

Hot listing and Reissuance FAQ's

Q1. How do I block my credit card?

When a card is lost or stolen or damaged, the same should be blocked immediately and reissued. Request to block & reissue of card can be made through following channels:-

- Website sbicard.com
- Mobile App
- 24X7 helpline Dial 39 02 02 02 (prefix local STD code) or 1860 180 1290
- SMS send BLOCK XXXX (Last 4 digit of your card number) to 5676791 from your registered mobile number.

Q2. How do I report Lost/Stolen credit card and reissue through website?

To report lost/stolen credit card and reissue through website, follow these simple steps:

- Step 1 Log in to your account on sbicard.com
- Step 2 Click on 'Report Lost/Stolen Card' under the 'Requests' tab on the left
- Step 3 Select the card number to report the lost card
- Step 4 If you want to get the credit card re-issued, then click on "Reissue Card"
- Step 5 Click 'Submit'

Q3. How do I report Lost/Stolen credit card on Mobile App?

- Step 1 Login to your account on SBI Card mobile app.
- Step 2 Tap on "Menu" at the top left hand and click on "Service Request "
- Step 3 Tap on "Report Lost/Stolen" card.
- Step 4 Select the card number which is lost or stolen. If you want to reissue it, tap on "Reissue Card".
- Step 5 Tap on "Submit"

Q4. How do I report Lost/Stolen credit card through IVR?

- Step 1 Call on the SBI Card helpline 1860 180 1290 or 39 02 02 02 (prefix local STD Code) & select your preferred language.
- Step 2 Press 2 to report lost/stolen credit card.

Q5. How will I know whether my card is blocked or not?

After successful submission of request through any of the above channels, you will receive a block confirmation via SMS and mail in your registered mobile number and email id.

In case you do not receive a block confirmation, please call the SBI Card helpline 39 02 02 02 (prefix local STD Code) or 1860 180 1290.

Once a credit card is blocked, the same card plastic cannot be re-activated. When a card is reissued, a replacement card with a different number is sent to your registered mailing address. However, please note that blocking your card does not lead to the closure of your credit card account.

Q6. How can I place the request to reissue the new card?

You can place a request to reissue a card against lost/stolen card through

- Website sbicard.com
- Mobile app
- By writing to us at sbicard.com/email
- By calling us at our helpline

Q7. How to make request to reissue card through Website?

Log on to sbicard.com > Click on the 'Request"> Click on "Reissue/Replace Card" > Select the card number > Click 'Submit'

Q8.How to make request to reissue card through mobile app?

Log in to sbicard mobile app > Tap on the "Menu tab" at the top left hand> Tap on "Service Request " > Tap on "Reissue/Replace Card" > Select the card number > Tap on "Submit"

Q9. When will I get my reissued/replaced card?

After making the request to reissue/replace card, you will get the new card in 7 working days. However, it may take some more time depending upon your location.

Q10. Will there be fees to replace /reissue a card?

A replacement fee of Rs 100 + taxes will be charged in case of reissue/replacement.

Q11. I have recently received the new card; how can I activate it?

You can login to your SBI Card account at sbicard.com to activate your card or write to us at sbicard.com/email. You may also call us on our helpline number 1860 180 1290 or 39 02 02 02 (prefix local STD code) to activate your card.

Q12. Is my Account Number different from Card Number?

Yes SBI Card Account Number is different from Card Number both cannot be same.