

# Card blocking

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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 this procedure (loss or theft).
- 4 Press the button to block the card.
- 5 Ask the customer if he/she needs any third party service or new plastic.