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How to Lock Your Debit Card

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Sometimes life happens: Your debit 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, make sure to immediately lock your debit card via the George browser version or the George app.

*This article explains how to lock your debit card. In order to find out how to lock your credit card, **[please click here](#)**.*

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Lock your card via phone call

You can of course also lock your card by calling **+43 5 0100 – 50333** (from AT or abroad). For example, if you can't access George at the moment. The support team is here for you 24/7 and can lock it any time.

App

Lock your card:

Access George.

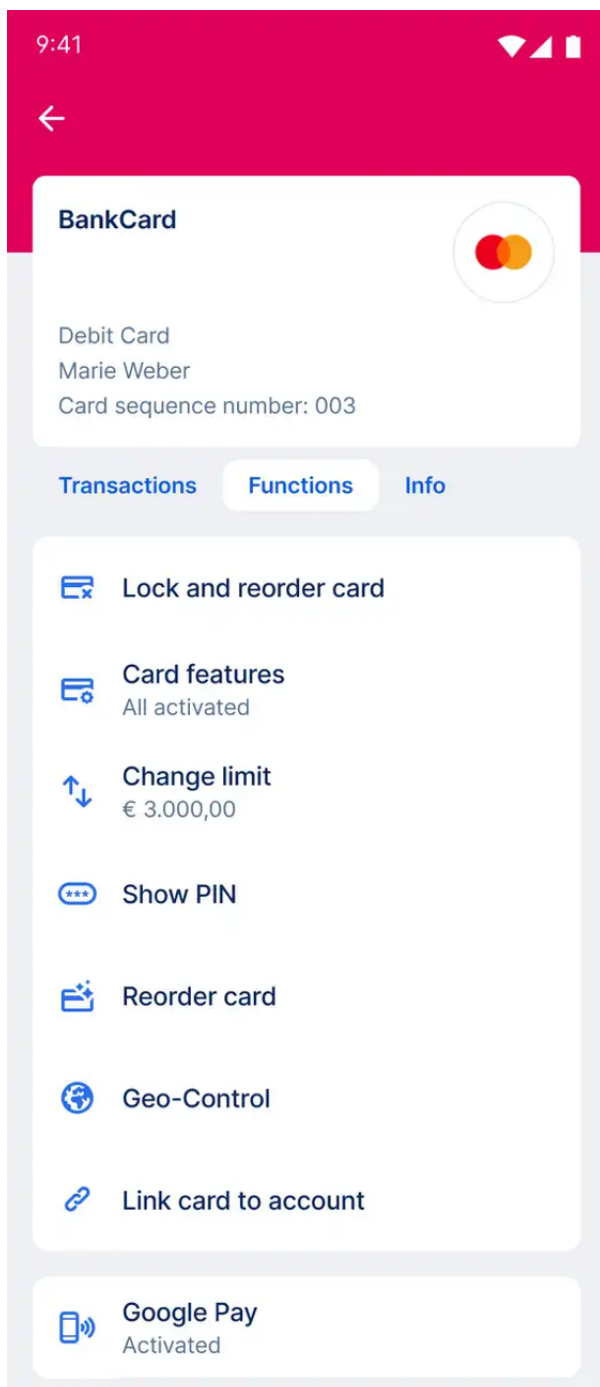
From your George overview, choose your giro account.

Go to "Functions".

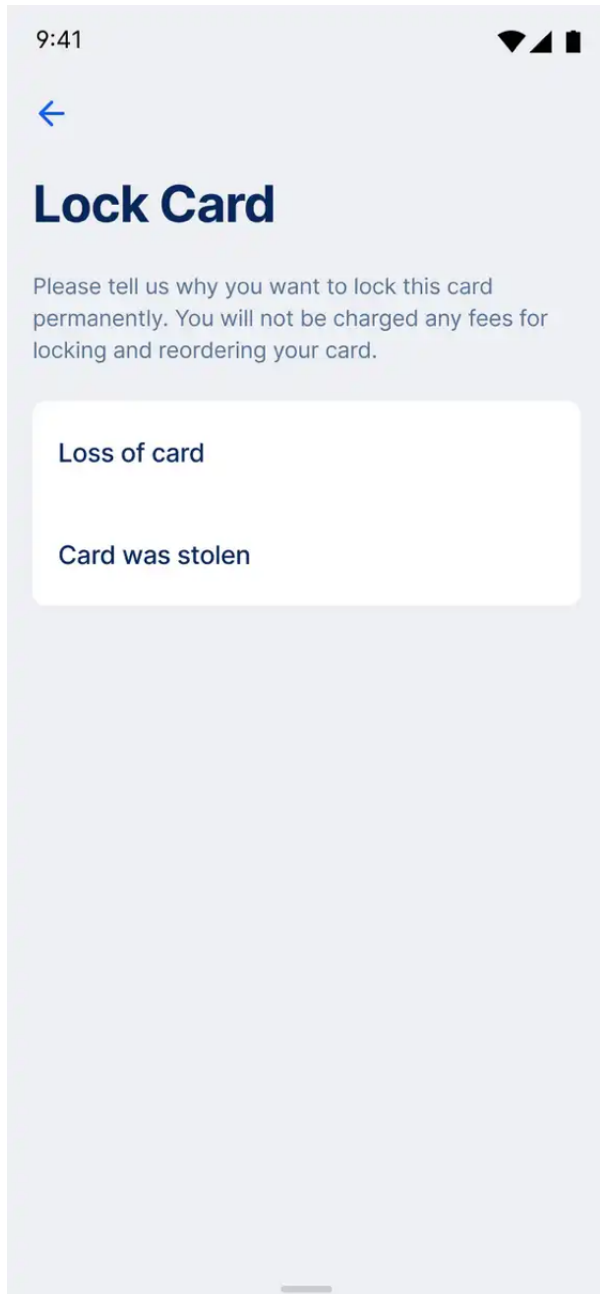
Go to "Cards" and choose the card you'd like to lock.

Go to "Functions" again.

Choose "Lock and reorder card."

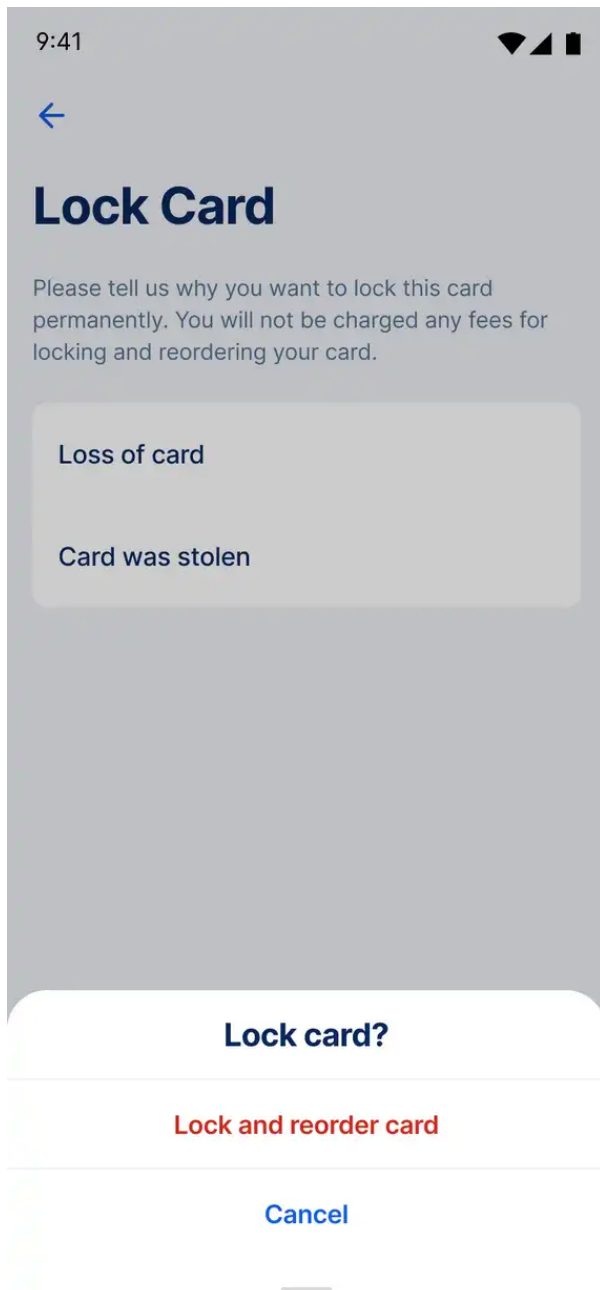


Select a locking reason.



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

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



A new card is being reissued within 3 business days. A new code will be sent to you within max. 5 business days. Same goes for **locking your credit card**.

Web Browser

Lock your card:

Access George.

Choose "Your Products" in the menu.

Go to "Current accounts".

From there, choose the relevant giro account.

Alternatively, you can also choose the giro account from your overview.

Go to "Debit Card(s)" on the left.

Choose the card you'd like to lock.

Scroll down to "Services/Card status".

Choose "Lock".

Choose a locking reason.

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

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

A new card is being reissued within 3 business days. A new code will be sent to you within max. 5 business days. Same goes for **locking your credit card**.

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

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

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