

# Interactive Voice Response

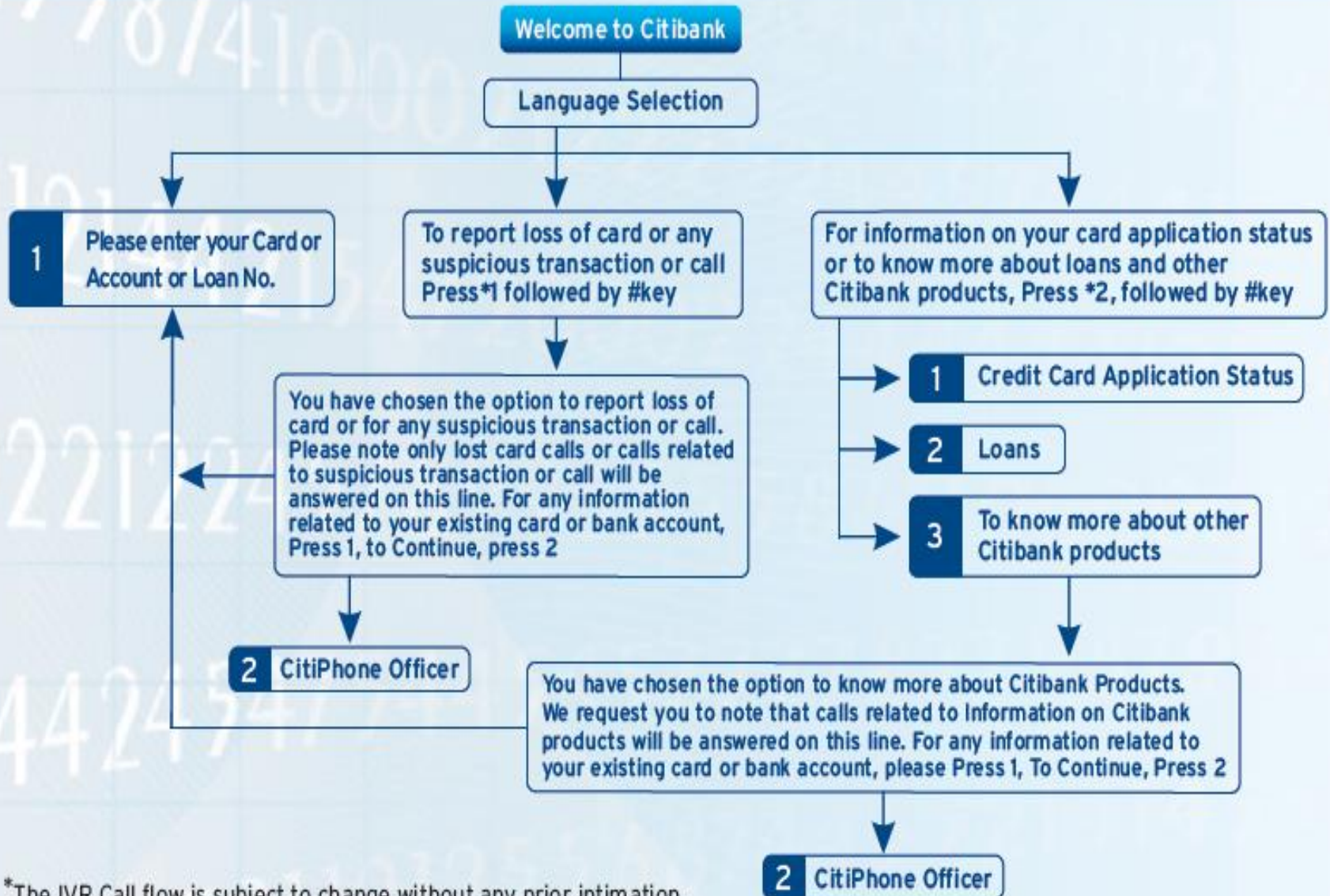
A Handy Guide



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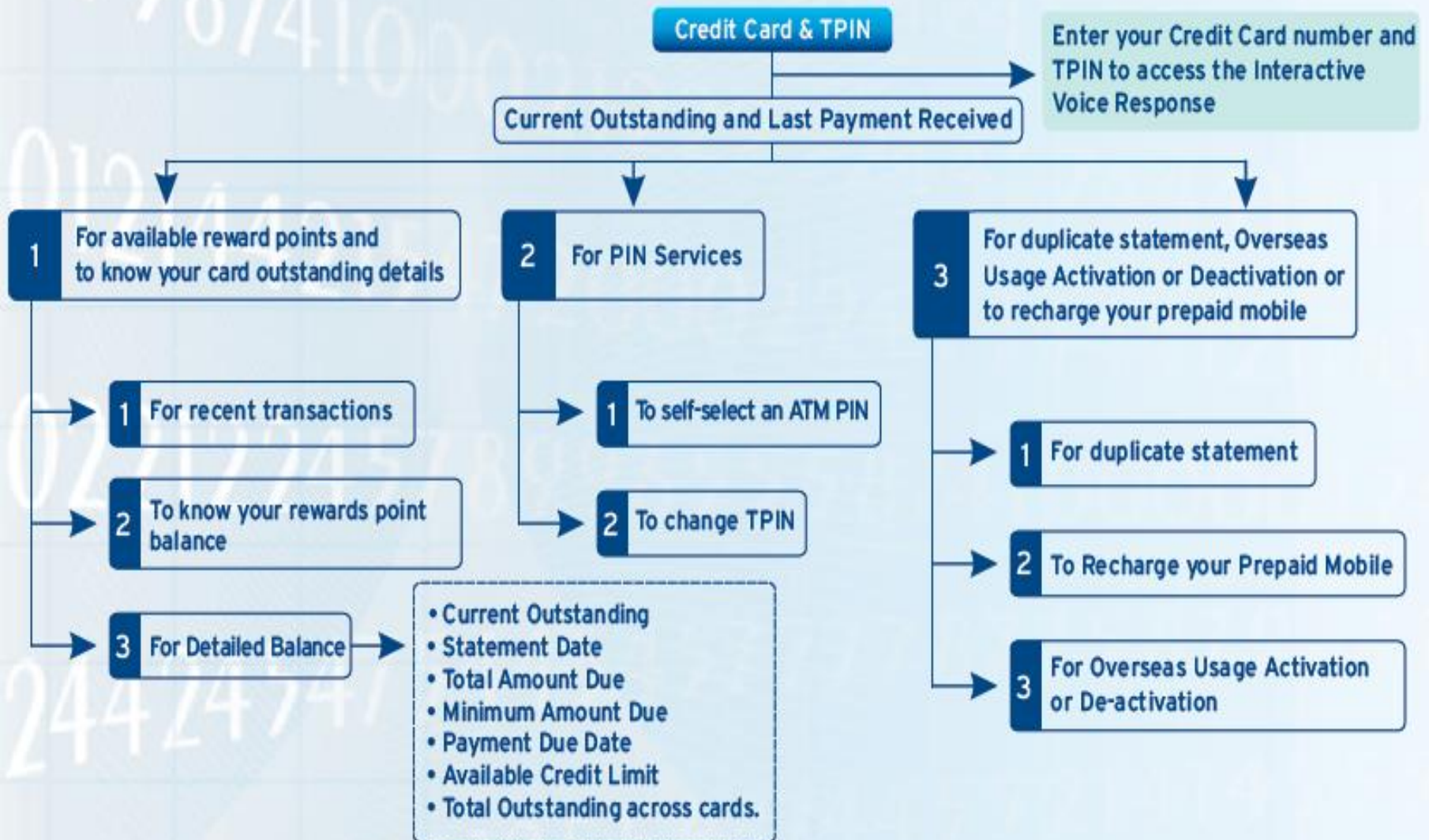
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# Welcome Menu



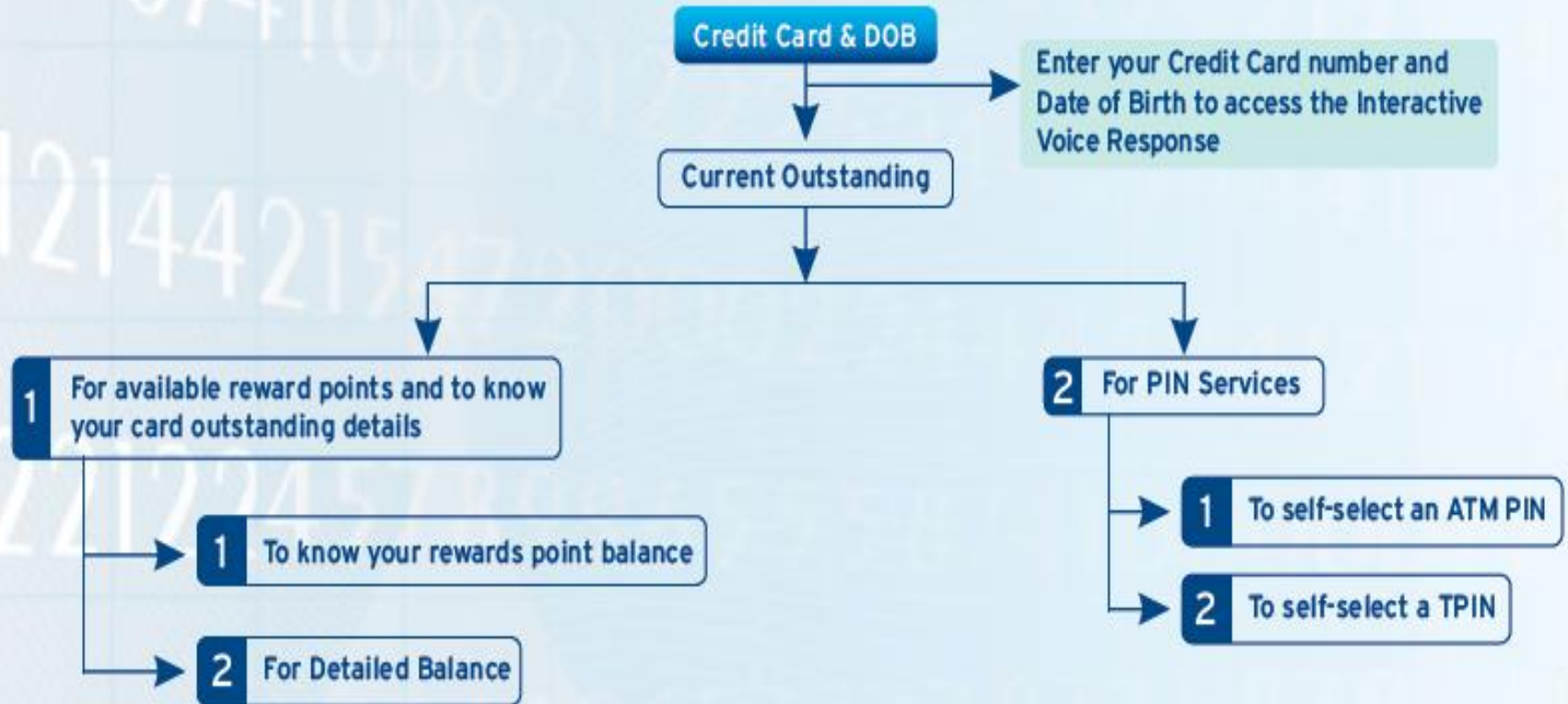
\*The IVR Call flow is subject to change without any prior intimation.

# IVR Flow for Credit Card customers - TPIN



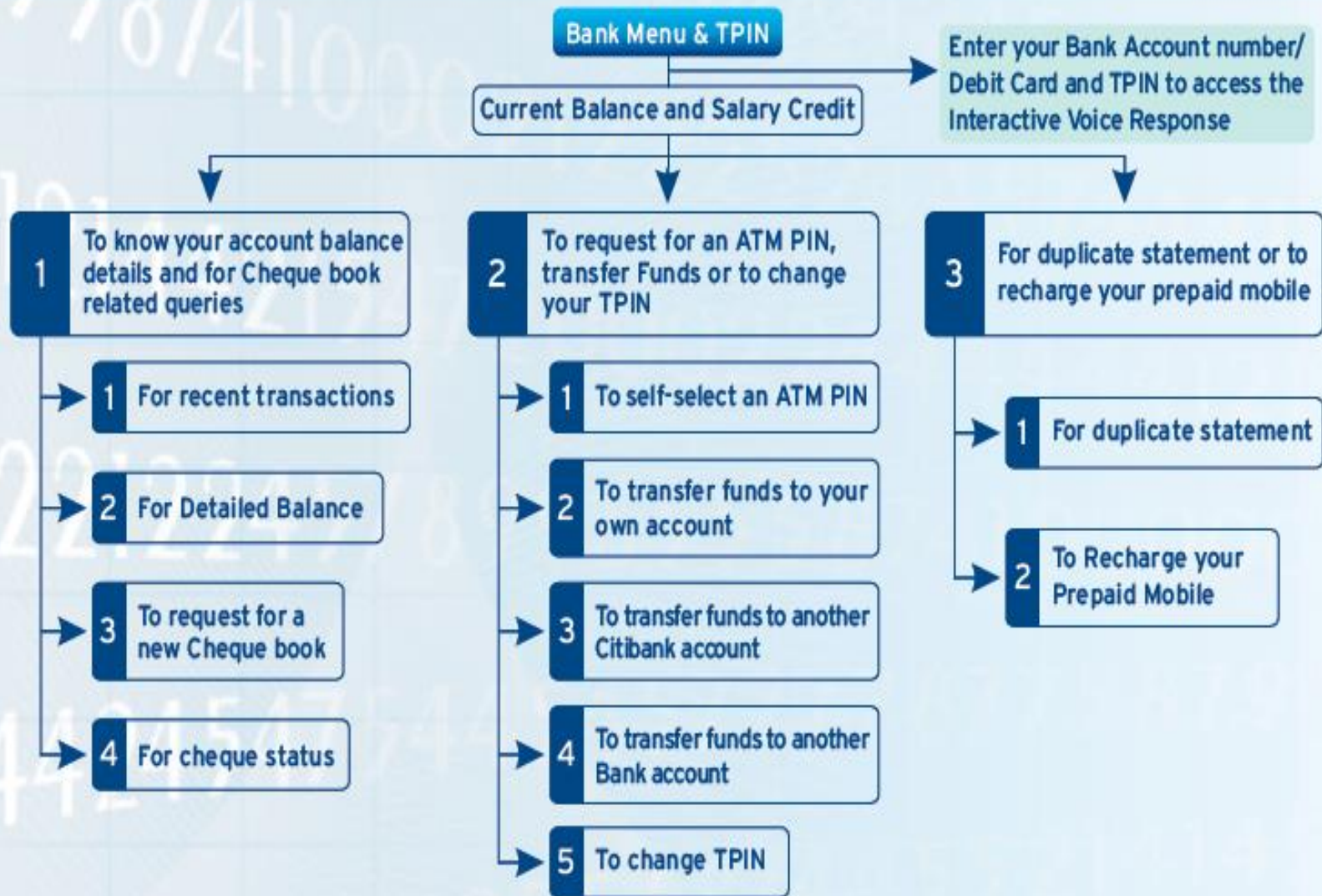
\*The IVR Call flow is subject to change without any prior intimation.

# IVR Flow for Credit Card customers - DOB (Date of Birth)



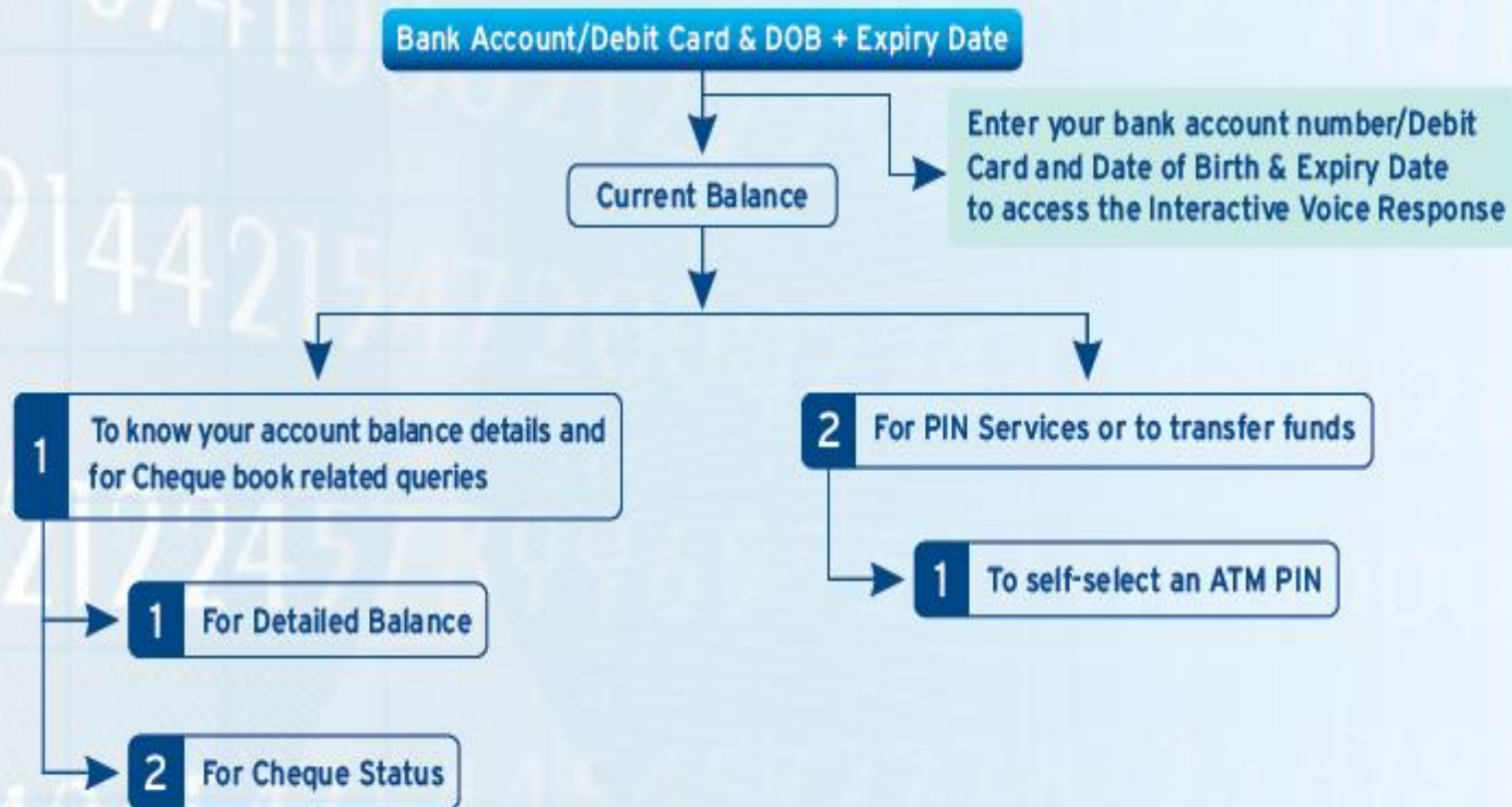
\*The IVR Call flow is subject to change without any prior intimation.

# IVR Flow for Domestic Bank Account customers - TPIN



\*The IVR Call flow is subject to change without any prior intimation.

# IVR Flow for Domestic Bank account customers - Date of Birth & Expiry Date



\*The IVR Call flow is subject to change without any prior intimation.

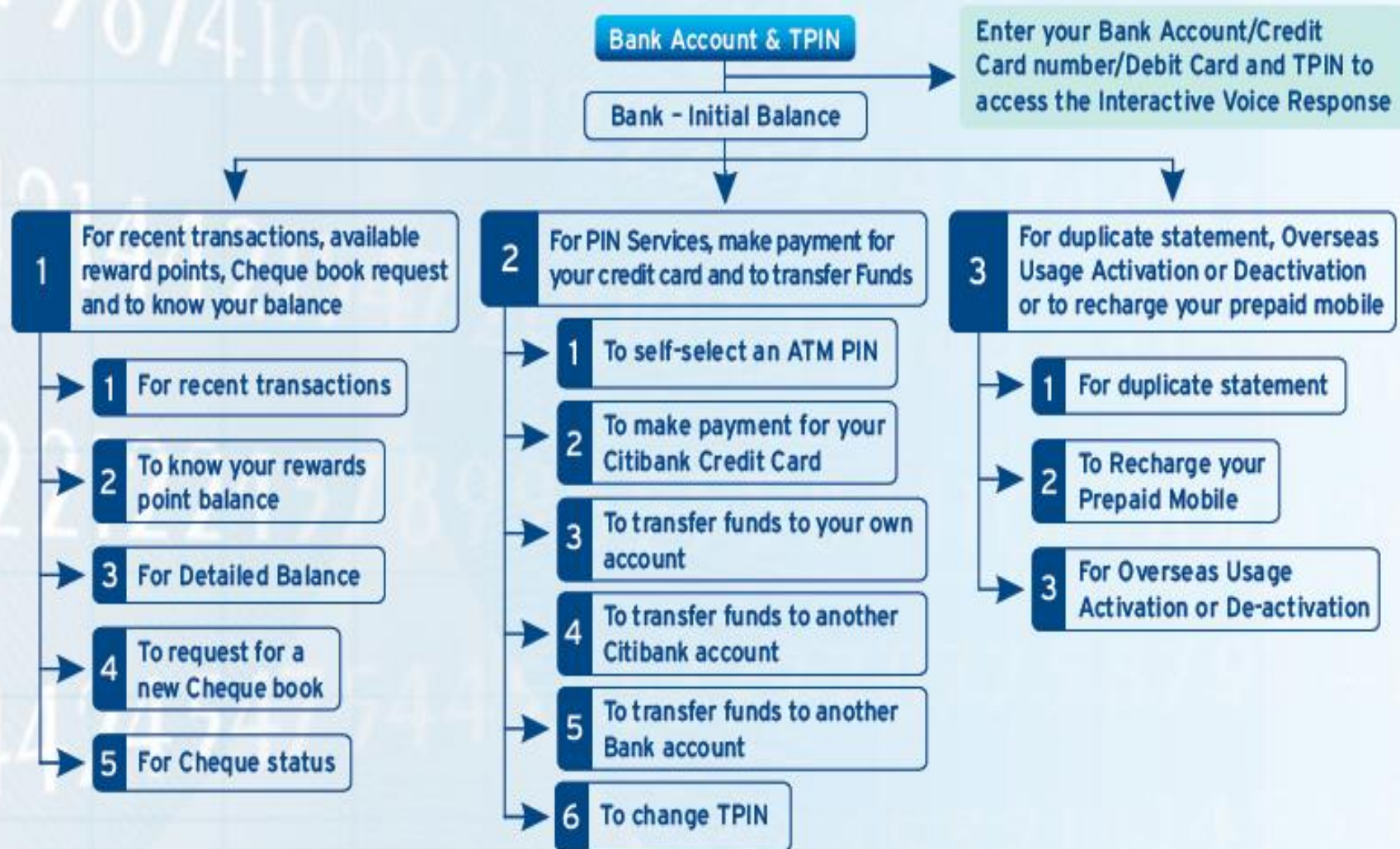
# Customers with linked Credit Card and Domestic Bank Account - Credit Card Login



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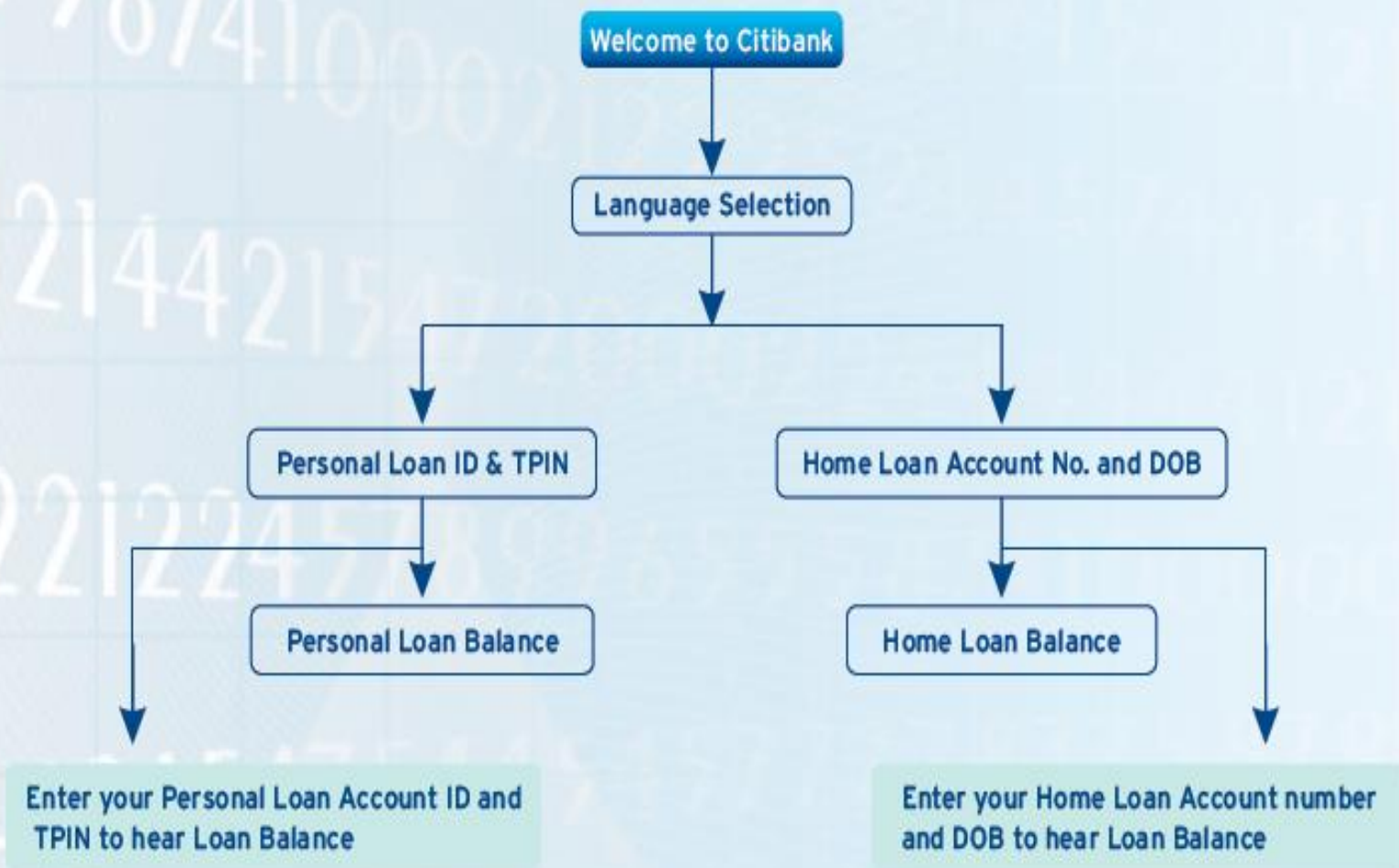


# Customers with linked Credit Card and Domestic Bank Account - Bank Account Login



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# Home Loan and Personal Loan



\*The IVR Call flow is subject to change without any prior intimation.