

## **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.