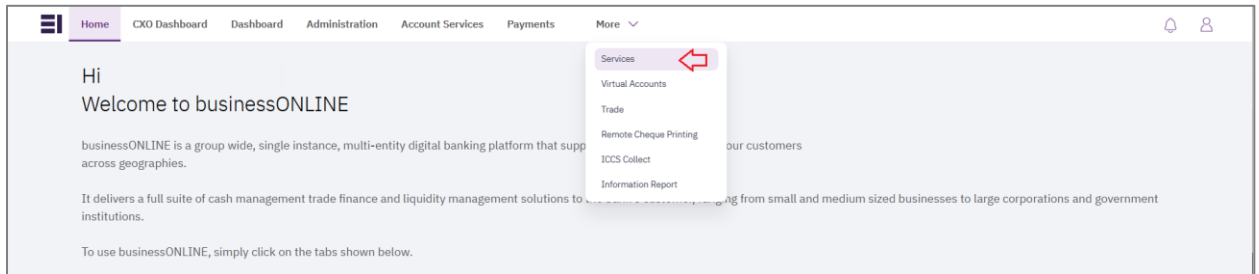


Card Management

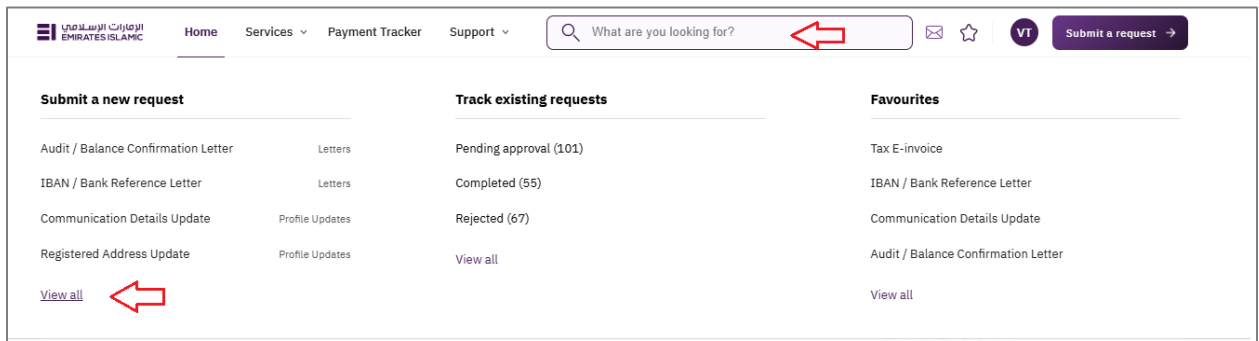


Log into **businessONLINE** to access a comprehensive suite of Instant Banking Service today!

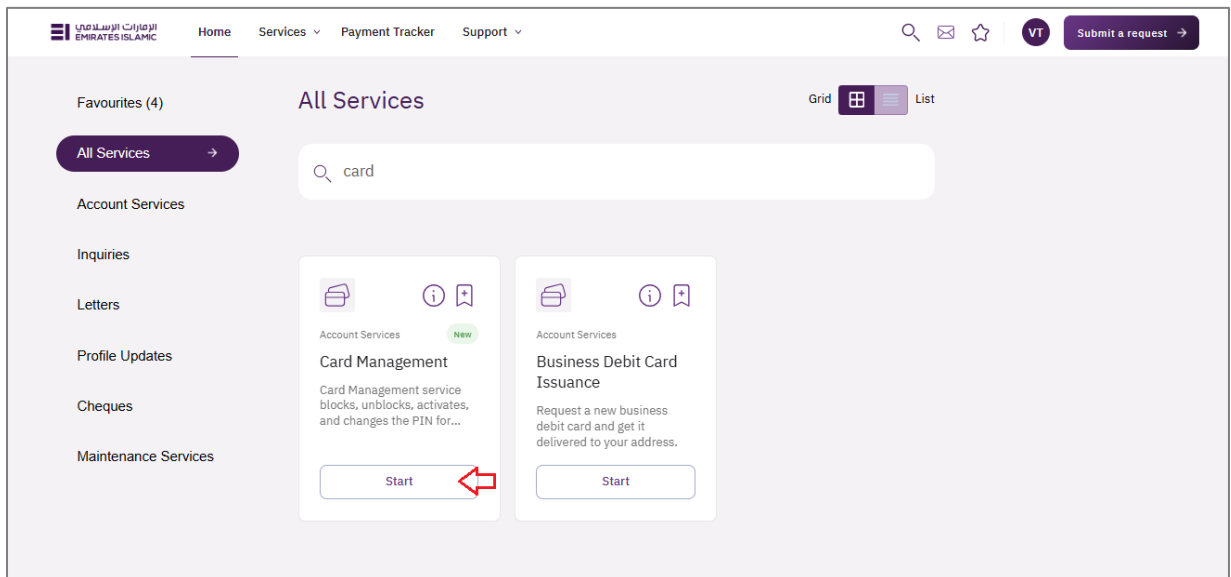
- Log in to BusinessONLINE
- Click 'Services' Tab



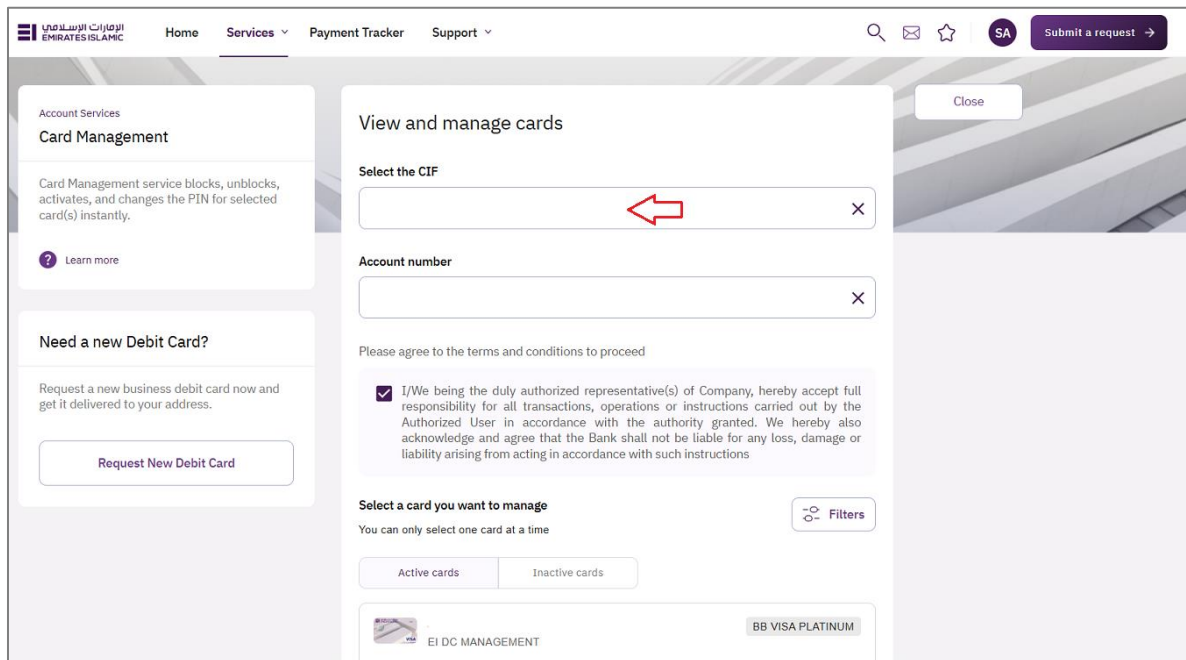
- In services page select 'Services' and click 'View All'.
- Alternatively, you may search in search bar for the services (IBAN, Trade License etc.)



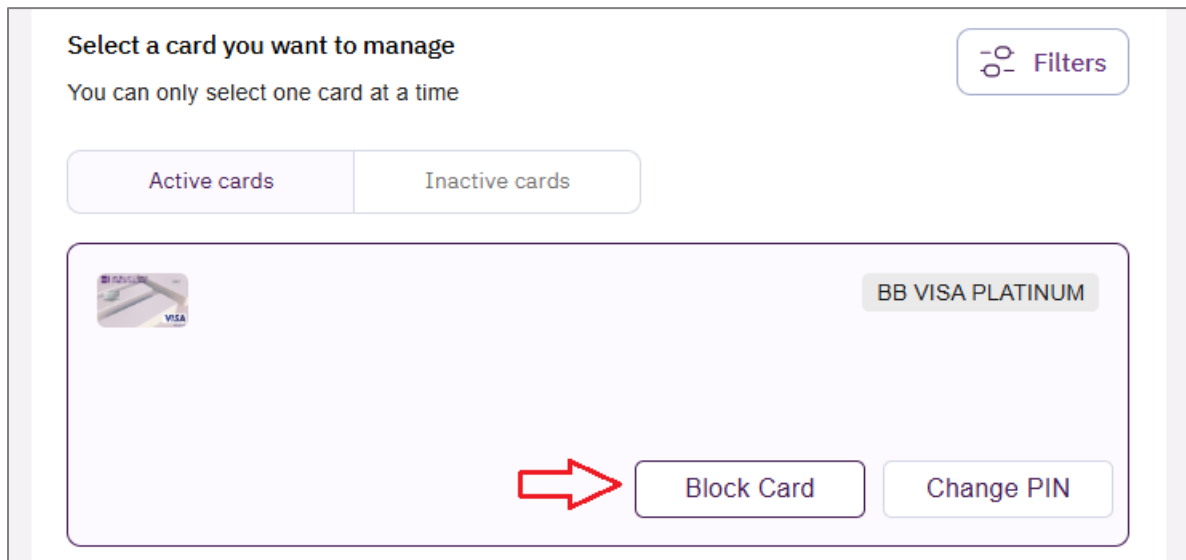
- Click on start for 'Card Management.'



- Select the company 'CIF.'
- Select the account.
- Existing cards will be displayed under 'Active Card / Inactive Cards'



- Select 'Block Card' to block the card or 'Change PIN' for changing the card PIN.



- For Block card choose 'Temporary block' or 'Permanent Block'
- For 'Permanent Block' choose the reason from the dropdown and 'Submit'

Choose an option to block your card

Temporary Block Permanent Block

*Temporary blocked cards can be unblocked later.

Submit

Choose an option to block your card

Temporary Block Permanent Block

Reason for block

Closed

Damaged

Fraud

Lost


Stolen

- To activate a blocked card or replace a card click on 'Inactive Cards'
- Select the card and click 'Activate.' (only temporary blocked card can be activated)

Select a card you want to manage Filters

You can only select one card at a time


Active cards Inactive cards



VISA GOLD

New

Activate Replace Card



- Set the PIN and click 'Submit.'

Set your card PIN

Enter PIN Re-Enter PIN

Set your card PIN
Do not set PIN with repeat numbers (example: 1111,2222,3333).
Do not set PIN with sequential or inverse numbers (example: 2345, 9876).


Submit

- To replace a card click on "Replace Card"

Select a card you want to manage Filters

You can only select one card at a time

Active cards Inactive cards



VISA GOLD
New

Activate Replace Card

- Select the replacement reason
- Tick the check box on the consent
- Click on 'Submit'

Select the reason for replacement of card

Select the reason for replacement

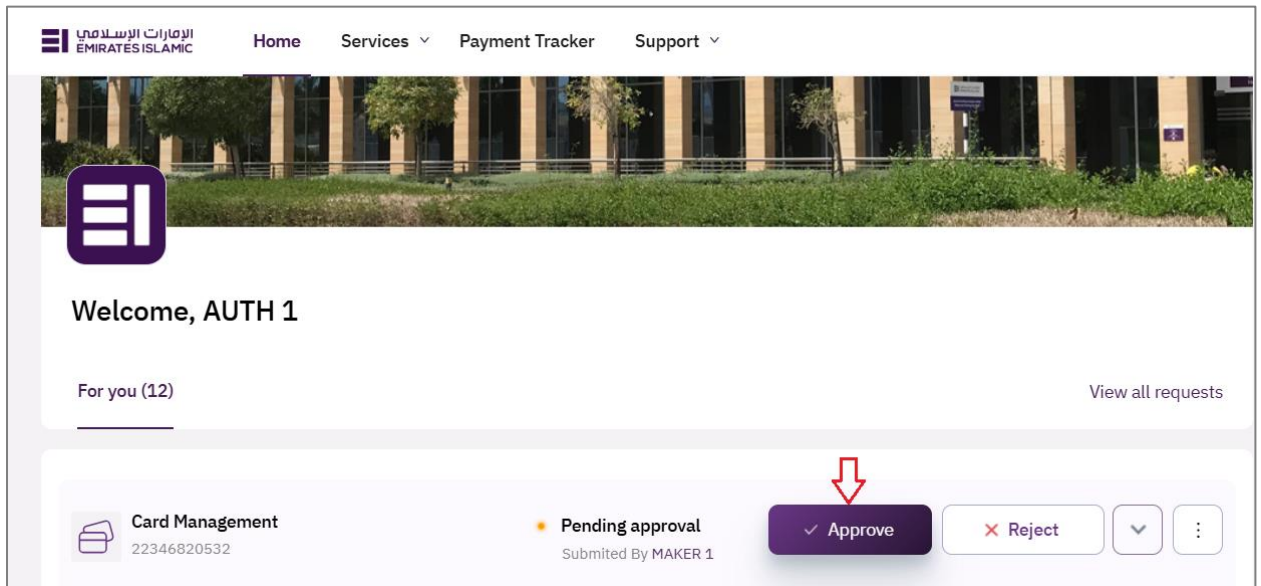
Lost

Charges are applicable, please refer to SOC

I/We being the duly authorized representative(s) of Company, hereby provide express consent for the Bank to issue a replacement debit card as per my/our request.

Submit

- In case of second approval required.
- Log in with authorizer in businessONLINE.
- Click 'Services' and click on tab 'For you.'
- Select the request and select 'Approve.'



- Open the service tab homepage – click on 'For you' tab.
- You can view the status of the request.
- Once bank process the request, status will get updated as 'Completed'.