99146001153004, 99146001153004

Card blocking in case of loss or theft

Modul	Sachverhalt
Leistungsschlüssel	99146001153004, 99146001153004
Leistungsbezeichnung I	Card blocking in case of loss or theft
Leistungsbezeichnung II	
Typisierung	7 - Service- und Sonderrufnummern
Quellredaktion	Hessen
Freigabestatus Katalog	unbestimmter Freigabestatus
Freigabestatus Bibliothek	unbestimmter Freigabestatus
Begriffe im Kontext	
Leistungstyp	Leistungsobjekt mit Verrichtung
Leistungsgruppierung	Sonderleistungen (146)
Verrichtungskennung	Einrichtung (153)
SDG-Informationsbereich	
Lagen Portalverbund	Verbraucherschutz (1150300)
Einheitlicher Ansprechpartner	Nein

Modul	Sachverhalt
Fachlich freigegeben am	21.01.2013
Fachlich freigegen durch	Hessian Ministry of the Interior and Sport
Handlungsgrundlage	
Teaser	
Volltext	If your debit or credit card has been stolen, you must have the card blocked as soon as possible to prevent misuse. Tip: Check with your bank whether it is connected to the nationwide blocking emergency number 116 116 or whether you may have to use a different blocking number. Save this number in your mobile phone so you don't have to search for it in an emergency. Further information on the nationwide blocking emergency call can be found on the Internet on the website of the "Polizei-Beratung" (blocking emergency number 116 116) However, blocking it via your house bank or credit card company only prevents your card from being used in the PIN procedure – it is still possible to pay by presenting your card and forgery your signature at your expense. You can find out more about this topic under "EC and credit card fraud" TIP: In Germany, it is possible to have cards blocked via the "KUNO" system ("combating crime in cashless payment transactions by using non-police organisational structures"). KUNO is electronically connected to retailers and network operators and, at your request, can transfer the card's data to the lock files of the POS systems. It is then no longer possible to pay with the blocked card by electronic direct debit (without entering a PIN). More about "KUNO" can be found on the website. https://www.polizei-beratung.de/ https://www.polizei-beratung.de/themen-und-tipps/betrug/ec-und-kreditkartenbetrug/zentraler-sperr-notruf.h

Modul	Sachverhalt
	tml https://www.polizei-beratung.de/themen-und-tipps/betrug/ec-und-kreditkartenbetrug.html https://www.kuno-sperrdienst.de/ https://www.polizei-beratung.de/ https://www.polizei-beratung.de/themen-und-tipps/betrug/ec-und-kreditkartenbetrug/zentraler-sperr-notruf.html https://www.polizei-beratung.de/themen-und-tipps/betrug/ec-und-kreditkartenbetrug.html https://www.kuno-sperrdienst.de/
Erforderliche Unterlagen	
Voraussetzungen	
Kosten	As a rule, there are no costs for blocking the cards and reimbursing the advertisement. Reissuing a debit or credit card may incur costs. Check directly with your bank or credit card company.
Verfahrensablauf	As soon as you notice the loss of the card, contact the competent authority for blocking it. To do this, you usually need your account number (if possible also the bank code) and, for credit cards, the full credit card number. After you have ordered the card to be blocked, you should immediately report any theft or loss to the police.
Bearbeitungsdauer	
Frist	To avoid damage caused by misuse of the lost or stolen cards, you should have your cards blocked immediately after you notice the loss.
weiterführende Informationen	
Hinweise	
Rechtsbehelf	
Kurztext	

Modul	Sachverhalt
Ansprechpunkt	• for blocking the debit card: Your house bank or the nationwide blocking emergency number 116 116 • for blocking the credit card: the respective map institute or the nationwide blocking emergency number 116 116 • for the loss/theft report: any police station
Zuständige Stelle	
Formulare	
Ursprungsportal	Kartensperrung bei Verlust oder Diebstahl, Card blocking in case of loss or theft