

# Request a new plastic

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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 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.
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