










## Process of blocking your Debit /Prepaid card




### Block Your Debit Card Through Mobile Banking:

-  Click on the Menu option (3 lines in the top left corner).
-  Select Cards → Manage Card → Temporary Block Card (click the button to activate) → Click on Confirm.

### Block Your Debit Card Through Customer Care:

-  Press 1 for English or 2 for Hindi.
-  Press 0 to report a lost card or suspicious transaction.
-  Press 1 to temporarily block your card → Card will be temporarily blocked, and an SMS will be sent to the registered mobile number.
-  Press 2 to permanently block the card → Customer will need to provide details, and the system will validate them.
-  Press 1 to continue → Card will be permanently blocked, and an SMS will be sent to the registered mobile number.

### Block Your Debit Card Through Customer Care:

-  Call Customer Care at 022-42022100 or 022-69787301.
-  Press 1 for English or 2 for Hindi.
-  Call will be connected to Customer Care officer.

To report Prepaid Card Unauthorized transaction, you may write to us at [prepaid.service@nsdlbank.co.in](mailto:prepaid.service@nsdlbank.co.in)

To know more:

