

WHAT SHOULD YOU DO IF YOUR CARD IS LOST OR STOLEN?

If your card is ever lost or stolen,
act fast to protect your money and your data
by following these steps:

1. BLOCK THE CARD

Ask your bank to block the card.

There are 2 options:

- Call your bank's designated number for these cases, whether you're in Spain or abroad.
- Log in to your bank's website or app on your mobile phone.

It's very easy: enter the app,
select the card and click the block option.

2. REPORT THE THEFT

After blocking the card,
go to the police and file a report.

If someone uses your card,
the complaint will help you
to dispute the purchase and get your money back.

3. CHECK YOUR ACCOUNT

Remember that you don't need to have your card with you to make purchases.

Sometimes you just need to know:

- the card number,
- the expiry date,
- the holder's name,
- and the security code.

So check the payments that have been made with your card to see if there are any you don't recognise.

4. DISPUTE SUSPICIOUS CHARGES

If you see a payment that you didn't make, call the bank and notify customer service.

The representative will help you recover money from unauthorised charges.

5. PROTECT YOUR CARD AND PIN

You are responsible for protecting your card and your secret number, your PIN number.

So be careful when using your card and don't share your PIN with anyone.



Tips to avoid scams:

- **Connect from a secure Wi-Fi network.**
Protect your Wi-Fi network with a password.
- **Shop only on secure websites.**
To know if a website is secure,
look for a padlock at the top of the browser
and make sure that the address starts with «https».
- **Protect your mobile.**
Set a password that only you know
and activate the tracking function in case you lose it.
- **Protect your card.**
If it is lost or stolen, only use the options
provided by your bank to report the loss or theft.
- **Don't share personal information.**
Be careful on social media.
If you share personal information,
scammers could use it.
- **Don't share your bank details.**
Don't write them down on paper
or share them with friends or on the internet.
- **Be careful.**
When you enter your PIN at the ATM
or use your card,
make sure no one is watching.
- **Keep an eye on your belongings.**
Pay attention, especially in crowded places.