

# Fraud Reporting

---

## Report an Unauthorized Transaction and blocking your debit card.

To block your Internet Banking/Debit Card and protect it from further unauthorized transactions, kindly visit Shinhan Bank Internet Banking or reach out to your Shinhan Bank Branch.

- **STEP 1: Block card using the SHINHAN BANK Internet Banking.**

1. How to block your Debit Card using the SHINHAN BANK Internet Banking
2. Navigate to Debit Card Online on Internet Banking, Login to Debit Card portal with your credentials.
3. Click on "CARD LOCKING / UNLOCKING" tab. Select "Debit Card" click Submit. (The customers can TEMPORARILY block or unblock their debit cards using this option).
4. Click on "CARD BLOCK" tab. Select "Debit Card" click Submit. (The customers can PERMANENTLY Block their debit cards by changing the card status to LOST, DAMAGED or STOLEN. Next, the customers has to visit the branch to apply for a new card).

- **STEP 2: Block card by visiting Shinhan Bank Branch.**

1. Branch contact details kindly visit <https://in.shinhanglobal.com/global.shinhan> navigate to customer center, click Branch information. Or navigate to the bottom of the page and click contact information.
2. Login SOL India App, direct to customer service, Branch Information.

- **Report transactions not done by you:**

Please follow instructions below before reporting

To report Internet Banking and Debit transactions not done by you,

Reach out to Customer Service Call center number: 044 3352 0407 24x7 (365 days including holiday)

Call Shinhan Bank Branch. (For branch contact details kindly visit <https://in.shinhanglobal.com/global.shinhan> navigate to customer center, click Branch information).

- **To report unauthorized transactions on Internet Banking**

Customer ID

Account number

Transaction date and time

Transaction amount

Type of transaction e.g. NEFT/ RTGS.

SMS/Email of transaction confirmation.

- **To report unauthorized Debit Card or ATM Card transactions**

Debit Card or ATM Card number

Type of transaction e.g. ECOM, Cash withdrawal, POS etc.

Date and time of transaction

Transaction amount.

SMS/Email of transaction confirmation.

- **Please ensure you report any unauthorized transaction within 3 working days of the transaction initiation. The longer the time taken to notify the Bank, the higher will be the risk of loss to you and to the Bank, Bank will take minimum 30 to 120 days of investigation and sharing report to customer with details.**