

PNB card holders may contact our Call Centre Toll Free No: 1800 1800 (or) 1800 2021/ Tolloed No 0120-2490000 for:

- **Cash not received /short received.**
- **Hot listing of card/ Lost Card.**

OR

May send SMS to 5607040 through registered mobile number, linked with account number of issued debit card in the format HOT space Card number e.g. HOT 5126520000000013

Other Bank Card holder may lodge the complaint at the branch, where account is maintained, to which card is linked.

DO's and Dont's for ATM Customers

DO's

- Please make sure you conduct ATM transaction in complete privacy.
- Keep an eye on suspicious movements of people around ATMs. Beware of strangers trying to engage you in conversation.
- Beware of "Shoulder Surfing" (A fraudster will try to watch over your shoulder and may distract you while trying to steal your confidential information like PIN). Hence always keep your PIN confidential from onlookers by covering the keypad while entering the PIN.
- Ensure to collect your card and receipt, after completion of the transaction.
- Look for extra devices attached to the ATMs. These may be put to capture your card number, PIN etc. Inform security guard / bank immediately, if any such device found.
- Please ensure that cash has been collected and transaction is complete before you leave ATM premises. Confirm that the 'Welcome Screen' is displayed on completion of transaction.
- Register your mobile number with the bank for getting SMS alerts of your ATM transaction. Any unauthorized card transaction in the account, if observed, should be immediately reported to the bank.
- Immediately inform the Bank if the ATM / Debit card is lost or stolen. If your card is held back by any ATM, please inform the same to call centre.
- Destroy your card upon card expiry or closure of your account, by cutting it into four pieces through the magnetic strip before disposing it off.
- Change your PIN at least once in 30 days.

DON'Ts

- Never lend your card to anyone.
- Do not write your PIN on the card.
- Never share your PIN with any or seek help from anybody by handing over the card and revealing the PIN.
- Never let anyone see you entering your PIN
- Never use a PIN that could be easily guessed. e.g. Your birthday or telephone number.
- Never leave your card in the ATM.