

Request a new plastic

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 Agree on the place where the customer will pick up the card (OXXO or nearest BBVA branch) and enter it in the system.
- 4 Press the button to request a new plastic.
- 5 Remind the customer of the place (OXXO or BBVA branch) where he/she can pick up their new card.