If your credit card is lost or stolen

If you have a credit card, you always run the risk of losing it. However, there are preventative steps that you can take to avoid hassles. Two fundamental principles apply: always protect your card and be attentive to your bank account to detect unusual movements.

Lost your credit card?

If your card goes missing and you are sure that you have lost it, call your bank immediately to ask for cancellation. You can go directly to a branch of the financial institution or make this request through your online banking facility. Store your bank's contacts in your mobile phone, so you do not waste time when you need help.

Was your credit card stolen?

If you are sure that you are facing a theft situation, contact the police immediately. It is advisable to do this quickly because you may avoid being held responsible for charges that you did not make. If it is already too late, you will have to bear the charges to your card up to a maximum of €150.

Did the card disappear outside the country?

In case of loss or theft outside of Portugal, the best solution is to get into direct contact with the MasterCard or Visa networks to ensure that the situation is resolved quickly. These support services are always active, but they are not free. It is a good idea to inform yourself in advance about the costs associated with these operations.

"*An ounce of prevention is worth a pound of cure*"

It is impossible to predict if your credit card will be lost or stolen without warning, so prevention is the best bet. Avoid saving PIN numbers or passwords in your wallet that could give immediate access to your account if stolen. Register the number and validity date of your card in your mobile phone, as you will be asked for this information when reporting an incident to your bank. If you can not get in touch with the bank or the authorities, call the payment network directly- Visa or MasterCard.

The safest choice is to sign up for a card that includes theft protection. If you already have a card, ask your bank if this option is covered. This protection system will safeguard you in case of theft, fraud, loss or misappropriation. You will still be able to detect abnormal movements. When the situation is resolved, check to see if any unauthorised transaction has been committed immediately after reporting the incident.

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