

FAQ: Loss of Cards and Fraudulent Transactions

1. What should I do if I lose my credit/debit card?

Log in to Digital Banking, select the card, go to “Settings” icon, and choose “Block Card”. After blocking the card, report the loss of the card by sending a secure message through Digital Banking via “Message” icon or email the details of the incident to “cards@cbmmv.com” and call the Bank’s hotline at 3332668.

2. What should I do if I notice an unauthorized transaction?

Log in to Digital Banking and select the card which has been compromised. Go to “Settings” icon, and choose “Block Card” option. After blocking the card, report the incident via secure message or email through your registered email with the screenshots or details of the unauthorized transactions and request for a “Charge Back”.

3. How can I request for a Replacement Card?

Customers can request for a replacement card once the card is blocked through Digital Banking by clicking the “Settings” icon on the top right and select the “Replacement Card”.

As per guidelines, charge back process will take 30 days from the date of initiating the charge back request.

4. How long does it take to get a replacement card?

Debit Cards - Customer can apply for an instant Debit Card and the card will be issued on the same day of application. If it is a personalized card, it will take 7-10 days.

Credit Cards – 7-10 working days.

5. How can I protect myself from fraudulent transactions?

Regularly monitor your account statements via CBM Digital app/web or E-Passbook app and ensure to enable SMS Alerts and E-Passbook Notifications. Additionally, be cautious when sharing your card information online, and ensure to use secure and trusted websites for transactions.

Do not disclose the card details with any third parties and ensure the physical cards are kept safely under your custody.

6. Will I be liable for fraudulent transactions on my card?

Yes, customers will be liable for card present transactions, only if the card is stolen/misplaced. Otherwise, the customers will have the option to request/file for charge back request within 120 days from the date of fraudulent transaction date.

7. Is there anything I can do to prevent card loss or theft?

To prevent card loss or theft, keep your cards in a secure location, avoid sharing card information unnecessarily, and regularly check your wallet or purse to ensure all cards are available.