

What should I do if I lose my card or it is stolen?

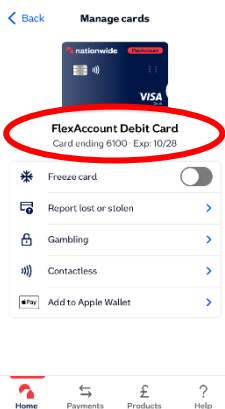


If your Nationwide bank card is lost or stolen, it is important to let us know as soon as possible so that no-one else can use your card.



You can let us know that your card is lost or stolen:

- on the Nationwide banking app
- by internet banking
- by phone.



On the Nationwide banking app

1. Log into the Nationwide banking app.
2. Go to the profile icon on the top right.
3. Choose **manage cards**.
4. Select the card that is lost or stolen.
5. Select **Report as lost or stolen**.



By internet banking

1. Log into the internet bank.
2. Select **Need help? Send us a message.**
3. Select **Chat with us.**



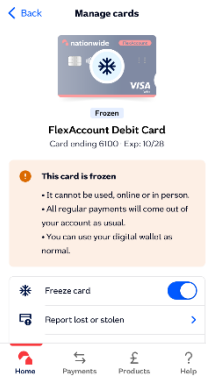
By phone

For **current accounts, credit cards, savings cards, passbooks** or **certificates** phone 0800 055 66 22.



When should I freeze my card?

If you can not find your card, but you know it is not lost or stolen, you can freeze it until you find it.



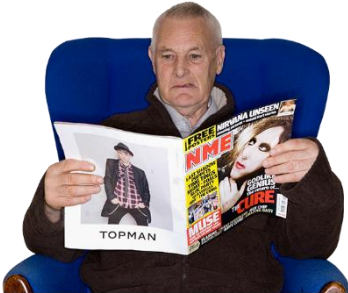
You can freeze your card in the Nationwide banking app.



If you freeze your card, you can not use your card to pay for things.



Direct debits, standing orders, Google pay, Apple pay, or Samsung pay will still work when your card is frozen.



Regular card payments like subscriptions, will also take place.



If you find your card you can unfreeze it.



made with
photosymbols®

Images from the Photosymbols Picture Bank, copyright Photosymbols

This document was co-produced by people with a learning disability and Mencap for Nationwide.