



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

DEBIT CARD DEPT

1st Floor, Central Bank (MMO) Building, 55 M. G. Road, Fort, MUMBAI – 400 023.

Annexure I

Process Flow

If a customer loses his/her debit card, a facility will be provided by Central Bank of India which will enable him/her to block or hotlist his/her debit card.

The customer will be required to send SMS from his/her registered mobile number to initiate his/her card hot listing request. Format of the SMS request will be as under

LOST<space><Card NO. >/ <Account No >

SMS is required to be send to 9967533228

The request from SMS banking will send details to CBS through internet banking for hot listing of cards. New transaction will be customized for the same. Based on request format card/s will be hot listed.

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

There will be 3 options available to customer:

OPTION 1: All cards attached to registered mobile to be hot listed

If customer does not remember the exact card number then customer will send the SMS request through the registered mobile number as

Type SMS

LOST

and

Send to +919967533228

SMS example: LOST

Based on requesting mobile number **all the cards of the mobile holder where he is primary card holder will be blocked.**

SMS confirmation will be sent to customer on successful response of card hot listing. In case the mobile number is not registered then appropriate SMS will be sent to requester.

OPTION 2: Only mentioned card number to be hot listed

In this case, customer will send the SMS request through the registered mobile number with appropriate card No as



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Type SMS

LOST<space><Card NO>

and

Send to +919967533228

SMS example: LOST 5044370011112222

If requested card number and the requesting mobile belong to same person as primary card holder, then only card under reference will be hot listed as per request.

SMS confirmation will be sent to the customer on successful response of card hot listing from ATM SWITCH. In case the Mobile number is not registered or the card no is wrong appropriate SMS will be sent to the requester.

OPTION 3: All cards linked to mentioned primary account to be hot listed

In this case, Customer will send the SMS request through the registered mobile number with account No as

Type SMS

LOST <space><ACCOUNT NO>

and

Send to +919967533228

SMS example: LOST 3333344444

(Here the account number will be along with check digit as available to customer on passbook/statement)

If requested account number and the requesting mobile belong to same person, then only request will be taken up for processing. All the cards of the requester where mentioned account is primary linked account will be hot listed.

SMS confirmation will be sent to customer on successful response of card hot listing from ATM SWITCH. In case the Mobile number is not registered or the account number is wrong appropriate SMS will be sent to the requester.

When Request mobile no is attached to multiple accounts in CBS

In case the mobile no from which the request is initiated, is attached to multiple accounts, CBS will send negative response & will not initiate any hot listing request.