George

**Your Products** 

**Debit Cards** 

## **Debit Cards: Authorisations**

Last Article Update 29.04.2024

You have probably already noticed it - you pay something with your debit card, but the amount does not immediately appear in the transaction list, instead it is shown as an authorised payment. Read on to find out what this is all about...

Authorisations are card payments that you have already made, but which have not yet been finally booked by the merchant. For example, when you bought something with your debit card in a supermarket.

This means that although the amount does not yet appear in your transaction overview, it has already been taken into account in the balance and is therefore no longer available.

To give you a better overview of your (authorised) card payments and the available amount, George shows you the payments that have already been booked, but also the authorised ones.

App

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To view the authorisations, select the desired account in the overview. George shows you how many authorised card payments you have. If you click on this field, you will get a list with all of them. If you need more information, select a payment and you will see a description of it, your card details, the merchant name, the location and the booking date.

Web Browser

To view the authorisations, select the desired account in the overview under "Your products". George shows you in the account history how many authorised card payments you have. You can also see how much the total of all authorised card payments amounts to. When you click on a payment, you will see the booking details including card details, merchant info, location and date of execution as well as the time of purchase.

## (i) Please note

Erste Bank und Sparkasse cannot delete any of your authorisations. For this, it is best to contact the shop where you have paid. If you have urgent questions about your transactions, the colleagues at the s ServiceCenter or your personal advisor will be happy to help you.

Author: Tamara Berger-Feichter

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**Credit Card: Authorisations** 

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