

How to report your card lost or stolen using our app

Audio transcript

You can report your card as lost or stolen in our app. Simply log on to our HSBC UK Mobile Banking app and select 'Cards'.

Choose the card you want to report as lost or stolen, then select 'Report a card issue'.

Choose 'Your card's Lost or stolen'.

Make sure that the card you want to replace is pre-selected, and then tap 'Continue.'

Complete the incident details form by selecting the drop-down answers.

Then select 'Continue' again.

You can now review the details you've entered and see the postal address a new card will be sent to. Once reviewed, select 'Confirm'.

You'll receive a replacement card by post within 4–10 working days.