

# Card cancellation

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## Steps to follow

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- 1 Enter the customer's card number.
  - 2 Ask the customer for their name and the address where the card is registered to verify that it is theirs.
  - 3 Ask the customer the reason for the cancellation.
  - 4 Verify that the account has no debit or credit balance. It must have a zero balance and no transactions in transit.
  - 5 Check if the account has any additional charges. If so, it is important to notify the client to continue with the cancellation.
  - 6 Press the button to cancel the card.
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