

## **How to report Loss of ATM/Debit Card**

Following Options are available to the Customer for reporting Loss or unauthorized use of ATM/Debit Card

- **Mobile App :**
  - Customer has the option to block the ATM/Debit Card using CCB Mobile App
  - Customer should log into the App by entering Password.
  - Thereafter Customer should enter in to the Card Control Section
  - Customer should select the Account
  - The Card Number of the Subscriber will be displayed.
  - Customer should block the Card by clicking the Button
- **Website :**
  - Customer should access the Bank Website by entering the URL : [www.citizencreditbank.com](http://www.citizencreditbank.com)
  - Towards the right hand side of the page, there is an option to “Lodge a complaint.” Customer should click on this.
  - This Link creates a Ticket wherein the Customer is required to fill in
    - Name
    - Mobile Number
    - Branch
    - Account No.
    - Ticket Category : Digital Banking Services to be selected from Drop down Menu. Subsequently, Blocking of ATM Card is to be selected from Drop down Menu
    - Reason needs to be indicated
    - Account Number & Card Number needs to be filled in
    - Ticket Subject may be entered as Loss of ATM/Debit Card
    - Your Email
    - There is an option to add any attachment (not mandatory)
    - Click the button to create a Ticket
- **Dedicated Helpline:**
  - The Bank has a dedicated toll-free helpline number 1800 123 0209 where ATM/Debit Card holders can report loss of ATM/Debit Card over call
  - This helpline is available to Customers from 10 am to 6 pm
- **SMS Helpline**
  - Customer can send an SMS “BLOCK CARD No. XXXX XXXX XXXX from his registered Mobile Number to +919619023122
- **Email ID**
  - Customer can send an Email to [operations@citizencreditbank.com](mailto:operations@citizencreditbank.com) indicating his/her ATM/Debit Card number. This email needs to be sent from his registered Email ID only.
- **Branch :**
  - Customer can visit the nearest CCBL Branch and report Loss of ATM/Debit Card.

## Guide to Website

### 1. Lodge a complaint



### 2. Fill in your details in the Ticket Creation Form. Select Ticket Category

**Create a Ticket.**

WELCOME TO CITIZENCREDIT CO-OPERATIVE BANK LTD

**Name \***

**Mobile No \***

**Branch \***

**Account No. \***

**Ticket Category**

**Ticket Subject**

**Your Email**

3. Select Digital Banking Services/Blocking of ATM Card.  
Indicate reasons for Loss of Card  
Fill in balance fields in the form

Create a Ticket.

WELCOME TO CITIZENCREDIT CO-OPERATIVE BANK LTD

Name \*

Mobile No \*

Branch \*

Account No. \*

Ticket Category

Blocking of ATM Card

Reasons \*

Account No. \*

Note : 1 (Enter 16 Digit Account No) Note : 2 Card would be blocked on the next working day

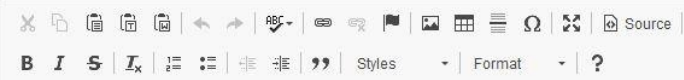
Card No. \*

(last 4 digits of the card no )

4. Create a Ticket

Ticket Subject

Your Email



Attach Files

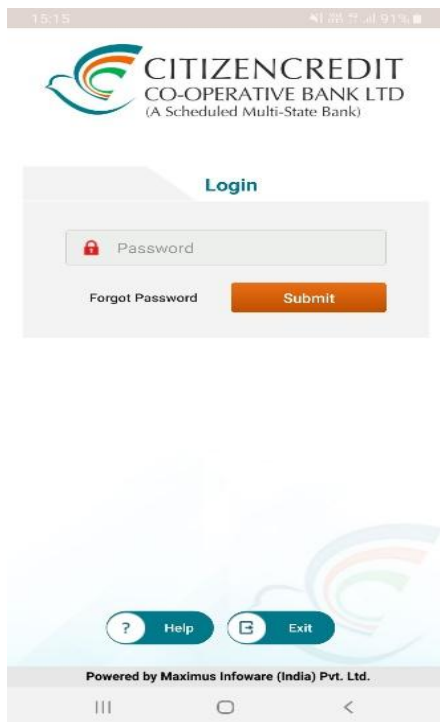
Select File  No file selected.

[Add another file](#)

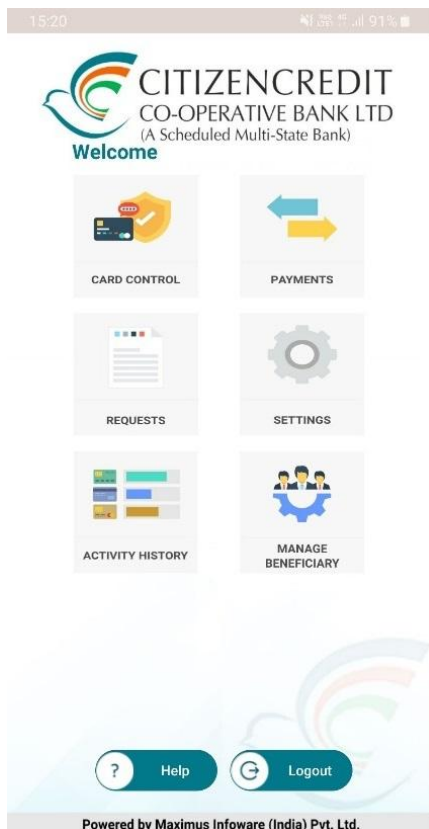
Create Ticket

## Guide to Mobile App

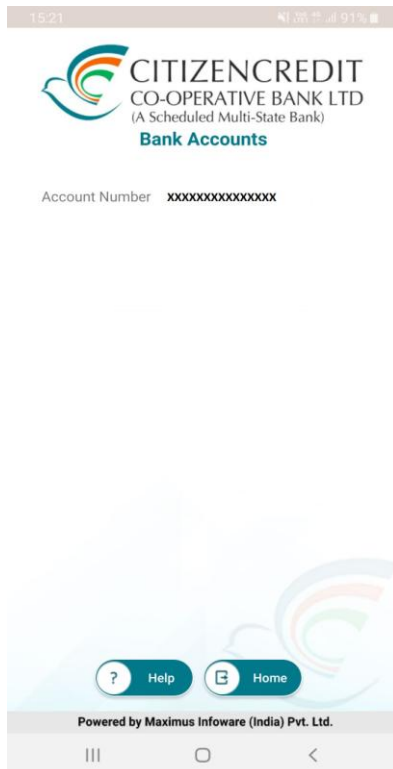
### 1. Enter Password



### 2. Enter Card Control section



### 3. Select the Account



### 4. Block the Card using the slide button

