

# Ways to Block or Report Unauthorised Transactions

## **What are the types of unauthorised/disputed transaction?**

- Cash not dispensed from ATM (partial/full)
- Incorrect transaction amount billed
- Amount was deducted but merchant /beneficiary did not receive funds
- Transaction not done/executed by the customer etc.

## **1. Report unauthorised transaction/disputed transaction**

- To report any unauthorised transaction not done by you, call Capital Small Finance Bank Ltd., 24\*7 Customer Care number: 1800 120 1600
- Email: [customerrelations@capitalbank.co.in](mailto:customerrelations@capitalbank.co.in)
- To report unauthorised transaction through Mobile Application (Capital Mobile+)
  - Login to Capital Mobile+ Application on your mobile
  - Go to Transaction History
  - Click on view for raising complaint of unauthorised transaction
  - Click on Raise Complaint to report unauthorised Transaction.

If you are a victim of online fraud, reach out to the National Cyber Crime at [cybercrime.gov.in](http://cybercrime.gov.in), call the helpline on 1930.

## **2. How to Block the lost or stolen ATM/Debit Card:**

### **A. Responsive SMS Service:**

- Send BLOCK to +919222655555 from the registered mobile no, subsequently the cardholder will receive the confirmation message for card blocking.
- In case the card holder has multiple ATM/Debit cards in the same account and same registered mobile number, please follow below mentioned steps:
  - Send BLOCK <Account No> to +919222655555 from the registered mobile no. The cardholder will get an SMS with all the ATM/Debit cards registered in the account.
  - Send BLOCK <Account No> <Last 4 Digits of your ATM/Debit Card> to +919222655555. The cardholder will receive the confirmation message for card blocking.

### **B. Toll Free Services:**

- Please call 24\*7 Toll free number 18001201600, to Block the Card.

**C. Branch Visit:**

- Visit parent branch and submit request to Block the Card.

**D. Mobile Banking Application and Internet Banking**

- Login to Mobile Application (Capital Mobile+) and Internet Banking
- Click on Debit Card Management
- Click on Card Status
- Dis allow the transaction limit via tapping on ATM, E-Com, POS, and Contactless.

**3. Account Blocking/Freezing:**

- Call 24\*7 at Toll Free Number 18001201600, to freeze the operation of the account.
- Visit Parent branch and submit request
- Login to Mobile Application (Capital Mobile+)
  - Click on Request Services
  - Click on Account Freeze
  - Select Account number

**Always remember:**

- Do not click on any links in the e-mail received from an unknown person
- Do not share any confidential/sensitive information with anyone.