

Travel Card

Card Services

Lost, Stolen or Damaged Cards

If your Multi-currency Cash Passport is lost, stolen or damaged, reporting this to Card Services immediately will help protect the funds on the Card.

The dedicated Card Services team is on hand to help, 24 hours a day, 7 days a week. If your Multi-currency Cash Passport goes missing, call Card Services straightaway and they will cancel it, giving complete protection of your funds (subject to full compliance with the terms and conditions). Card Services can then make appropriate arrangements to minimize the impact on your trip, including emergency cash replacement up to the available balance of your Card, subject to availability³.

³ The emergency cash service may not be available in every country - depending on the availability of the money transfer network.

To find details on how to contact the 24/7 Card Services helpline by phone, please use any of the phone numbers listed below.

Free to call Emergency Country	Contact Numbers Telephone Number†
Originating Country	Access Number
QATAR	00800100330
ANGUILLA	1 877 352 3133
ANTIGUA + BARBUDA	1 877 352 3134
ARGENTINA	0800 666 0026
AUSTRALIA	1800 098 231
AUSTRIA	0800 293 724
BAHAMAS	1800 389 0523
BAHRAIN	8000 4838
BARBADOS	1 877 352 3135
BELGIUM	0800 77 228
BERMUDA	1877 352 4439
BRAZIL (from landline)	0800 892 3560
BRAZIL (from mobiles)	+55 21 3956 9200
BRITISH VIRGIN ISLANDS	1 877 352 4440
BULGARIA	800 116 1169
CAYMAN ISLANDS	1 877 352 4449
CHILE	123 0020 7887
CHINA	10 400 6399165
COLOMBIA	1 800 518 1711
COSTA RICA	800 015 0605
CROATIA	0800 223 179
CYPRUS	800 96 361
CZECH REPUBLIC	800 143 722
DENMARK	808 84 857
DOMINICAN REPUBLIC	1888 156 1388
DOMINICA	1 877 352 9266
ESTONIA	800 011 1359
FINLAND	0800 918 279
FRANCE	0800 916 940
GERMANY	0800 181 4595
GREECE	00800 4413 1532
GRENADA	1 877 352 9267
GUAM	1 877 697 0248

HAWAII	1 877 887 9856
HONG KONG	800 966 321
HUNGARY	0680 018 878
ICELAND	800 98 78
INDIA	000800 100 7960
INDONESIA	1 803 0441 1368
IRELAND	1800 535 564
ISRAEL	180 943 1521
ITALY	800 789 525
JAPAN	00531 780 221
LATVIA	800 03 736
LITHUANIA	880 031 068
LUXEMBOURG	800 28 166
MALAYSIA	1800 814 933
MEXICO	01800 123 3480
MONACO	800 93 677
NETHERLANDS	0800 023 3935
NEW ZEALAND	0800 444 691
NORWAY	800 14 326
PANAMA (+ PUERTO RICO)	1 877 697 0250
PERU	0800 54797
PHILIPPINES	1800 1442 0143
POLAND	00800 441 2460
PORTUGAL	800 880 501
PUERTO RICO (+ PANAMA)	1 877 697 0250
RUSSIA	810 800 2500 2044
SAUDI ARABIA	800 844 2790
SINGAPORE	800 441 1379
SLOVAKIA	800 001 684
SOUTH AFRICA	0800 982 674
SOUTH KOREA	00798 4434 1279
SPAIN	900 958 973
ST KITTS & NEVIS	1 877 352 9270
ST LUCIA	1 877 352 3975
ST VINCENTE	1 877 352 3976
SWEDEN	020 796 949
SWITZERLAND	0800 834 918
TAIWAN	0080 104 4292
THAILAND	001800 442 212
TRINIDAD & TOBAGO	1 800 203 0194
TURKEY	00800 4463 2089
TURKS & CAICOS	1 877 352 3980
UAE	8000 440 628
UK	0800 056 0572
URUGUAY	000 413 598 3672
USA/CANADA	1 877 465 0085
US VIRGIN ISLANDS	1 877 352 3982
VENEZUELA	800 100 8565
Other Countries	+44 (0)207 649 9404††

† There may be a charge for calls to these numbers, if phoning from a hotel or mobile phone.

†† Please remember to add the international prefix of the country you are in at the beginning of this number (in most cases this is 00, for example 0044 207 649 9404). Calls to this number are not free of charge.

If you notice any transactions on your Multi-currency Cash Passport that are incorrect or that you don't recognize, please call the 24 hour Card Services helpline immediately. In addition, if you believe your PIN or any other security information may have been compromised, please call Card Services.

User Guide

The User Guide contains all the program fees & Limits as well as the cardholder terms and conditions.