

## **Hot listing of Credit Card Process Flow**

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

**BLOCK or STOLEN <space>**

**OR**

**BLOCK or STOLEN <space> <FIRST 6 DIGITS OF CARD NO FOLLOWED BY LAST 4 DIGITS OF  
CARD NO. >**

**Note :- The customer can choose either of the keyword i.e BLOCK or STOLEN to send the SMS and not both together.**

**SMS is required to be send to +918080856856**

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

There will be 2 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**

**BLOCK or STOLEN <space>**

and

**Send to +918080856856**

**SMS example: BLOCK or STOLEN**

Based on requesting mobile number **all the cards of the mobile holder will be blocked.**

SMS confirmation will be sent to customer on successful response of card hot listing. Separate SMS will be send to the customer for each card. 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

**Type SMS**

**BLOCK or STOLEN <space> <FIRST 6 DIGITS OF CARD NO FOLLOWED BY LAST 4 DIGITS OF CARD NO. >**

and

**Send to +918080856856**

**SMS example: BLOCK or STOLEN <space> 4622440741**

**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 SWITCH. In case the Mobile number is not registered or the card no is wrong appropriate SMS will be sent to the requester.

@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@@