



User Manual for Block of Debit Card through FI channel

Bank of India

Version 1.0

Version No	Date	Author	Reviewer
1.0	26 th March 2021	Varsha Masurkar	

Block Debit Card

- As a part of Ease Banking Service and as requested by FI HO, Bank has introduced Block DEBIT Card service through TCS provided FI BC channel.

Please find the Steps to use the Block Debit Card Services:

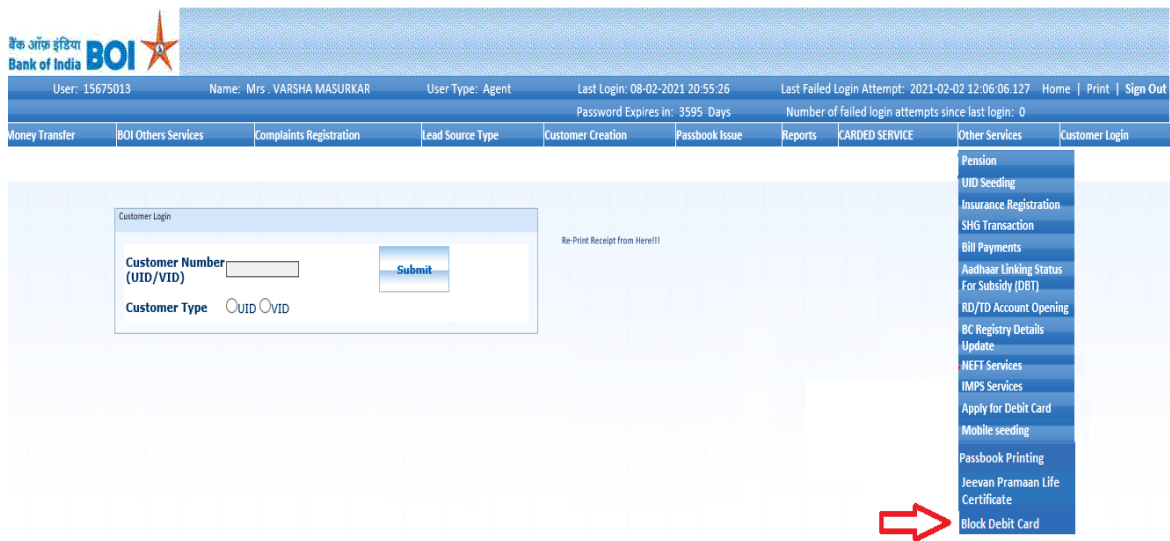
- Access the BOI FI Portal using below mentioned URL: <https://fi1.bankofindia.co.in/>
- To login the application, BCs user have to enter their User Id, Password and Captcha. Then click on “Login” button to continue.

A screenshot of a login form. It contains fields for 'User', 'Password', and 'Enter Text'. The 'Enter Text' field contains a captcha image with the characters 'U d D j H y'. To the right of the captcha is a 'Regenerate the image' link. Below the 'Enter Text' field is a 'Login' button.

- After that BCs/Aadhaar holder has to give the **Consent** before clicking on the Verify button in the given consent box and that is mandatory for capturing fingerprint of Aadhaar holder as per Aadhaar Act and Regulations 2016 as mentioned in UIDAI guidelines. Then tick mark the consent box and click on “Verify” button for capturing and authenticating the fingerprint.

A screenshot of a fingerprint verification process. At the top, it says 'Finger Print Verifying Process' and 'Verifying finger for User ID 11000127'. Below this is an image of two hands, with a red box highlighting the index finger of the left hand. Below the image is a consent checkbox that is checked, followed by a paragraph of text: 'I hereby provide my consent in accordance with Aadhaar Act 2016 and regulations made under, for being authenticated for this transaction initiated by myself using my above mentioned Aadhaar number. I declare that I am aware that this Aadhaar authentication will lead to authorization for a financial transaction from my Aadhaar-linked bank account. I understand that bank will not receive from Aadhaar any personal information other than positive/negative authentication response. Aadhaar number will be securely retained as per UIDAI guidelines.' At the bottom of the text is a 'Verify' button.

- After successful login into the application, BCs will find **Block Debit Card** option under “**Others Services**” menu.




- After clicking on Block Debit Card option, Block Debit Card page will appear, on the same page customer has to enter the “**Customer UID/VID**” and then click on “**Submit**” button.

Block Debit Card

Customer Type * UID VID

Aadhaar Number*

 Fields marked with * are mandatory

Block Debit Card

Customer Type * UID VID

Virtual ID *

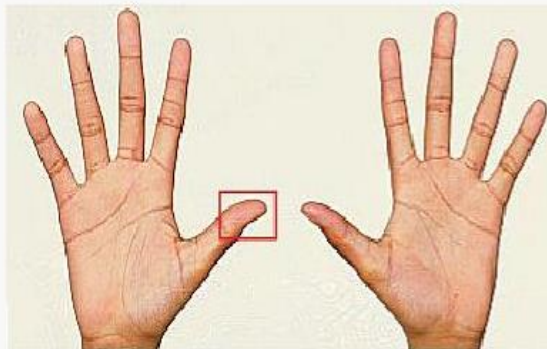
 Fields marked with * are mandatory

- After click on submit button, “Customer have to capture Fingerprint for authentication”.
- After that BCs/Aadhaar holder has to give the **Consent** before clicking on the Verify button in the given consent box and that is mandatory for capturing fingerprint of Aadhaar holder as per Aadhar Act and Regulations 2016 as mentioned in UIDAI guidelines. Then tick mark the consent box and click on “**Verify**” button for capturing and authenticating the fingerprint.

Finger Print Verifying Process

Finger Print Verifying Process for Debit Card Block

Verifying finger for AADHAR number/User ID XXXXXXXXX2540



I hereby provide my consent in accordance with Aadhaar Act 2016 and regulations made under, for being authenticated for this transaction initiated by myself using my above mentioned Aadhaar number. I declare that I am aware that this Aadhaar authentication will lead to authorization for a financial transaction from my Aadhaar-linked bank account. I understand that bank will not receive from Aadhaar any personal information other than positive/negative authentication response. Aadhaar number will be securely retained as per UIDAI guidelines.*

- Once Customer fingerprints are successfully authenticated, then **Account Selection** page will appear with “**Account number**” which is linked with provided Aadhaar number. In case if customers account is seeded with one or more account number with the same Aadhaar number then account numbers will be displayed accordingly.
- BC can select “**Account number**” as per customer request through which customer wants to fetch Debit Card numbers for blocking.

Debit Card Block Account Query

Serial No	Customer ID	Account Number	Mobile Number	Select
1	000498850	012218210011027	+919897025458	<input checked="" type="radio"/>

- Then click on “**Submit**” button to proceed further.
- After click on Submit button, Card numbers mapped to the account will be displayed on the screen with a radio button as below:

Debit Card Fetch

Card Number *

A. 5264XXXXXXXX8260
 B. 5264XXXXXXXX2523
 C. 5264XXXXXXXX2531
 D. 5264XXXXXXXX2549
 E. 5264XXXXXXXX7724
 F. 5264XXXXXXXX8252
 G. 6069XXXXXXXX3864

Remarks*

I declare that the card number selected above belongs to me. I am aware that on submission of this request, my card will be Blocked/Hostlisted and cannot be utilized for transactions purpose until further instruction.

 Fields marked with * are mandatory

- BC agent should select the Card number which the customer wishes to **block permanently**.
- BC agent should enter the **Remarks** in Remarks field, tick on the **consent** check box and click on **Submit**.
- Debit card will be permanently blocked and below receipt will be displayed in the front end.

Card XXXXXXXXXXXX2549 has been blocked successfully. Your Reference number is <109011854853>.



**Bank Of India
DUPLICATE DEBIT BLOCK RECEIPT**

Name of the Bank :BIU
Card Number :XXXXXXXXXXXX2549
Remitter Account :XXXXXXXX0011027
Transaction Time :2021-03-31 11:45:54.049
Transaction Status :BLOCKED
Transaction Reference Number :109011854853
KO ID :11000323
KO Name :boicust

Print

Click OK to exit

OK

- In case of failed response received from bank then it will display the appropriate failure message. (As per below image, failure messages will display according to failure reason).

Card is already blocked permanently

Block Debit Card

Customer Type * UID VID

Aadhaar Number*

Submit

Clear

i Fields marked with * are mandatory

THANK YOU