

# HELP

# I've lost my wallet



Losing your wallet or handbag can mean losing your credit cards, driver's licence, mobile phone and also everything else that was in it. If you have lost your wallet, or even your whole bag, below are details of service providers to help you cancel and re-order lost items.

Banks	
Westpac	<b>Westpac Indigenous Call Centre</b>  <b>Ph: 1800 230 144</b> Email: <a href="mailto:indigenousbusiness@westpac.com.au">indigenousbusiness@westpac.com.au</a>  Find out more: <a href="http://www.westpac.com.au/about-westpac/sustainability/initiatives-for-you/indigenous-banking.html">www.westpac.com.au/about-westpac/sustainability/initiatives-for-you/indigenous-banking.html</a>  <b>Westpac</b> <b>Ph: 132 032</b>
ANZ	<b>Aboriginal and Torres Strait Islander telephone line</b>  <b>Ph: 1800 037 366</b>
NAB	<b>Indigenous Customer Service Line</b>  <b>Ph: 1800 966 100</b>  Find out more: <a href="http://www.nab.com.au/contact-us/personal/indigenous-customer-service">www.nab.com.au/contact-us/personal/indigenous-customer-service</a>
CBA	<b>Indigenous Customer Assistance Line</b>  <b>Ph: 1800 700 682</b>  Find out more: <a href="http://www.commbank.com.au/corporate/industries/indigenous-banking.html">www.commbank.com.au/corporate/industries/indigenous-banking.html</a>

Emergency services	
Emergency	<b>Ph: 000</b> if an emergency
Police Assistance Line	<b>Ph: 131 444</b> (for non-urgent matters e.g. lost or stolen property)

Driver's license	
New South Wales	<b>Ph: 13 22 13</b>
Victoria	<b>Ph: 131 171</b>
South Australia	<b>Ph: 131 084</b>
Northern Territory	<b>Ph: 1300 654 628</b>
Western Australia	<b>Ph: 131 156</b>
Queensland	<b>Ph: 137 468</b>
Tasmania	<b>Ph: 1300 851 225</b>
Australian Capital Territory	<b>Ph: 132 281</b>

Medicare	
Medicare	<b>Aboriginal and Torres Strait Islander Access Line</b>  <b>Ph: 1800 556 955</b>

Phone service	
Telstra	<b>Indigenous hotline</b>  <b>Ph: 1800 444 403</b>
Optus	<b>Customer service</b>  <b>Ph: 133 937</b>



### Services Australia (Centrelink)

Services Australia	<b>Indigenous call centre</b> Ph: 1800 136 380
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### Other services

Financial Counselling Australia	<a href="http://www.financialcounselingaustralia.org.au">www.financialcounselingaustralia.org.au</a>
National Debt Helpline	<b>Ph: 1800 007 007</b> <a href="http://www.ndh.org.au">www.ndh.org.au</a>
Indigenous Consumer Assistance Network (ICAN)	<b>ICAN Financial Counselling Services</b> <b>Ph: 1800 369 878</b> <a href="http://www.ican.org.au">www.ican.org.au</a>
Australian Competition and Consumer Commission (ACCC)	<b>Indigenous Infoline</b> <b>Ph: 1300 303 143</b>
ASIC Indigenous Outreach Program Support	<b>ASIC's Indigenous Help Line</b> <b>Ph: 1300 365 957</b> Email: <a href="mailto:iop@asic.gov.au">iop@asic.gov.au</a> <a href="http://www.moneysmart.gov.au/indigenous">www.moneysmart.gov.au/indigenous</a>
13 YARN Lifeline Aboriginal & Torres Strait Islander crisis support line	<b>Ph: 13 92 76</b> <a href="http://www.13yarn.org.au">www.13yarn.org.au</a>

## Have you considered a Digital Wallet?

A digital wallet is simply a mobile version of your plastic debit and credit cards in your wallet that are kept in an app on your phone. To get started simply download a digital wallet app. Common digital wallet apps include Apple Pay, Google Pay, and Samsung Pay. Simply add your card details within the digital wallet app. Many digital wallets can also store loyalty and membership cards.

### For more information on your Westpac digital card visit

[westpac.com.au/personal-banking/mobile-wallets/digital-card/](http://westpac.com.au/personal-banking/mobile-wallets/digital-card/)



**Things you should know:** This information is general in nature and has been prepared without taking your objectives, needs and overall financial situation into account. For this reason, you should consider the appropriateness for the information to your own circumstances and, if necessary, seek appropriate professional advice. This document, 'Help I've lost my wallet', is produced by the Davidson Institute. The Davidson Institute offers a range of money management topics for individuals, businesses and community organisations to help them build their financial confidence. For more information visit [davidsoninstitute.education](http://davidsoninstitute.education) This information is current as of July 2023. If you come across any other relevant information not included here, please email us at [info@davidsoninstitute.education](mailto:info@davidsoninstitute.education) and we will consider its inclusion for the next update of this document © Westpac Banking Corporation ABN 33 007 457 141 AFSL and Australian credit licence 233714.

