

How to Report a Fraud Transaction at ZX Bank

If you suspect or identify a fraudulent transaction on your ZX Bank account, follow these steps immediately to secure your funds and resolve the issue.

Step 1: Contact ZX Bank Immediately

- **Hotline (24x7):**
 - India: 1800 123 9876
 - Sri Lanka: +94 11 2345678
 - Bangladesh: +880 9612 345678
 - Bhutan: +975 2 345678
 - Nepal: +977 1 2345678
 - **Email:** fraudreport@zxbank.asia
 - **Mobile App:** Go to **ZX Bank Asia** app → Support → Report Fraud
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Step 2: Block Your Card or Account (If Applicable)

- **Via Mobile App or NetBanking:**
 - Go to “Card Management” or “Account Services”
 - Select “Block/Card Hotlisting” or “Freeze Account”
 - Confirm the action
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Step 3: Gather Key Information

When reporting, be ready with the following: - Your account number/User ID
- Date and time of the suspicious transaction - Transaction amount and details
- Any SMS/email alerts received - Screenshots or documentation (if available)

Step 4: File a Written Complaint

- **In Branch:** Visit your nearest ZX Bank branch and submit a written complaint.
- **Online:**
 - Use NetBanking > Service Requests > Dispute Transaction

- Email a formal complaint to fraudreport@zxbank.asia
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Step 5: Follow Up & Track Resolution

- ZX Bank will provide a reference number for your complaint.
 - You can track progress via the app (Support > Track Requests) or by calling the hotline.
 - ZX Bank targets resolution within 10 working days.
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Extra Tips

- **Never share PIN, OTP, or passwords with anyone.**
 - **Activate transaction alerts via SMS and Email.**
 - **Regularly review your account statements.**
 - **For urgent blocking, use the “Block Instantly” option in the app.**
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Your safety is our priority. Report suspicious activities as soon as possible to minimize risk.