

Steps to Block a Lost ATM Card – Quilon Co-operative Urban Bank Ltd.

If your ATM card is lost or stolen, take immediate action to block the card and prevent unauthorized access. You can block your ATM card using any of the following methods:

1) Call the Dedicated Toll-Free Number

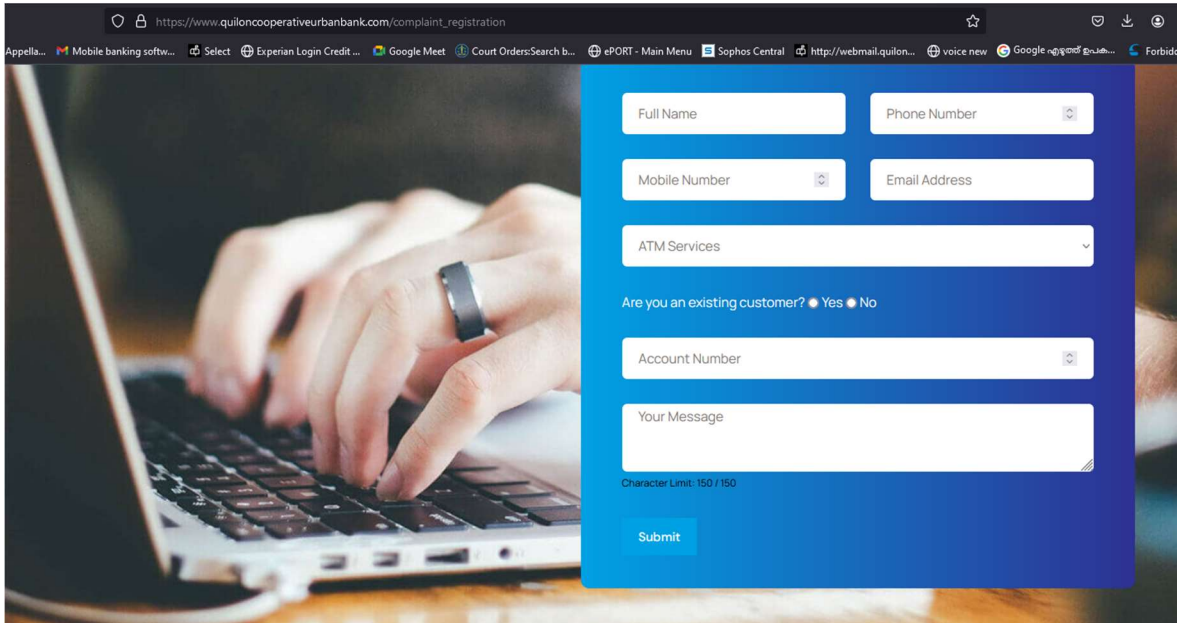
Dial 9496084444 to request card blocking.

2) Submit an Online Complaint

You can register your complaint using any of the following websites:

https://www.quiloncooperativeurbanbank.com/complaint_registration

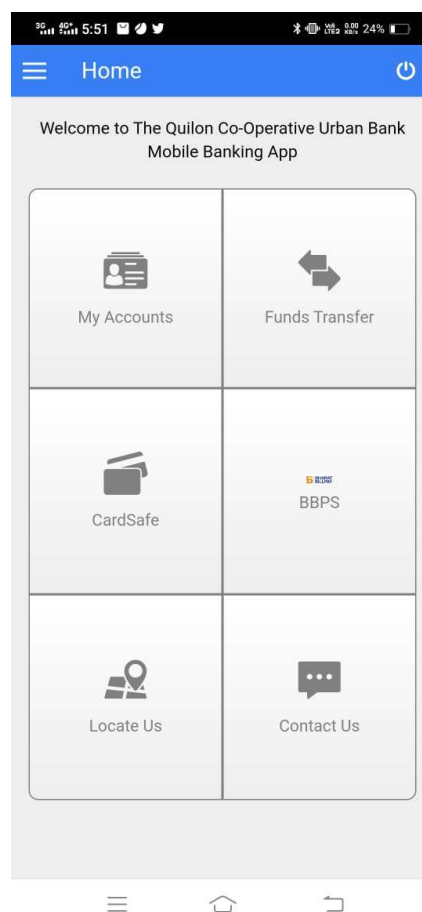
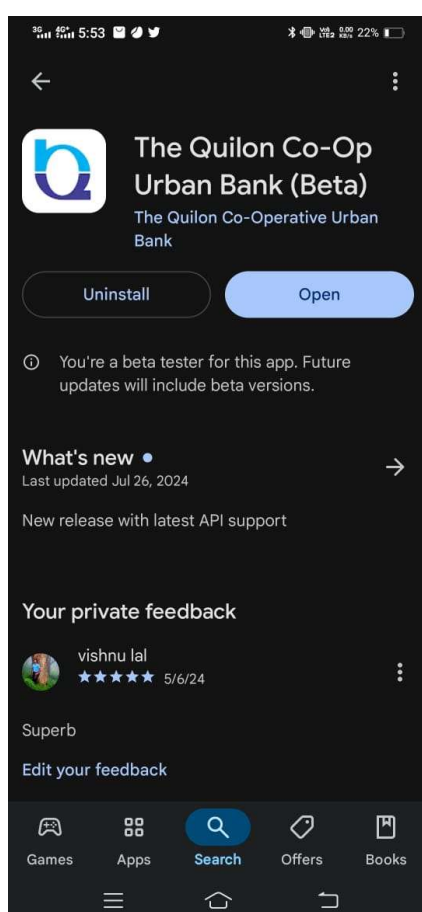
https://www.quiloncub.com/complaint_registration

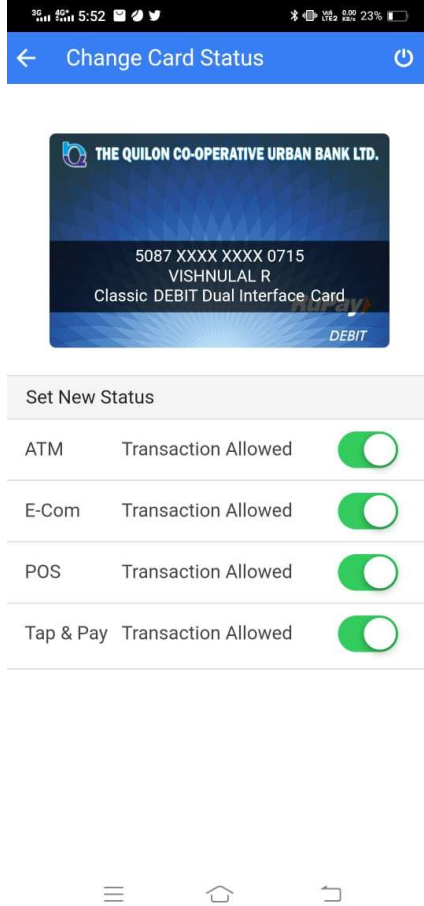
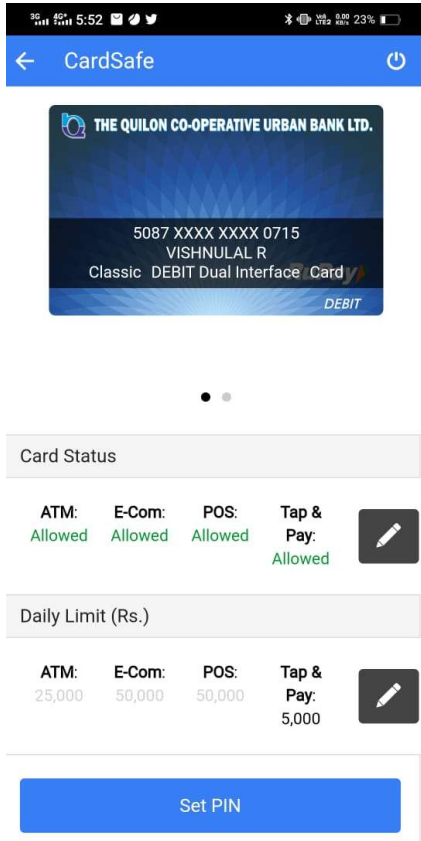


The screenshot shows a web browser displaying the complaint registration form. The form is overlaid on a background image of hands typing on a laptop keyboard. The form fields include: Full Name, Phone Number, Mobile Number, Email Address, ATM Services (dropdown), Are you an existing customer? (radio buttons for Yes/No), Account Number, and Your Message (with a character limit of 150/150). A blue Submit button is at the bottom.

3) Use the Registered Mobile Banking App

Log in to the *Quilon Co-operative Urban Bank* mobile app (available on the Play Store) and go to the card management section to block your card.

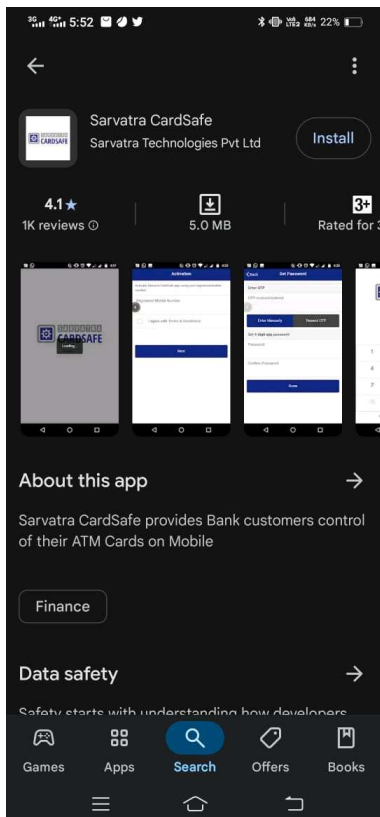




4) Install and Use Sarvatra Card Safe App

Download the **Sarvatra Card Safe** app from the Google Play Store.

This app allows you to block, unblock, and manage your card instantly and securely.



5) Report it to Your Nearest Branch

Visit the nearest Quilon Co-operative Urban Bank branch and inform the staff about the lost card. They will assist you with blocking the card and applying for a replacement if needed.

| Branch Name | Phone | Branch Address |
|--------------------|--------------|-----------------------------------------------------------------------------------------------------------------------------|
| Main | 0474-2742067 | YMCA Road, Chinnakkada, Kollam, Pin. 691001 |
| Mulankadakom | 0474-2794228 | Medayil Jn., Kavanadu P O, Kollam, Pin. 691003 |
| Asramam | 0474-2740505 | M.M Bathel Complex, Residency Road, Asramam P O, Kollam, Pin. 691002 |
| Mundakkal | 0474-2741974 | SNDP Union Office Building, Opp. S.N Women's College, Mundakkal, Kollam, Pin. 691001 |
| Evening | 0474-2742068 | YMCA Road, Chinnakkada, Kollam, Pin. 691001 |
| Thevally | 0474-2792948 | Sarada Building, High School Jn., Cutcherry P O, Kollam, Pin. 691013 |
| Vaddy | 0474-2792958 | Moozhiyil Building, Altharamoodu Jn., Kollam, Pin. 691013 |
| Ayathil | 0474-2724109 | PKR Building - 361/A, Power House Jn., Ayathil, Kilikolloor P O, Kollam, Pin. 6910044 |
| Sakthikulangara | 0474-2770104 | Moolankara, Building No. SP II/404, Sakthikulangara P O, Sakthikulangara Village, Kollam, Pin. 691581 |
| Chandanathoppu | 0474-2716611 | Jyothi Bhavan, Building No. KP – 1/103-C, Chandanathoppu P O, Mangadu Village, Kollam, Pin. 691014 |
| Eravipuram | 0474-2725933 | Bank Building, Building No. E2/X/2038/249B, Koottikkada P O, Eravipuram Village, Kollam, Pin. 691020 |
| Thrikkadavoor | 0474-2702510 | Bank Building, Building No. KC/TZ/X/708, C K P Division, Muringamoodu Jn., Perinadu P O, Thrikkadavoor, Kollam, Pin. 691601 |
| Paravoor | 0474-2516444 | Thundathil Building, Building No PMC343A, Near Parvoor Market, Paravoor Parippilly Road, Paravoor, Kollam, Pin. 691301 |
| Kottiyam | 0474-2531444 | Lekshmi Building, Building No. 1/34, 1/35, 1/36, Thazhuthala, Kottiyam P O, Kollam. Pin. 691571 |
| Kundara | 0474-2525344 | Tobo Tower, Building No. 4/988, Punnamukku, Kundara P O, Kollam. Pin. 691501 |