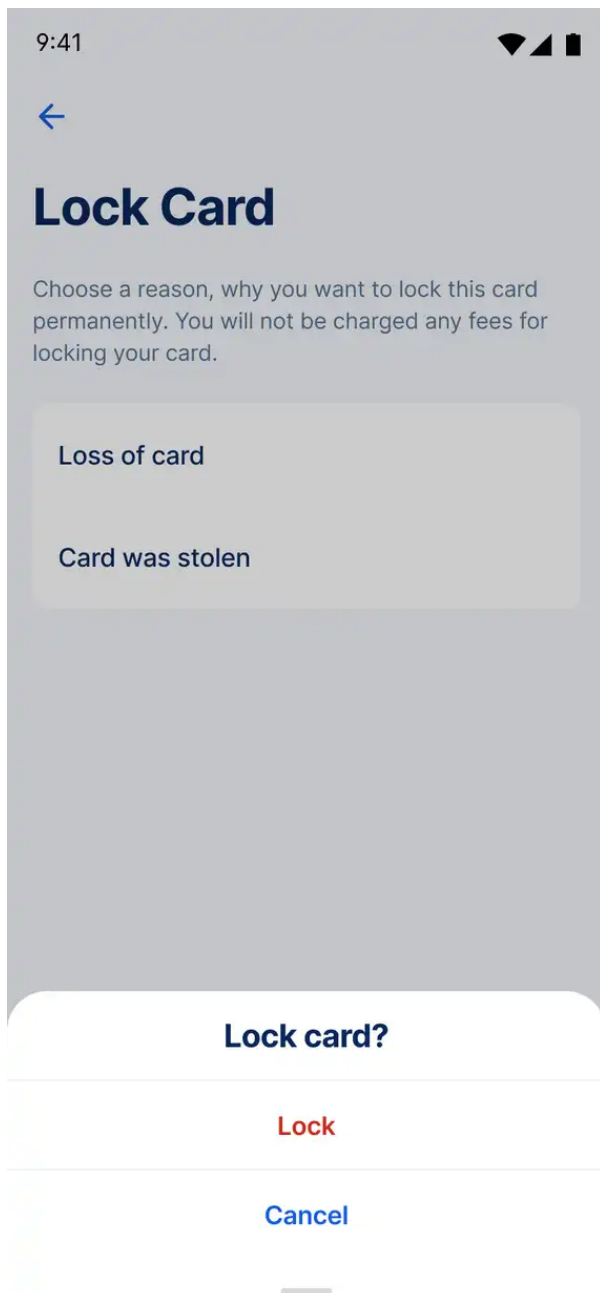
Select a locking reason.



Agree to lock your card by choosing **"Lock"** in the pop-up window.

Your card is now locked immediately (and

free of charge).



The screenshot shows a mobile app interface for locking a credit card. At the top, the status bar displays the time 9:41 and signal/battery icons. Below the status bar is a blue back arrow. The main heading is "Lock Card" in bold. A subtext explains: "Choose a reason, why you want to lock this card permanently. You will not be charged any fees for locking your card." Below this, there is a light gray box containing two options: "Loss of card" and "Card was stolen". At the bottom of the screen, there is a white bar with the text "Lock card?". Below this bar are two buttons: "Lock" in red and "Cancel" in blue. A thin gray line is visible below the "Cancel" button.

Your new card is being reissued within 3 business days. You can always **access the PIN** of your card via **"Functions" → "Show PIN"**.

Web Browser

Lock your card:

Choose "Your Products" in the menu.

Go to "Cards".

Choose the card you'd like to lock.

Alternatively, you can also choose the card from your overview.

Go to "Card Features".

Scroll down to "Services/Card status".

Choose "Lock".

Select a locking reason.

Click "**Lock now**" to lock the card permanently.

Your card is locked immediately (and free of charge).

Your new card is being reissued within 3 business days. You can always **access the PIN** of your card via "**Card Features**" → "**Your code (PIN)**".

If there's no emergency and you simply want to deactivate certain **card features**, that's also easily possible via George.

If your card is broken or, for example, you are going on a holiday trip shortly before the card's expiration date, you can **reorder your card**. Your old one is then automatically locked.

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