Thomas Cook
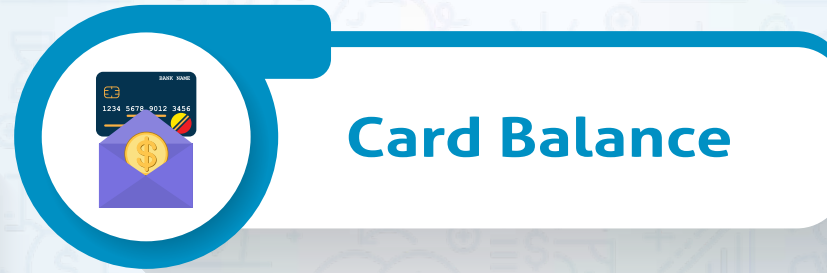# Forex Card
WhatsApp Bot
User Guide

Features

Thomas Cook

Enable/Disable Channels

Reset ATM PIN

Card Statement

Block/Unblock Card

Card Balance

Use Multiple Cards

**Modify Email Option**
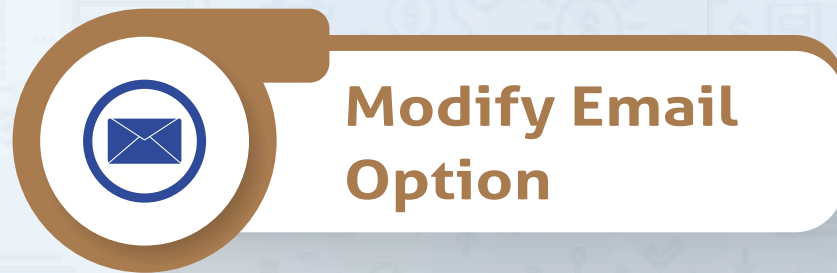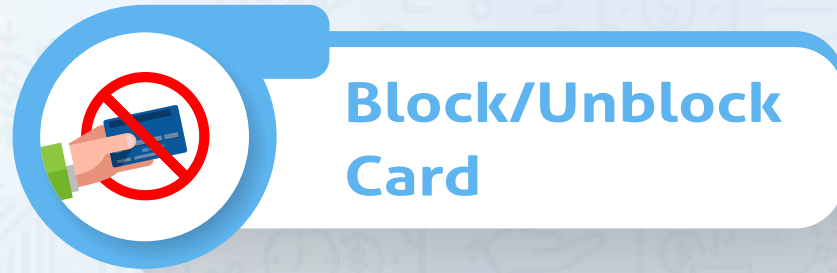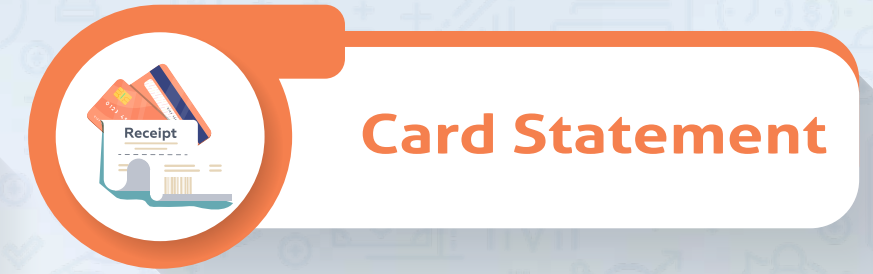
Manage Your Card-login

Thomas Cook
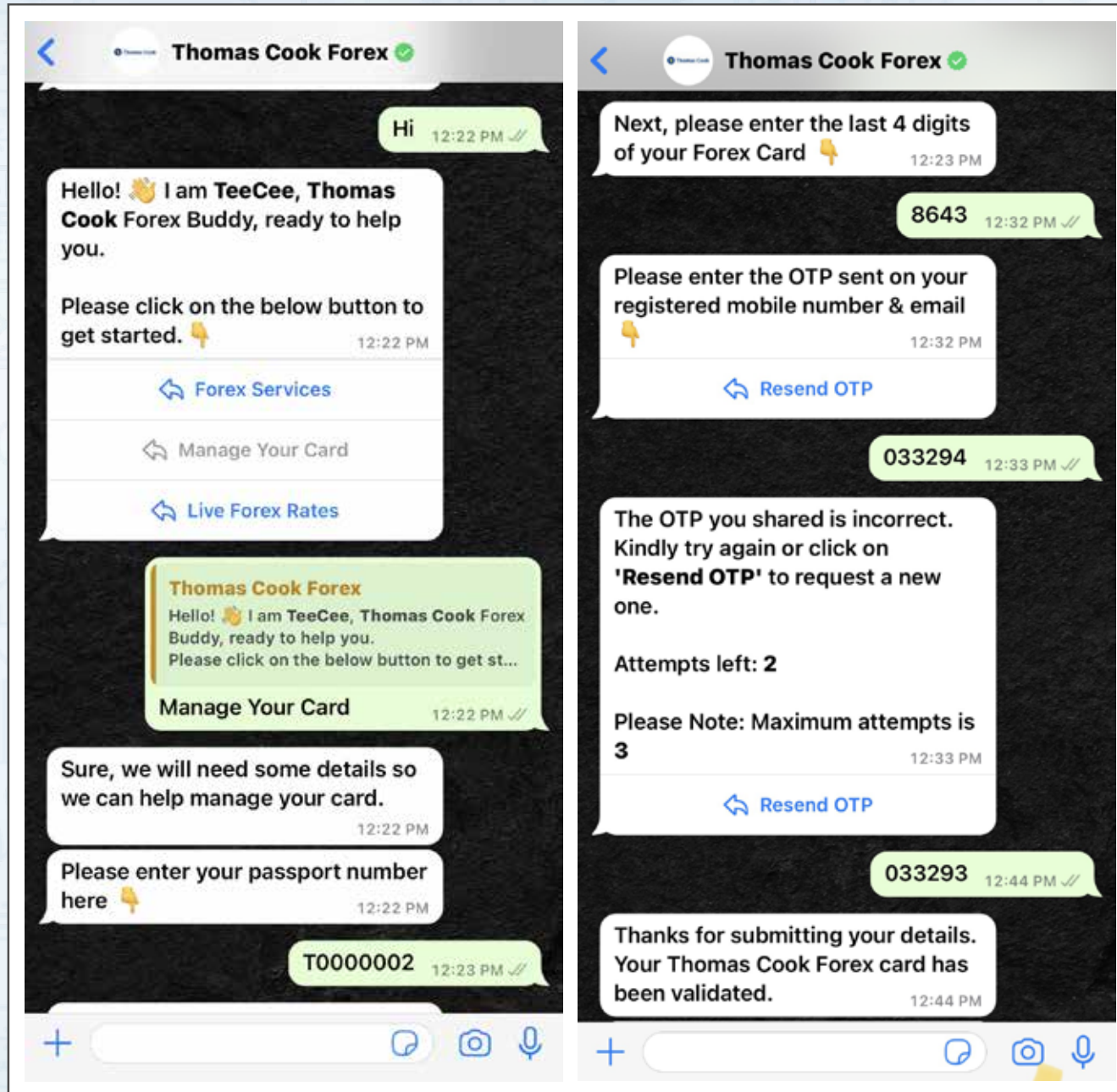
➤ Send **'Hi'** to WhatsApp no. **91 88791 42236**

➤ 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' and logging in again.

Enable / Disable Channels

Thomas Cook
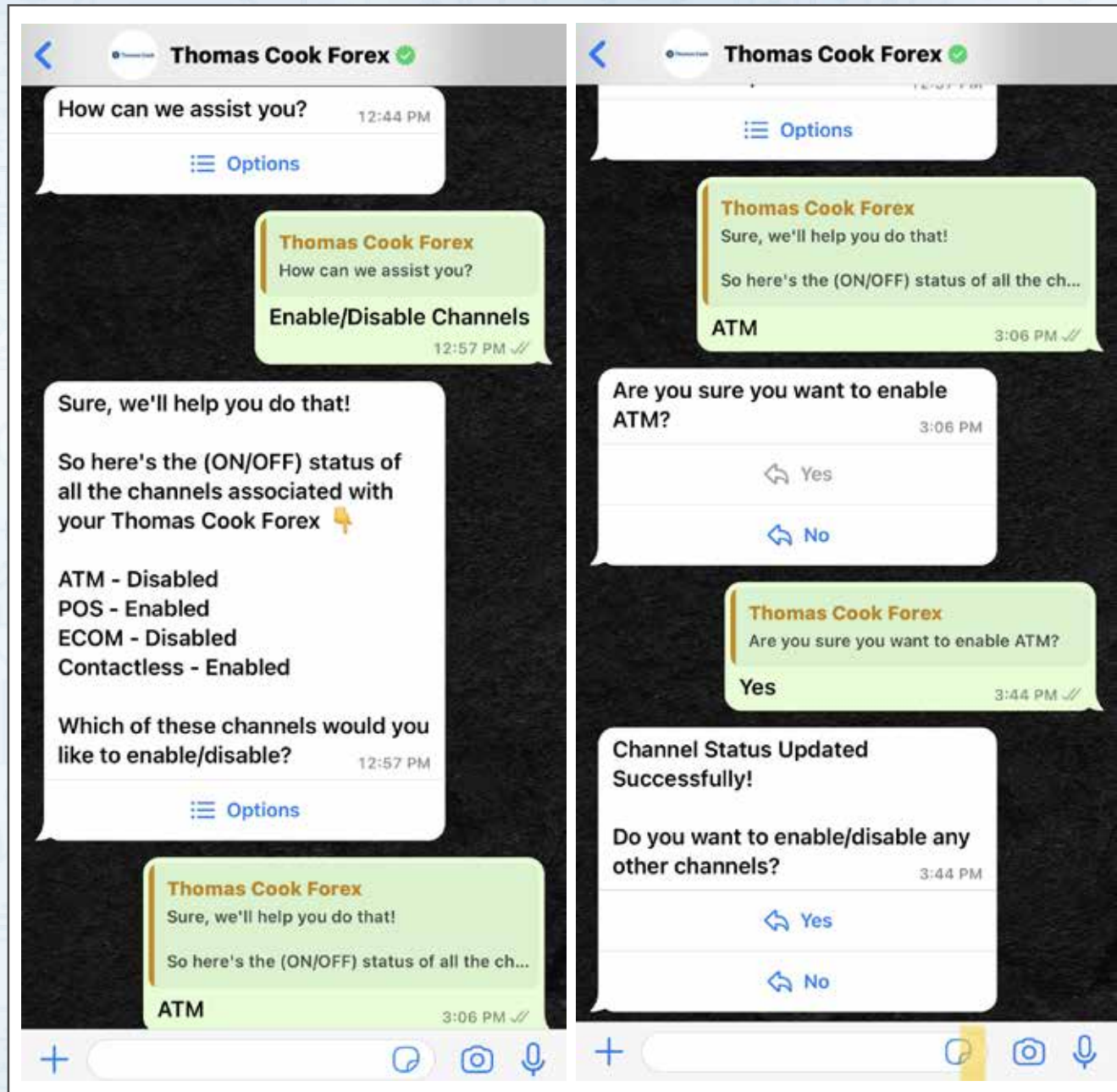
- ➤ Select **Options**
- ➤ Select **Enable/Disable Channels**
- ➤ The status of all the channels will be displayed
- ➤ Select **options** and **choose the channel** you want to enable or disable
- ➤ **Once Confirmed, the status will be updated**
- ➤ Repeat the process to change any other channels

Card Statement

Thomas Cook
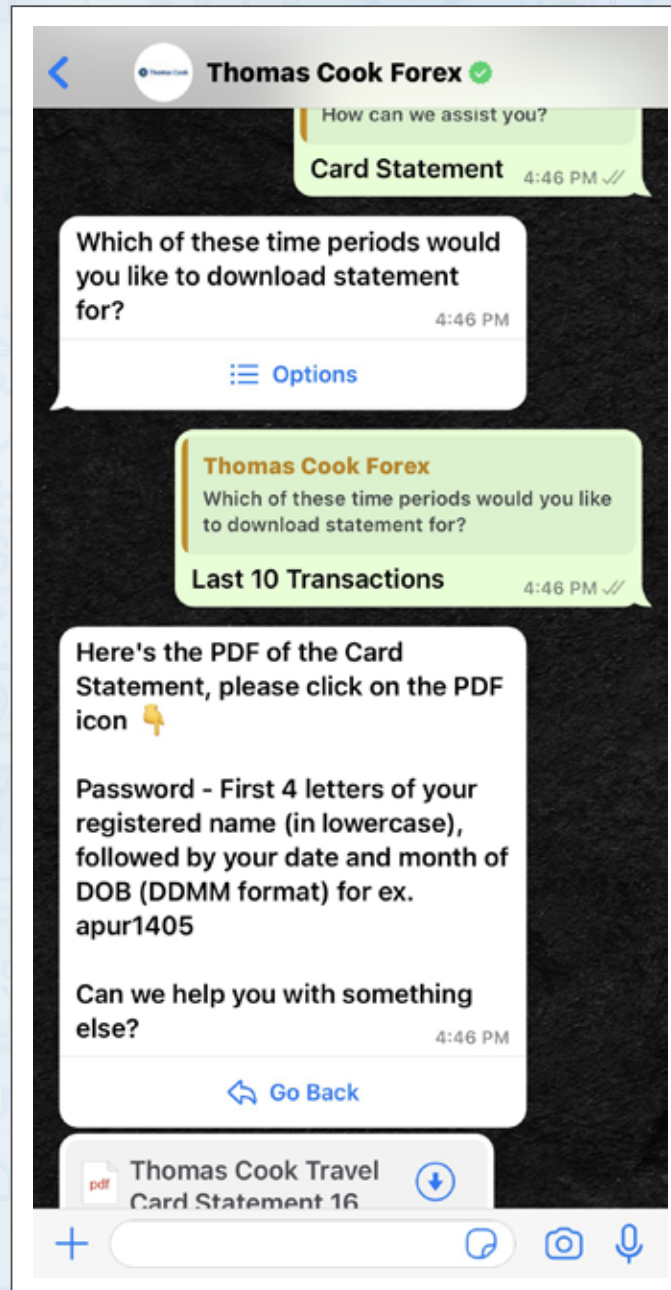
- ➤ Select **Options**
- ➤ Select **Card Statement**
- ➤ Select the **required option from (10 transactions, 1 Month, 3 Months, 6 Months)**
- ➤ You will receive a **password protected PDF.** The password/steps to open the PDF is mentioned in the message.
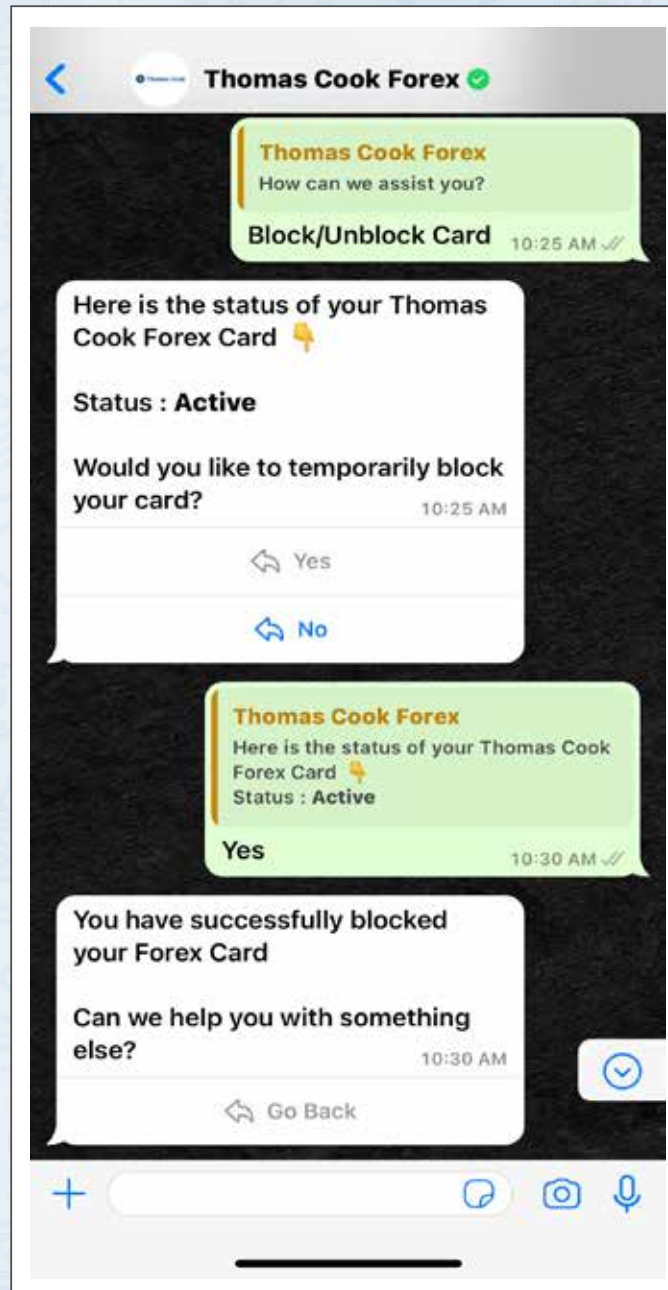
Card Balance

Thomas Cook
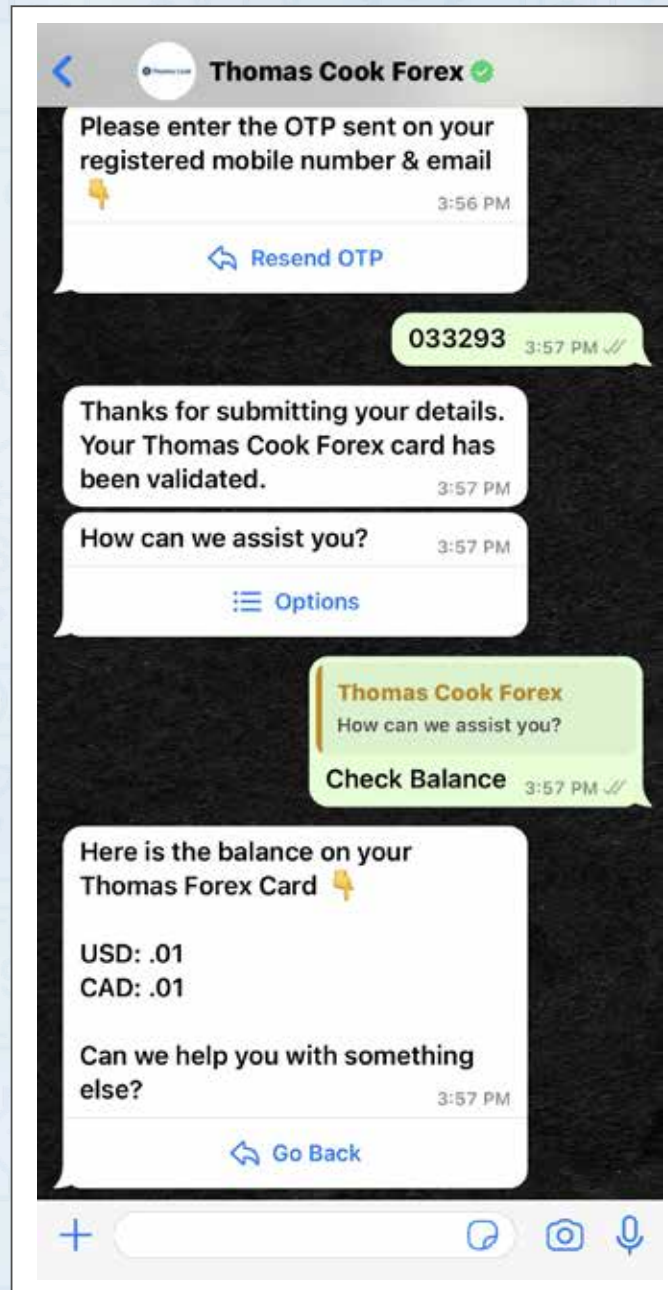
- ➤ Select **Options**
- ➤ Select **Check Balance**
- ➤ The **available balance** will be displayed

# Reset ATM Pin

Thomas Cook
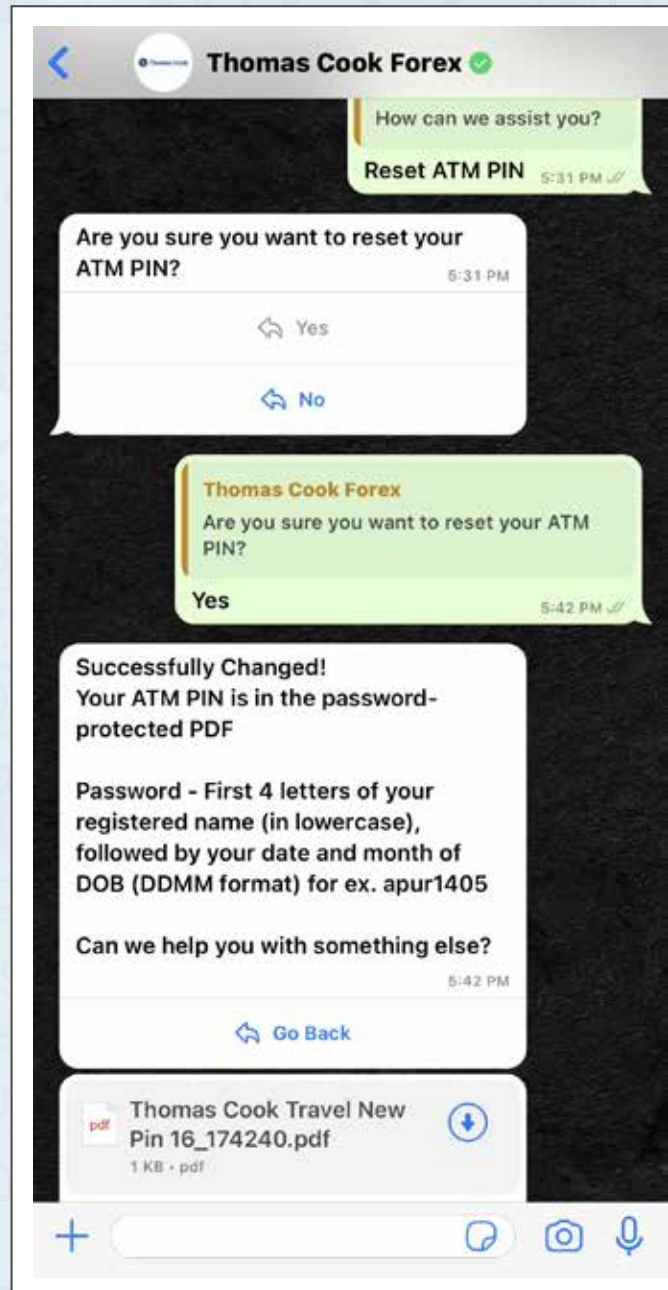
- ➤ Select **Options**
- ➤ Select **Reset ATM PIN**
- ➤ Select **Yes** to confirm
- ➤ You will receive your **new PIN in a password-protected PDF.** The password/ steps to open the PDF is mentioned in the message.

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

Thomas Cook
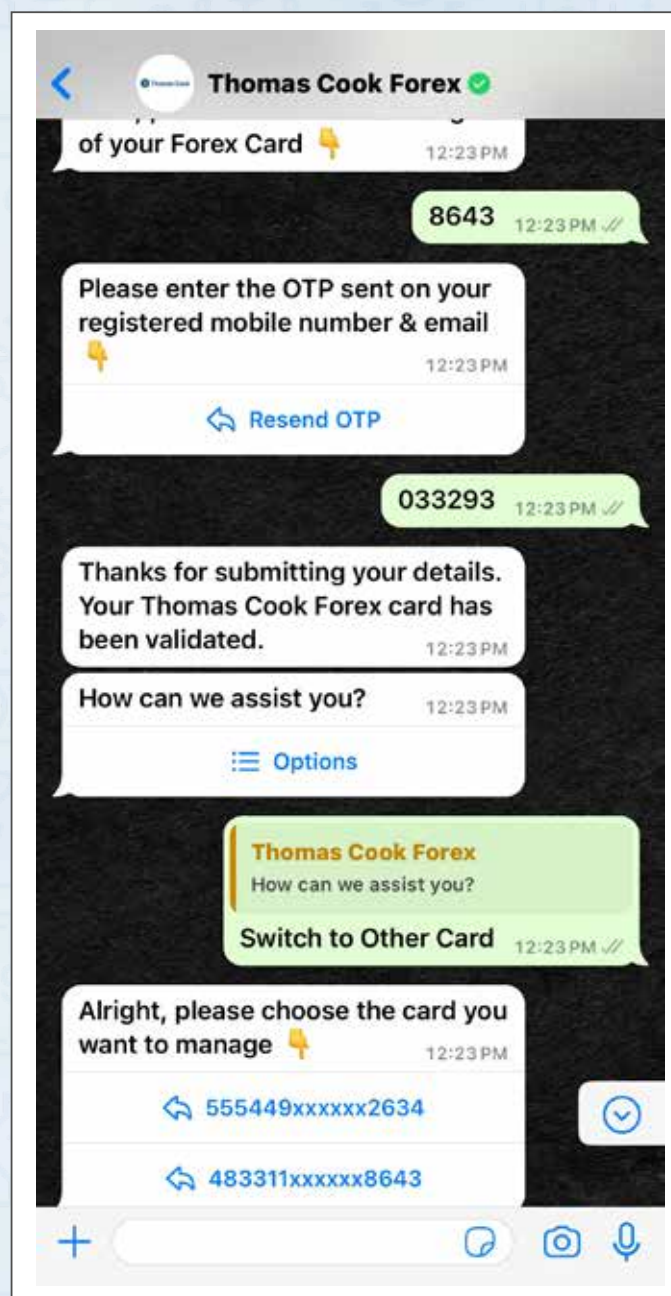
- ➤ Select **Options**
- ➤ Select **Switch to other card**

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

- ➤ **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

Thomas Cook
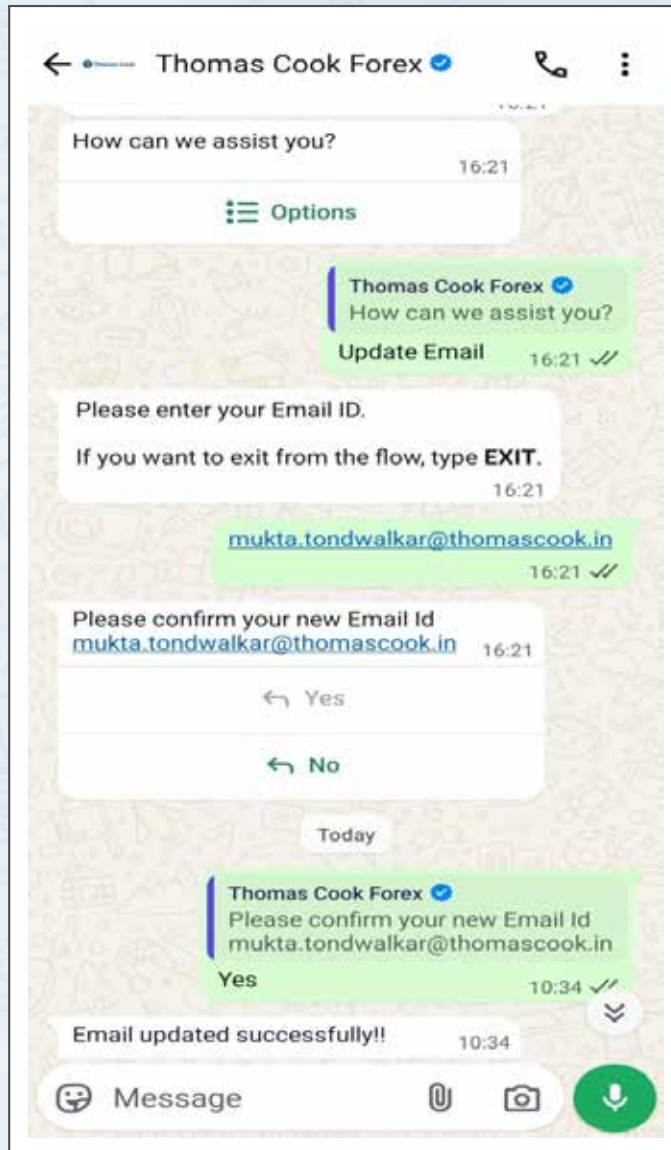
➤ Select **Options**

➤ Select Update **Email ID option.**

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

➤ Select option **Yes.**

Thank You

HOLIDAYS | FOREIGN EXCHANGE | BUSINESS TRAVEL | VISAS | INSURANCE