

Gambling support from your bank

Audio transcript

Placing a bet can be fun, but sometimes it might be hard to know when to stop or to recognise there's a problem.

You could be worried about the amount of money you're spending.

Maybe you're having trouble paying the bills or you're hiding things from family and friends.

Maybe you're concerned about a loved one who's behaving differently and it's affecting your relationship.

Whatever the reason you're worried about gambling, your bank can help.

You can add a blocker on debit card payments to gambling services through the HSBC mobile app, by talking to us over the phone, or by visiting a local branch.

Gambling operators in the UK can't accept credit card payments, so we will automatically decline those transactions too.

We can't guarantee that we'll stop every gambling transaction and bear in mind, you will be responsible for any payments that go through.

A card blocker could help you to take back control of your spending and we know that more people could be using them.

Gambling doesn't just affect your finances, it can also affect your mental health, so talking about it can be a positive first step.

If you need someone to talk to, you can get in touch with organisations like TalkBanStop, GambleAware and the StepChange Debt Charity – and they'll be ready to help.