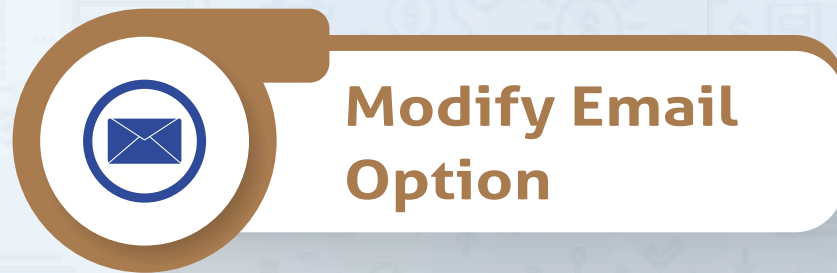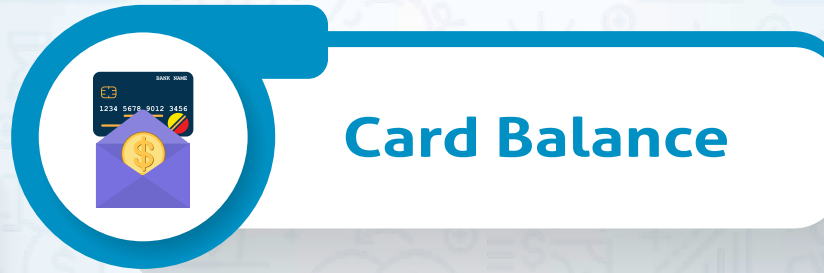# Thomas Cook

Manage Your Card
WhatsApp Bot
User Guide

Features

Thomas Cook

Enable/Disable Channels

Reset ATM PIN

Card Statement

Block/Unblock Card

Card Balance

Use Multiple Cards

Modify Email Option
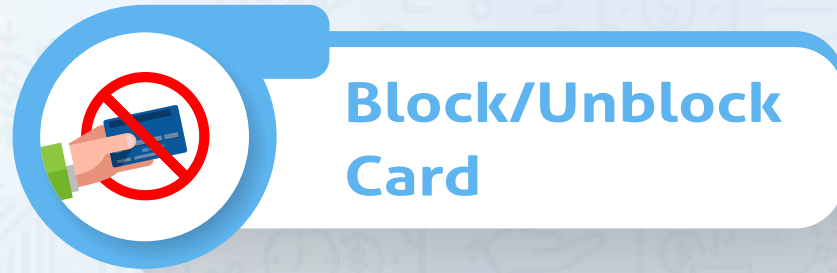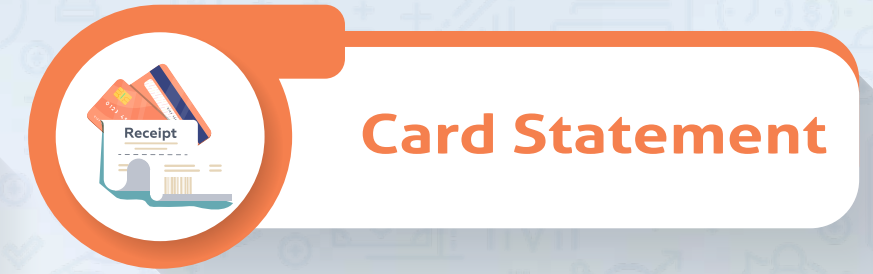
Manage Your Card-login

**Thomas Cook**
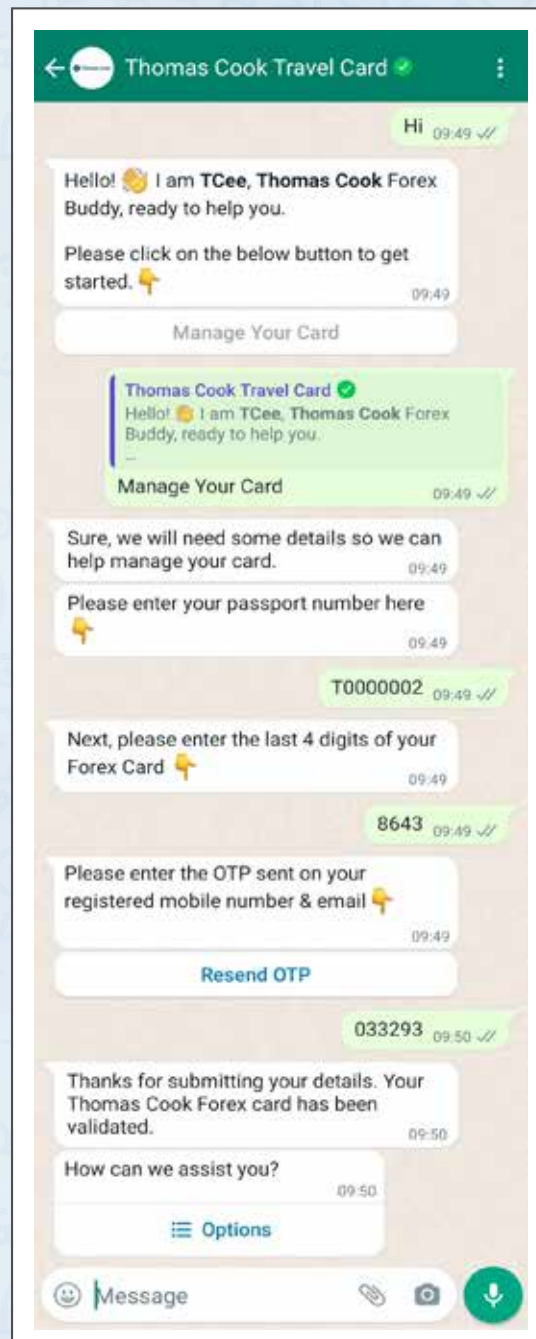
➤ Send **'Hi'** to WhatsApp no. **91 91671 18772**

➤ Select **Manage Your Card**

➤ Enter your correct **passport number**

➤ Enter the **last 4 digits of your Forex Card**

➤ **Validate the OTP** received on your **registered email ID and mobile no.** to successfully login

➤ Select **'Resend'** to send the OTP again.

➤ In total, you have **3 attempts.** If 3 attempts are failed, retry by sending 'Hi' after a few hours.

Note: Once you log in to the session on WhatsApp, you will be logged in for 20 minutes. Post that it will automatically get logged off from the session. To use Bot again start by sending 'Hi' on Whatsapp no.

# Enable / Disable Channels

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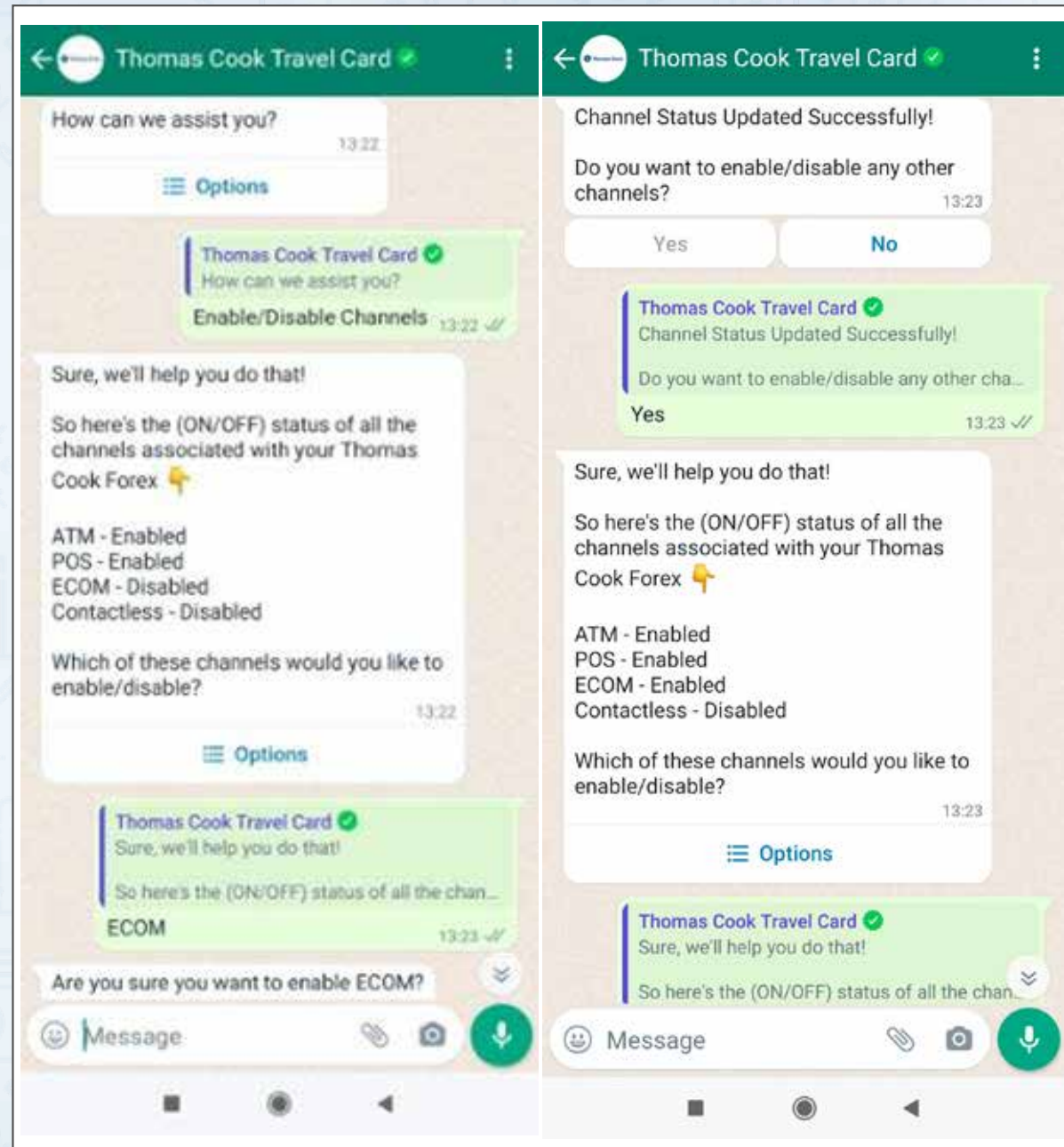
- ➤ Select **Options**

- ➤ Select **Enable/Disable Channels**

- ➤ The status of all the channels will be displayed

- ➤ Select **options** and **choose the channel** you want to enable or disable

- ➤ **Once Confirmed, the status will be updated**

- ➤ Repeat the process to change any other channels

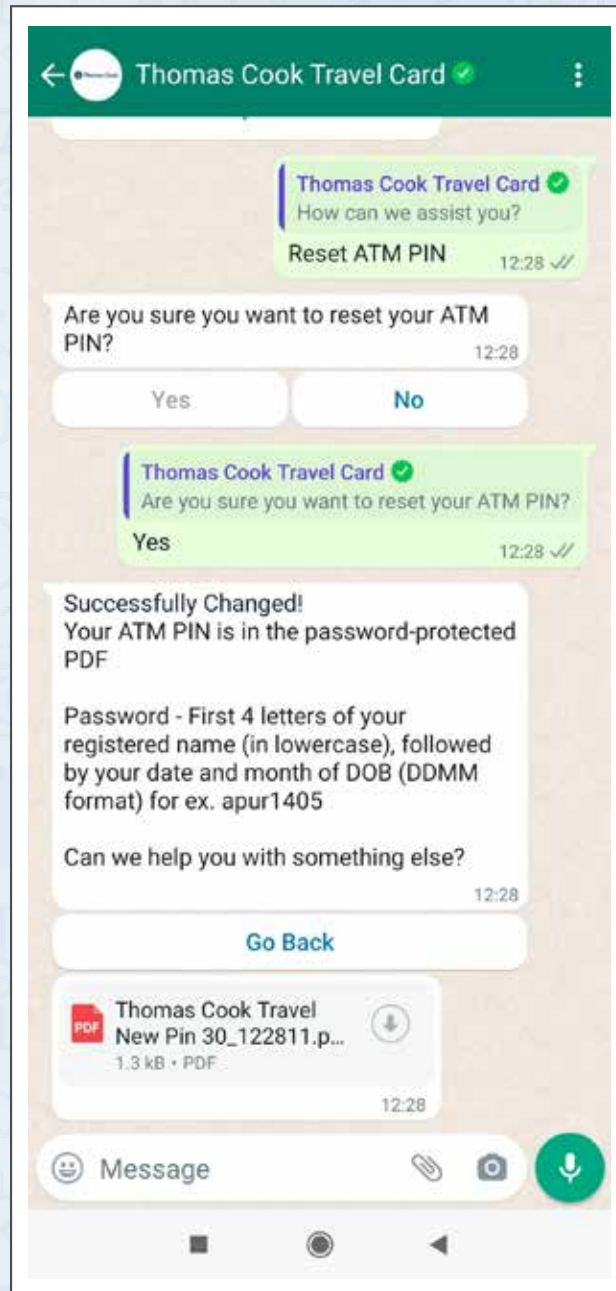# Card Statement

Thomas Cook
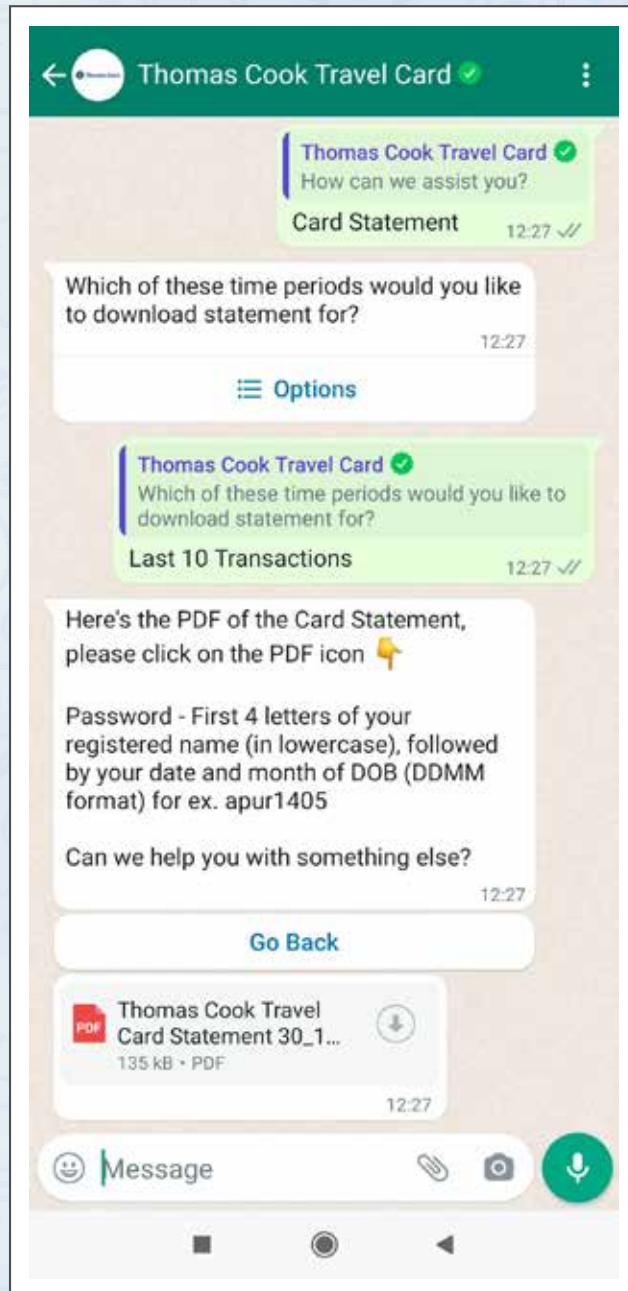
➤ Select **Options**

➤ Select **Card Statement**

➤ Select the **required option from (10 transactions, 1 Month, 3 Months, 6 Months)**

➤ You will receive a **password-protected PDF.** The password/ steps to open the PDF is mentioned
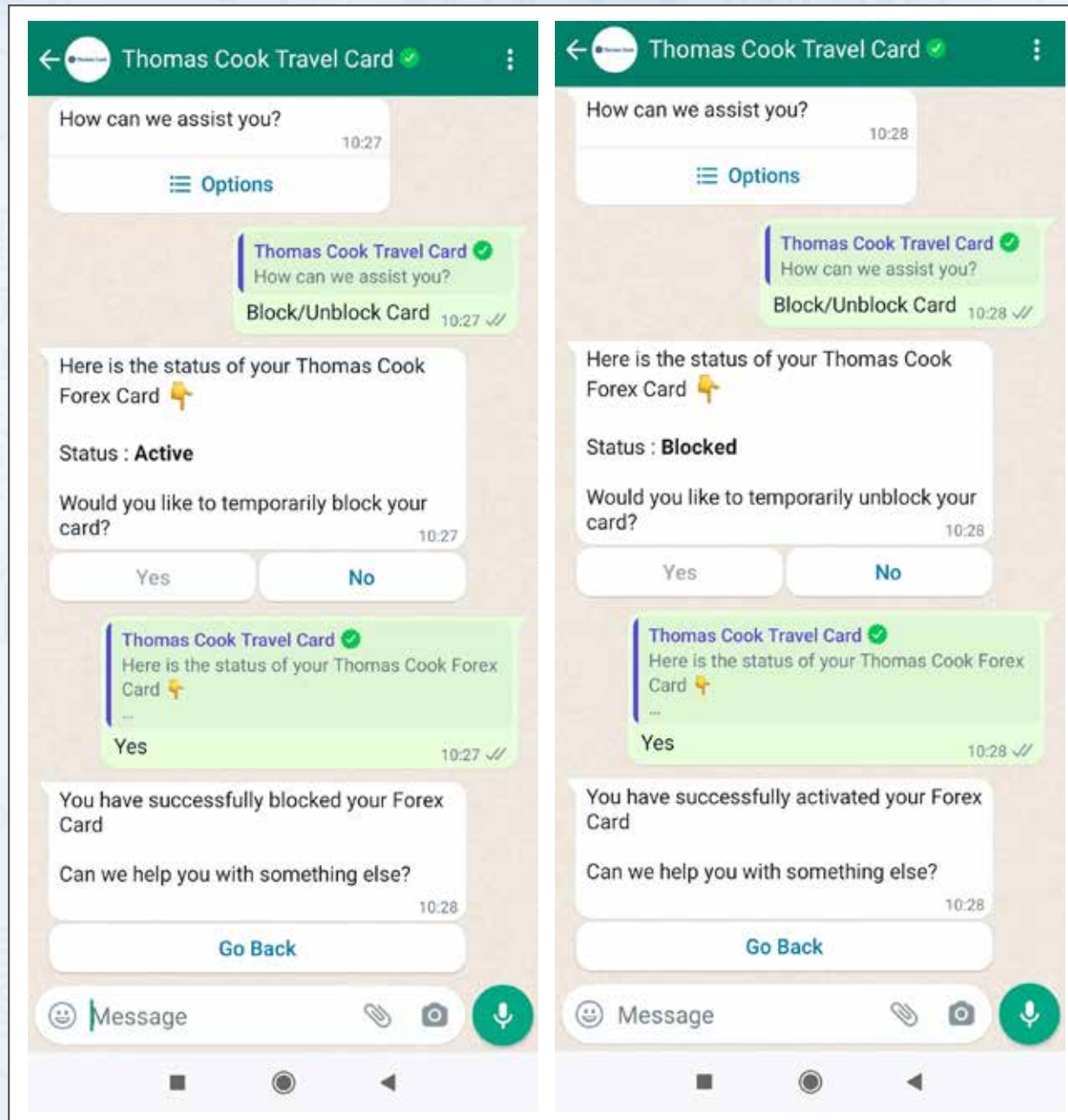
Card Balance
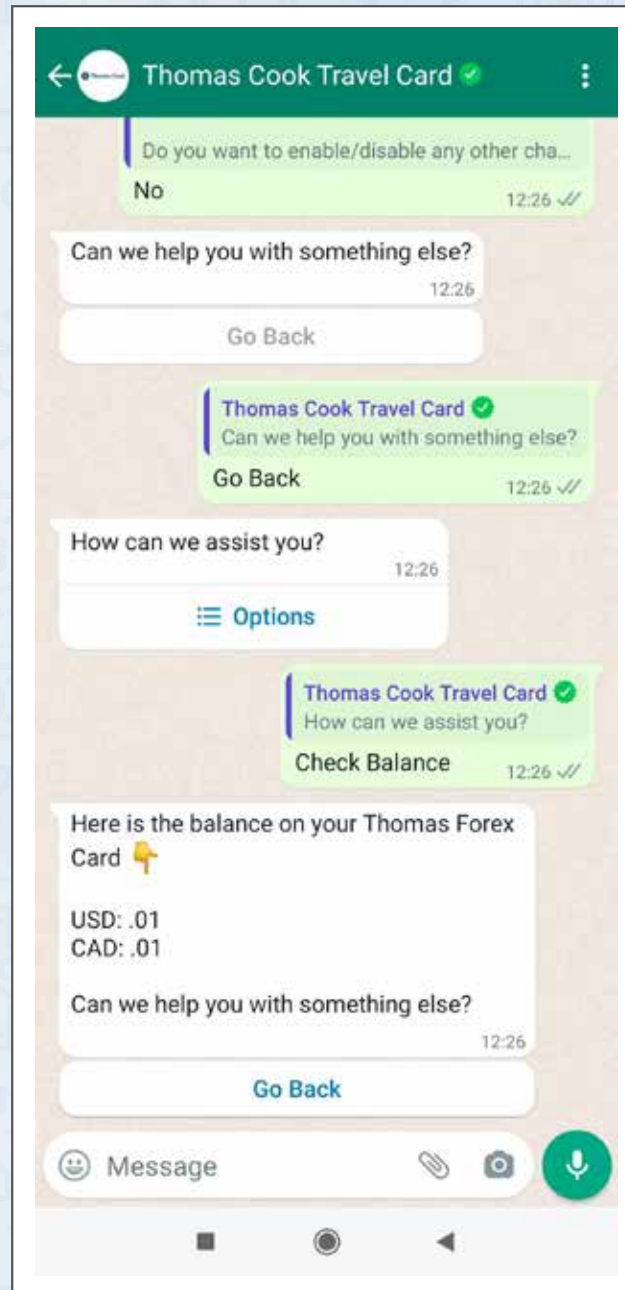
➤ Select **Options**

➤ Select **Check Balance**

➤ The **available balance** will be displayed

Reset ATM Pin

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> Select **Options**

> Select **Reset ATM PIN**

> Select **Yes** to confirm

> You will receive your **new PIN in a password-protected PDF.** The password/ steps to open the PDF is mentioned

Block / Unblock Card

- ➤ Select **Options**
- ➤ Select **Block/Unblock card**
- ➤ **The status of the card will be displayed**
- ➤ If your **card is blocked:** Select **yes to unblock** your card
- ➤ If your **card is Active:** Select **yes to block** your card

Switch to other Card

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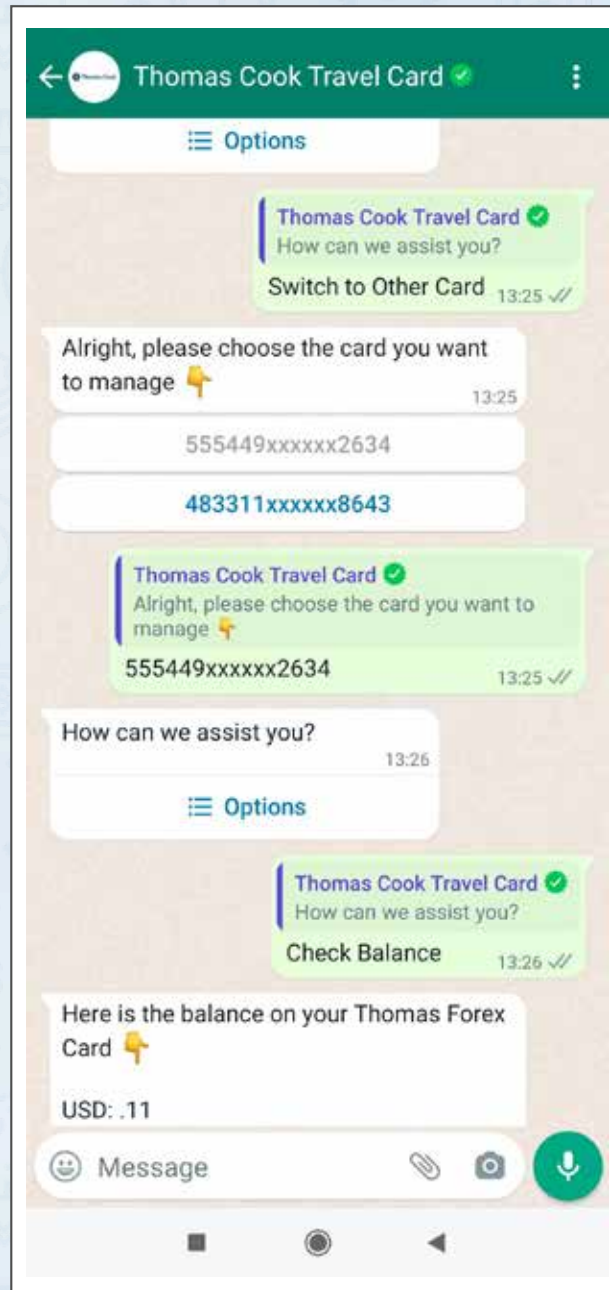
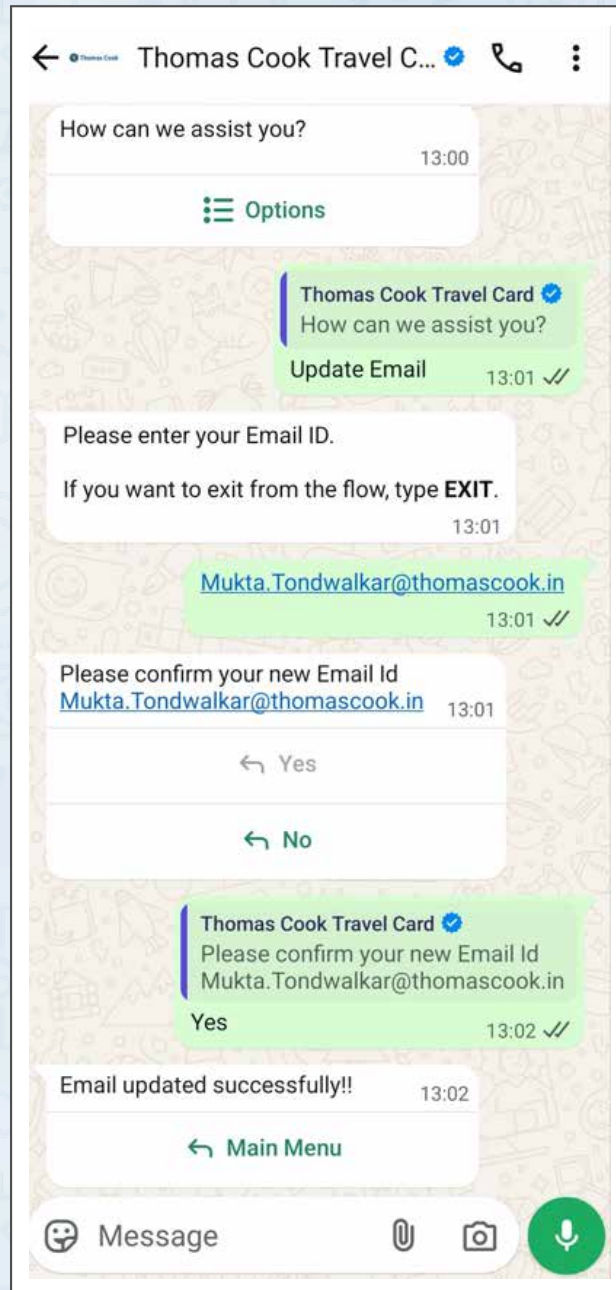> Select **Options**

> Select **Switch to other card**

Note: This option is only visible if you have two or more cards on same passport number

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> **All the card numbers** associated with the passport number will be displayed. **Click on the card number** you want to use.

> You can then **use all the other services/ features** for the chosen card number

Update your registered Email ID

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➤ Select **Options**

➤ Select Update **Email ID option.**

➤ Enter and confirm your **Email ID.**

➤ Select option **Yes.**

Thank You