



Central Office, Chander Mukhi, Nariman Point Mumbai – 400 021 Web Site: www.centralbankofindia.co.in

CENTRAL CARD DEPT

Annexure I

Process Flow

If a customer wish to avail the details related to their account/s such as last 5 txn details / amount due and due date for payment / unbilled amount , facility has been provided by Central Bank of India via missed call.

The below steps are required to be followed by the customer for availing the above details –

- The customer will be required to send a missed call from his/her registered mobile number to **9223512345** to initiate out bound IVR call.
- On receiving a missed call on the number, Bank will trigger an Outbound call (OBD-IVR) to the same number.
- On answering the call an IVR will be played which will ask the customer to:
Press 1 for Amount due and Due Date .
Press 2 for Last 5 Transactions .
Press 3 for Un billed amount .
- Based on the input from the customer, Bank will furnish details and send to customer via SMS on his registered mobile.

Missed Call is required to be send to +919223512345

Requests will be accepted from only registered mobile number, else appropriate SMS will be sent.
