




Credit Card Supplementary Detail Update flow

1. Login to Online Banking

NEPAL APPLY GET HELP 

Sign in to online banking

Username Case sensitive username

Password Case sensitive password



LOGIN

[Forgot Username/Password?](#) [Security Tips](#)

Please remain vigilant and treat calls, emails or text messages purported to be from the Government or health authorities or the Bank with caution. Fraudsters may be using Covid-19 as an excuse to deceive you or your family members into disclosing financial or banking security information. They may also ask you to click on malicious links via your electronic devices, which can introduce malware into your devices, resulting in data compromise or leading to fraudulent financial transactions. The Bank will not ask you for your financial information, banking ID, PIN or Password. It is also highly unlikely that health authorities will do so, whether for contact tracing or otherwise. When in doubt, please call our Client Care Center immediately if you suspect any unauthorized access or transactions on your account.

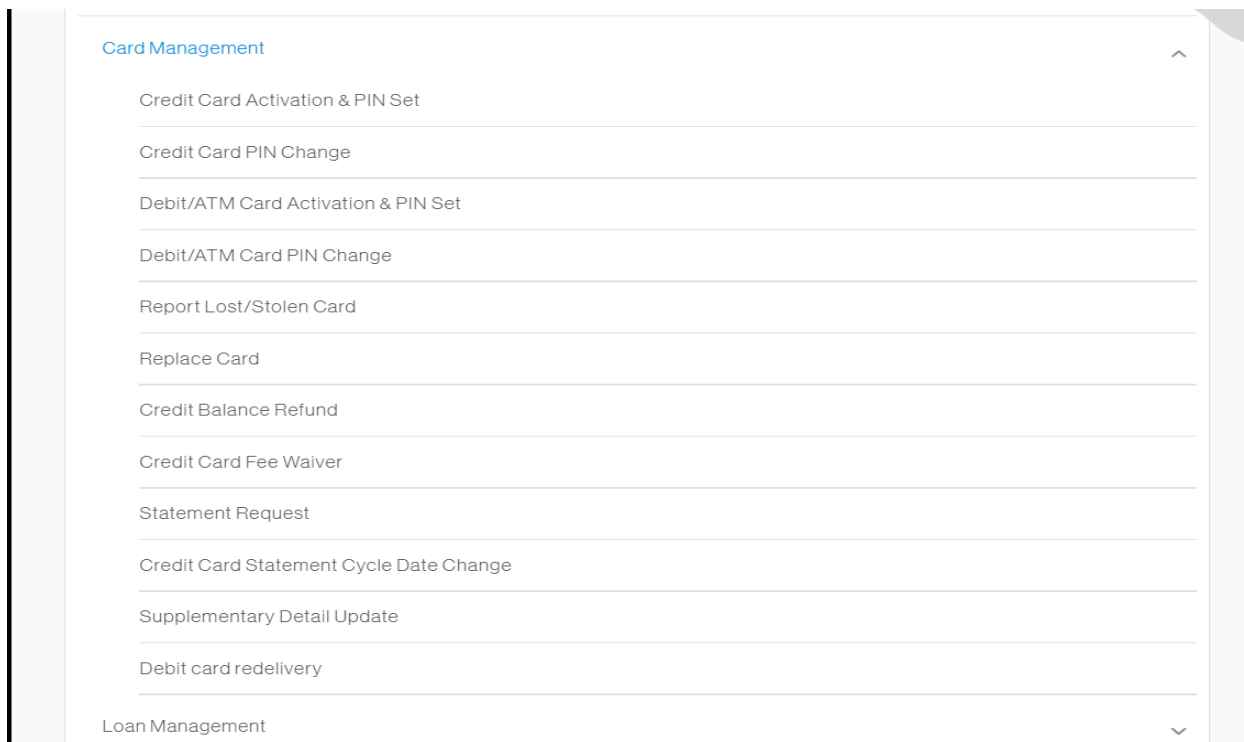
[New to online banking?](#)

2. Post Login, you will find "Help & Services" menu as below

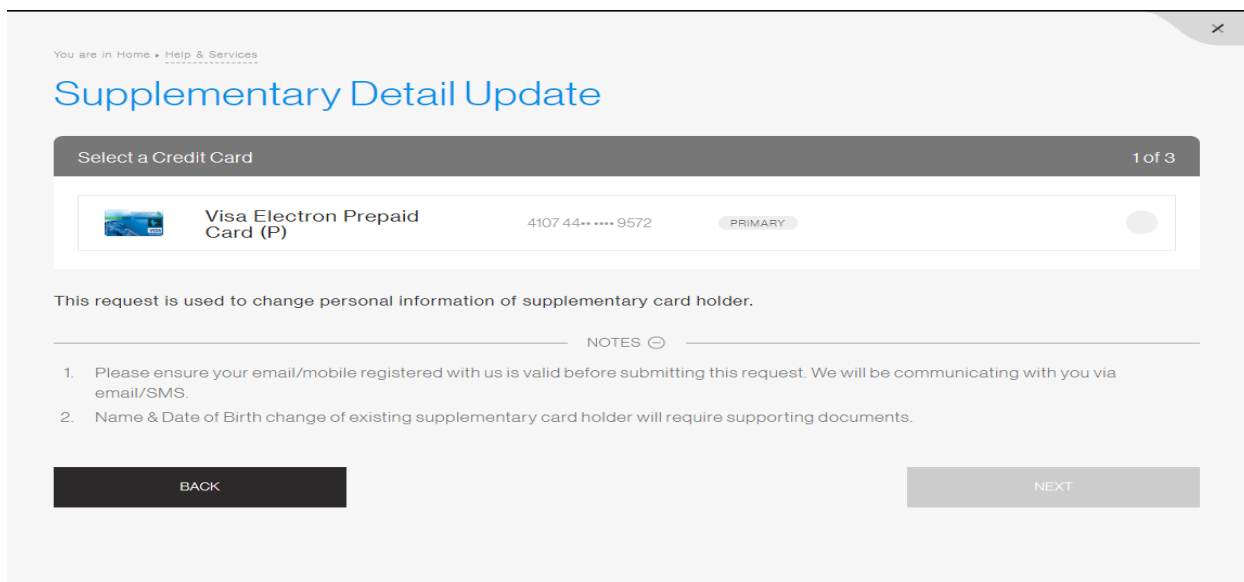
NEPAL  MENU HOME APPLY USEFUL LINKS **HELP & SERVICES** 

You are in Home

3. Once you click on "Help & Services" you will see the option of "Supplementary Detail Update"



4. Please select the Card for which you would like to update the supplementary details and click on next



5. Please enter the details that you want to change/update and click on next

You are in Home » Help & Services

Supplementary Detail Update


Enter Details 2 of 3

What is your request about?

Please describe your request *

DOB to be changed to 04111979

Upload Supporting Documents *

IMG_20190422_203856.jpg
Uploading 25%

[Upload another image](#)

BACKNEXT

6. Please review your request and click on next

You are in Home » Help & Services

Supplementary Detail Update

Review your request 3 of 3

CREDIT CARD	Visa Electron Prepaid Card (P) 4107 44•• •••• 9572
REQUEST DETAILS	Supplementary Detail Update
COMMENTS	DOB to be changed to 04111979
SUPPORTING DOCUMENTS	IMG_20190422_2038561586842918925.jpg

BACKNEXT

7. Once your request is submitted, you will receive a notification as below



Supplementary Detail Update



Your request has been submitted and will be processed.
We are currently experiencing a high volume of requests, and we apologise if you experience any processing delay. We will attend to your request as soon as possible. Thank you for understanding.
To check the status, go to the 'Status' tab under Help & Services.

REFERENCE NO:

NP2004140010000003

CREDIT CARD

Visa Electron Prepaid Card (P) 4107 44•• •••• 9572

[VIEW STATUS](#)