



Sparkasse

Emergency block number 116 116

Blocking your card(s) or online banking

Have you lost your Sparkasse card¹ or Sparkasse credit card? Or do you suspect that your online banking login has got into the wrong hands? Keep calm and act quickly. Arrange for your card and/or online banking to be blocked. Here we explain how to do this.



**Central emergency block
number: 116 116**

Available around the clock, 365 days a year.

Lost card(s)

- Have your card(s) blocked by calling the emergency block number
- Central emergency block number from within Germany: 116 116 (free of charge)
- Central emergency block number from abroad: +49 116 116 (fee charged)
- Have your sort code, account number and credit card number ready
- Apply for replacement card(s)
- If your card(s) has/have been stolen, report it to the police immediately.

Tip: As an alternative to calling the emergency block number, you can have your credit or debit card(s) blocked through your online banking or in the App Sparkasse. Instructions for this are provided below.

¹ This product is a debit card.

Weil's um mehr als Geld geht.



Sparkasse

Blocking a card in online banking

- 1. Log in**
Use your login details to access your online banking.
- 2. Go to Service-Center**
Click on “Service-Center” on the homepage.
- 3. Report your lost card**
Select “Kartenverlust melden” (“Report lost card”).
- 4. Select the block**
Usually, you now have to select whether you want to block a debit or credit card. Once you have made your selection, you can block the card immediately.
- 5. Card blocked**
Your credit or debit card is blocked with immediate effect.

Blocking a card in the App Sparkasse

- 1. Open the app**
Open the App Sparkasse on your smartphone.
- 2. Block the card**
In the quick access options at the top, there is a “Karte sperren” (“Block card”) icon. Tap it and follow the instructions.
- 3. Card blocked**
Tap “Karte sperren” (“Block card”). Your credit or debit card is blocked with immediate effect.

i Note

Depending on your Sparkasse, the individual options in the Service-Center may differ slightly in content or appearance.

Card Control¹

Access via online banking:

The function is available to you in the “Service-Center” under “Konten, Karten und Finanzprodukte” (“Accounts, cards and financial products”). Alternatively, enter “Card Control” in the search bar.

Access via the App

Sparkasse:

The function is available to you at the top in the quick access options or under “Services”.

With Card Control, you can adjust the way your card is used flexibly and individually. Card Control is useful for anyone who wants to use their Sparkasse card or Sparkasse credit card more securely and individually. You set where and how your card can be used, minimising the risk of misuse and simultaneously increasing the transparency of your finances.

i Note

The Card Control function is not a substitute for full card blocking.

¹ only with participating Sparkassen.

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