

Services impacted at our Customer Contact Centre

In wake of the **COVID-19** outbreak and as a measure of abundant caution, we are short-staffed at the Contact Centre as it is a high-density employee office-working space.

Thus, we encourage you to use Mobile / Net Banking for 24x7 access to your accounts. In the past you may have reached out to the Customer Contact Centre for the below services, please note these are also available on Mobile / Net banking.

Services Available	Net Banking	Mobile Banking	Pre-login page www.kotak.com
Report fraud and block all channels	Yes	No	Yes
MPIN Unlocking	No	Yes	No
Debit / Credit card temporary blocking & unblocking	Yes	Yes	Yes
Generate Debit / Credit Card PIN Online	Yes	Yes	Yes
Own account - Fund Transfers	Yes	Yes	No
Third Party Transfers	Yes	Yes	No
Loan disbursement, repayment schedule details	Yes	Yes	No
Loan statement, provisional tax certificates	Yes	Yes	No
Credit Card summary, statements & payments	Yes	Yes	Yes
Billpay & Recharge with Credit Cards	Yes	Yes	Yes
Stop payment of a cheque	Yes	Yes	No

Click [here](#) to watch the videos that can help you access your account digitally.

Should your online attempt not go through, on a best effort basis, our Contact Centre will be assisting you from **10 a.m. to 6 p.m.** for only essential services like:

- Cash withdrawal dispute
- Transaction dispute
- Transaction failures

We look forward to your support since this is a temporary arrangement. We regret the inconvenience caused and we will keep you updated as soon all the services are fully functional at the Customer Contact Centre.

For any banking queries, you can chat with Keya or visit our [help centre](#) section on the website.

Thank you for your cooperation.