

**Please follow the below steps to use the various functionalities on Customer Portal of your Multi-Currency Forex card**

Steps for Online Reload:	
Step 1	Click on "Online Reload" tab on the home page post login
Step 2	Click on "Reload" link on the left hand side
Step 3	All wallets available in your card along with the balance get displayed
Step 4	Select the wallet which you want to reload & submit
Step 5	Enter the amount (in foreign currency) to be reloaded
Step 6	Confirm whether you are in India or abroad
Step 7	Click on convert button and on the basis of current (indicative) foreign exchange rate, the total INR amount is displayed
Step 8	Submit the request and confirm

Steps to reset ATM PIN:	
Step 1	Click on "My Request" tab on the home page
Step 2	Click on "Set ATM PIN" link on the left hand side
Step 3	The primary card will appear on the screen; Select and Submit
Step 4	Enter and re-enter the new 4-digit PIN
Step 5	Enter captcha code and submit

Steps to request Card Statement:	
Step 1	Click on "My Request" tab on the home page
Step 2	Click on "Card Statement Request" link on the left hand side
Step 3	All wallets available in the card along with the balance get displayed
Step 4	Select wallet for which you want the statement
Step 5	Select Email (as delivery mode), period and submit

Steps to View transactions:	
Step 1	Click on "My Account" tab on the home page
Step 2	Click on "Transaction Listing" link on the left hand side
Step 3	Select the currency & submit; List of transactions will appear
Step 4	Click on "Next" / "Prev" button to view all the transactions

Steps for Temporary Card locking/unlocking:	
Step 1	Click on "My Account" tab on the home page
Step 2	Click on "Card Lock / Unlock" link on the left hand side
Step 3	Select the "lock / unlock" option & submit
Step 4	Card gets locked / unlocked*

\*This option would ensure that the card cannot be used for any transactions until unlocked