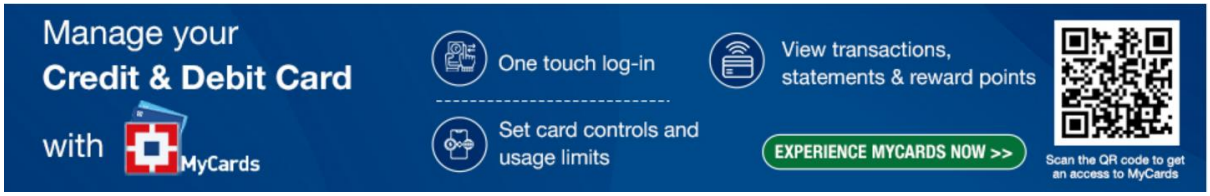
Block and Reissue Lost-Stolen Credit Card



If you have lost your HDFC Bank Credit Card or it has been stolen or damaged, you can hotlist/block your card by any of the ways mentioned below:

Block Credit Card via –

1. My cards

- Click on MyCards link https://mycards.hdfcbank.com/
- Enter registered mobile number and OTP
- On the Credit Card homepage*, click on Block Card Tab
- Select the reason for hotlisting and continue further
- You will receive a confirmation that the card has been hotlisted successfully

*Register your card by entering last 4 digits of your Credit Card number and the Date of Birth (DOB)

2. EVA

- Visit HDFC website using www.hdfcbank.com
- Click on the EVA chatbot on the right-hand side
- Select Credit card services followed by hotlist your credit card
- Enter your registered mobile number and OTP
- Enter your Date of Birth in DD/MM/YYYY format and click on proceed
- Enter the last 4 digits of your Credit Card and proceed

3. Whatsapp

- Our WhatsApp no is 70700 22222, say Hi and proceed ahead
- Complete your one-time registration, input the last 4 digits of the customer ID followed by the OTP
- Simply type your query related to Credit Card or Select from the options (Under Other Services, select Credit Card services)
- Under Credit Card Services select Block my Credit Card and share reason for blocking
- The last 4 digits of your Credit Card will be displayed for Hotlisting. Kindly check before clicking on proceed to block

4. Mobile Banking

- Login to Mobile Banking via HDFC Bank app
- Login using your pin or fingerprint (if enabled)
- Click on Menu on the left-hand side corner

- Click on Pay and then on Cards. This will show details of the Credit card/s linked to your account
- Click on the Credit Card number you wish to hotlist
- Select the reason for hotlisting and block the card
- You will receive a confirmation that your Credit Card has been hotlisted successfully

5. Net Banking

- Login to NetBanking using Customer ID and Password. https://netbanking.hdfcbank.com/netbanking/
- Click on Card Section and then select Credit Card on the left-hand side
- Click on Requests and then on Credit Card hotlisting
- Select the Credit Card for hotlisting, select reason and mention remarks and confirm
- You will receive a confirmation that the card has been hotlisted successfully

6. SMS Banking

- Register your mobile number with the bank, if not registered.
- SMS "Block CC <last 4 digits of your Credit Card number>" on 7308080808 from your registered mobile number. eg "Block CC 1234" on 7308080808

7. Phone Banking

- Please call at our Phone Banking numbers 1800 202 6161 / 1860 267 6161 (accessible across India). Customers travelling abroad can reach us on +9122 61606160
- Follow the instructions to block your Credit Card (Please keep your details like Customer Id /account number/registered mobile no handy) to proceed further.

8. Branch Banking

You can hotlist Credit Card by visiting your nearest HDFC Bank branch.

- Collect application form from the branch or download the form (Resources>>Form center>> Personal >>Credit Cards>>Blocking ATM & Credit Card Form https://www.hdfcbank.com/personal/resources/forms-centre/forms-center-personal
- Fill the form and submit at the branch