

Freeze and unfreeze cards using our app

Audio transcript

If you can't find your debit or credit card, you can stop it from being used by temporarily freezing it with the HSBC UK Mobile Banking app, and if you do find it, it's quick and simple to unfreeze it.

Simply log on to our HSBC UK Mobile Banking app.

And select 'Cards'.

Choose the card you want to freeze and select 'Freeze card'. You'll now see the card is frozen. It will stay frozen until you unfreeze it, or report it as lost or stolen.

If you find your card and you want to unfreeze it, follow the previous steps and select 'Unfreeze card'.

And you'll now see the card is active and ready to use.