Blocking or reporting unauthorised transactions

You can use Mobile Banking to block your debit card immediately to protect it from further such transactions

OR

You can contact Phone Banking on 7051510170/73 or drop us a mail at helpdesk@jkgb.in

Block through Mobile Banking

How to block your debit card using Mobile Banking

- Login to Mobile Banking App using your 4 digit login pin.
- Click on "Debit Card Control" on bottom right side.
- Select "Hotlist/Block Debit Card".
- Enter Details – "Account No.", "Debit Card No.", "Reason", "Remarks (optional)" and click on "Proceed".

Block through Phone Banking

- To report debit card /mobile banking / UPI / Aadhaar enabled Payments System (AePS) transactions not done by you, call Phone Banking on 7051510170/73 or mail us at helpdesk@jkgb.in

Please read instructions below before reporting

To report unauthorised transactions on Mobile Banking, phone banking officer requires:

- Customer ID
- Account number
- Transaction date
- Transaction amount
- Type of transaction e.g. NEFT/RTGS/IMPS

To report unauthorised UPI transactions, phone banking officer requires:

- Mobile number
- Customer ID
- Account number
- Date of transaction and time
- Transaction amount

To report unauthorised Debit Card or ATM card transactions, phone banking officer requires:

- Debit card or ATM card number
- Type of transaction e.g. online, at a store, local grocer, Cash withdrawal, etc.
- Date of transaction
- Transaction amount

In addition to reporting unauthorized electronic banking transactions to the bank, also report the incident to National Cyber Crime Helpline,

- Report the incident to National Cyber Crime Helpline Number at 1930
- Report through online portal at https://cybercrime.gov.in/Webform/Crime_AuthoLogin.aspx or www.cybercrime.gov.in

  For more info, visit, https://www.pib.gov.in/PressReleasePage.aspx?PRID=1814120