

Blocking gambling transactions on Visa Debit and Credit cards.

If you're wanting to take control of your money and stop spending on online gambling sites and mobile apps, we can support you. We have an optional feature that attempts to block gambling transactions made on your card, so you can keep on top of your day-to-day expenses and focus on your longer term financial goals.



How it works

The block can be applied to any Visa Debit or Credit Card. It blocks the merchant codes that are associated with gambling companies.

If you're the primary or secondary card holder on a joint credit card account, you can request the block be placed on your own individual credit card and/or an additional card holder's card, for example if your children or dependents have an additional card that is linked to your account, you can place the block on their cards so that they won't be able to spend any money on gambling.

The block can be removed whenever you like. However, it can take two working days for the block to be applied or removed.

Once the block is applied, if you try to use the card online with a merchant that uses one of the popular gambling merchant codes, the transaction will be declined. This does not stop you from using your card at physical gambling locations, such as casinos, or buying a lotto ticket at a supermarket.

How to request to get the block put on

You can request the block on your Visa credit card or Visa Debit Card by sending us a secure mail through our mobile app or internet banking, at your **nearest Kiwibank**, or by calling our contact centre on 0800 11 33 55.

The fine print

If you get a replacement card in any situation other than where the card has expired, (for example, if you lose your card and request a new one) then the block will end because your card number will be different. In that situation you will need to call us on 0800 113 355 when you receive your new card to request that we put the same type of block on it.