

Customer Portal Guide



Card Registration

- Visit <https://www.borderlessprepaid.com/>
- Click on **My Account or Login**
- **You may login using:**
 - 1 **Card Number**
 - 2 **Registered Mobile Number**
 - 3 **Registered Email Id**
 - 4 **Web Login PIN**

Login

Login Type *

Card Number ▼

Card Number

Mobile Number

Email Id

Web Login PIN



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Login

Login with Card Number




- Enter the 16 digit Card No.
- Enter the captcha
- Validate with OTP
(sent on reg. mobile number/ email)

Login

Login Type *

Card Number *

Please enter the word as shown below



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Login

OTP Verification

OTP has been sent to your registered Mobile No & Email Id.

Resend OTP in: 01:45

Submit

Login with Mobile Number



- Enter the registered mobile number
- Enter the captcha
- Validate with OTP
(sent on reg. mobile number/ email)

Note: This option will not work if there are multiple cards with distinct passport numbers linked to the same mobile number.



Example - If individuals X and Y purchased two cards with different passport numbers but share the same registered mobile number, login using the card number.

Login

Login Type *
Mobile Number

Moblile Number *
91 9876543210

Please enter the word as shown below
4a2gc

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Login

OTP Verification

OTP has been sent to your registered Mobile No & Email Id.

Enter OTP

Resend OTP in: 01:45

Submit

Login with Email ID



- Enter the registered email id
- Enter the captcha
- Validate with OTP
(sent on reg. mobile number/ email)

Note: This option will not work if there are multiple cards with distinct passport numbers linked to the same email id.

Example - If individuals X and Y purchased two cards with different passport numbers but share the same registered email id, login using the card number

Login

Login Type *

Email Id

Email Id *

urushi.haria@thomascook.in

Please enter the word as shown below

4a2gc

4a2gc

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Login

OTP Verification

OTP has been sent to your registered Mobile No & Email Id.

Enter OTP

Resend OTP in: 01:45

Submit

Login with Web PIN



1. First-time Users

- Click on **Signup**
- Enter the **Card Number, card expiry and ATM PIN**
- Set your **Username with 6-digit Web PIN** and establish Security questions

Web Pin Setup

User Name	Web Pin	Confirm Web Pin
<input type="text"/>	<input type="text"/>	<input type="text"/>
Security Question 1	Security Question Answer 1	
<input type="text" value="What Is Your Favorite Destination?"/>	<input type="text"/>	
Security Question 2	Security Question Answer 2	
<input type="text" value="What Is Your Favorite Destination?"/>	<input type="text"/>	
<input type="button" value="Proceed"/>		

Web Pin requirements: maximum 6 numbers only. Username is Case-Sensitive.

Login

Login Type *

Web Login PIN

User Name *

Web Login PIN *

Please enter the word as shown below



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Signup

Login

Forgot Web PIN

Login with Web PIN

2. Existing Users:

- Use existing Username and password for login

3. Existing Users who Forgot Password:

- Click on **Forgot Web PIN**
- Provide card Number, Card expiry, ATM PIN, Mother's Maiden Name
- Set your **new 6 digit Web PIN**.
- Login with your username (username is auto mentioned) & new Web PIN

Forgot Web Pin

User Name

Urushi_haria1

Web Pin

Confirm Web Pin

Proceed

Web Pin requirements: maximum 6 numbers only.

Login

Login Type *

Web Login PIN

User Name *

Web Login PIN *

Please enter the word as shown below

gppph

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Signup

Login

Forgot Web PIN

Features of the Portal



Enable/Disable Channels



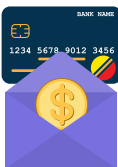
Card Statement



Generate PIN



Block Card



Manage Card Limits



Modify Email Option

Enable/Disable Channel



- Select **Channel Control -> Modify channel -> Update Channels**
- Update the channels as per your usage (**ON/OFF**)
- Enter the **OTP** received on registered mobile no. & email Id

Note: As per regulations, your card is by default disabled for E-com & Contactless transactions.

To prevent Card Declines, Activate E-Com & Contactless if you intend to use them

ATM : ON
POS : ON
ECOM : OFF
ContactLess : ON

MODIFY CHANNEL

Modify Channel:

ATM
ON

POS
ON

ECOM
OFF

CONTACTLESS
ON

UPDATE CHANNEL

Note : OTP Sent To Your Registered Mobile Number/Email Id.

Enter OTP

SUBMIT

RESEND OTP

Generate PIN



- Select **Generate PIN**
- Enter the **4 digit PIN** of your choice
- Enter the **card expiry**
- Enter the **OTP** received on registered mobile no & email-Id.

Generate PIN

Note : Enter four digit PIN only.

PROCEED

Note : OTP Sent To Your Registered Mobile Number/Email Id.

SUBMIT

RESEND OTP

Manage Card Limits



- Select **Manage card Limits-> Modify Limit**
- Enter the amount in USD equivalent and update limits
- Enter the **OTP** received on registered mobile no & email-Id.

Limit Description	Daily Limit (USD)	Limit Description	Daily Limit (USD)
MERCHANT PURCHASE Authorization	<input type="text" value="15000.00"/> MAX LIMIT: \$15000.00	MERCHANT PURCHASE Authorization	<input type="text" value="150"/> MAX LIMIT: \$15000.00
ECOM TRANSACTION Authorization	<input type="text" value="15000.00"/> MAX LIMIT: \$15000.00	ECOM TRANSACTION Authorization	<input type="text" value="100"/> MAX LIMIT: \$15000.00
ATM CASH WITHDRAWAL	<input type="text" value="1500.00"/> MAX LIMIT: \$1500.00	ATM CASH WITHDRAWAL	<input type="text" value="100"/> MAX LIMIT: \$1500.00
<input type="button" value="MODIFY LIMIT"/>		<input type="button" value="UPDATE LIMIT"/>	

Note : OTP Sent To Your Registered Mobile Number/Email Id.

Card Statement



- Select Card Statement
- Enter the date range
- Click on Email for detailed statement
- Click on download for easy reference of statement

Card Statement

Select Statement

Recent Statement

2023-11-01

2023-12-01

DOWNLOAD

EMAIL

➤ Select Card Block to temporary block the card

Note: To unblock the card, write us at
travelcards@thomascook.in

OR

Simply click on **Raise Query**

Home - Raise Query

CARD BLOCK

Card Status

Temp Block

Activation Date

2023-09-22

Update your registered Email ID



- Select Update **Email ID** option.
- Enter and confirm your **Email ID**.
- Verify the **OTP** sent to your email to **confirm**.

Card Statement

Profile Details

Manage Card Limits

Channel Control

Generate PIN

Update Email ID

Block/Unblock Card

OTP Sent Successfully

Email Address:

Confirm Email Address:

SEND OTP

Enter OTP:

SUBMIT OTP

Resend OTP in: 01:35

Thank You

HOLIDAYS | FOREIGN EXCHANGE | BUSINESS TRAVEL | VISAS | INSURANCE