

Card cancellation

Steps to follow

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.