24. How do I block a credit or debit card?

If you cannot find your credit or debit card, you can temporarily block it in Westpac One® online banking to prevent someone else from using it. When you find your card, you can simply unblock it in Westpac One too. If you have lost your card or it has been stolen, you can cancel the card and order a new one through Westpac One.

To temporarily block and unblock your cards:

1. Once logged in to Westpac One, scroll to the bottom of the Accounts screen and click on '**Manage my Cards**'

2. Select the card you would like to manage

3. Switch the toggle on the right to '**On**' to temporarily block or to '**Off**' to unblock this card.

To cancel your card and order a replacement:

1. Once logged in to Westpac One, scroll to the bottom of the Accounts screen and click on '**Manage my Cards**'

2. Select the card you would like to manage

3. Select '**Lost or stolen card**'

4. Click '**Lost**' or '**Stolen**'

5. Click '**Cancel and replace**'

6. Click '**Confirm**'.