

PARAMETERS OF SERVICES FOR PAYMENT CARDS

Effective as of 1 April 2018

debit card	credit card	Infoline		branch	Emergency Line
		password verification	verification with electronic key / mobile key / Online Card		
new card issue / PIN					
after blocking (reported at blocking)	after blocking (reported at blocking)	7.00 AM – 8.00 PM	7.00 AM – 10.00 PM	opening hours	
after blocking (reported additionally)	after blocking (reported additionally)		7.00 AM – 10.00 PM	opening hours	
card duplicates - plastic already returned to bank	card duplicate	7.00 AM – 8.00 PM	7.00 AM – 8.00 PM	opening hours	
PIN duplicate	PIN duplicate	7.00 AM – 8.00 PM	7.00 AM – 10.00 PM	opening hours	
card non-renewal	card non-renewal	7.00 AM – 8.00 PM	7.00 AM – 10.00 PM	opening hours	
activation					
new cards	new cards	7.00 AM – 8.00 PM	7.00 AM – 8.00 PM	opening hours	
temporarily blocked card - blocked at client's request	temporarily blocked card - blocked at client's request	7.00 AM – 8.00 PM	7.00 AM – 10.00 PM	opening hours	
blocking					
permanent card blocking (loss, theft, fraud transactions)	permanent card blocking (loss, theft, fraud transactions)	7.00 AM – 10.00 PM	7.00 AM – 10.00 PM	opening hours	nonstop
temporary card blocking at client's request based on bank's approval	temporary card blocking at client's request based on bank's approval	7.00 AM – 10.00 PM	7.00 AM – 10.00 PM	opening hours	nonstop
additional services					
set up	set up	7.00 AM – 8.00 PM	7.00 AM – 10.00 PM	opening hours	
cancellation	cancellation	7.00 AM – 8.00 PM	7.00 AM – 10.00 PM	opening hours	
info from insurance company that client's insurance is active	info from insurance company that client's insurance is active	7.00 AM – 10.00 PM	7.00 AM – 10.00 PM	opening hours	
info about insurance scope	info about insurance scope	7.00 AM – 10.00 PM	7.00 AM – 10.00 PM	opening hours	
limits					
	limit change for online and card not present transactions	7.00 AM – 10.00 PM	7.00 AM – 10.00 PM	opening hours	
	acceptance of application for total limit change	7.00 AM – 8.00 PM	7.00 AM – 8.00 PM	opening hours	
	acceptance of application for limit transfer	7.00 AM – 8.00 PM		opening hours	
changes					
card/PIN distribution addresses	card/PIN distribution addresses	7.00 AM – 8.00 PM	7.00 AM – 10.00 PM	opening hours	
	statement distribution addresses	7.00 AM – 8.00 PM	7.00 AM – 10.00 PM	opening hours	
	statement compilation date	7.00 AM – 8.00 PM	7.00 AM – 8.00 PM	opening hours	
secondary account - disconnection		7.00 AM – 8.00 PM	7.00 AM – 10.00 PM	opening hours	
passwords	passwords	7.00 AM – 8.00 PM	7.00 AM – 8.00 PM		
significant data	significant data	7.00 AM – 8.00 PM	7.00 AM – 8.00 PM		
	Charity Program activation	7.00 AM – 8.00 PM	7.00 AM – 8.00 PM		
	partner's loyalty account numbers to receive loyalty points	7.00 AM – 8.00 PM	7.00 AM – 8.00 PM		
	repayment method	7.00 AM – 8.00 PM	7.00 AM – 8.00 PM	opening hours	
	automatic direct debit amount	7.00 AM – 8.00 PM	7.00 AM – 8.00 PM	opening hours	
	direct debit account change	7.00 AM – 8.00 PM	7.00 AM – 8.00 PM	opening hours	
	balance refund - card closure	7.00 AM – 8.00 PM	7.00 AM – 8.00 PM	opening hours	
	checking the balance remittance from closed card	7.00 AM – 8.00 PM	7.00 AM – 8.00 PM	opening hours	
card name change	card name change	7.00 AM – 8.00 PM	7.00 AM – 8.00 PM	opening hours	
Information about					
transaction charged (and not charged)		7.00 AM – 8.00 PM	7.00 AM – 10.00 PM	opening hours	
	transaction charged (and not charged)	7.00 AM – 8.00 PM	7.00 AM – 8.00 PM	opening hours	
	overdraft application status	7.00 AM – 8.00 PM	7.00 AM – 8.00 PM		
	interest rate	7.00 AM – 8.00 PM	7.00 AM – 8.00 PM	opening hours	
	repayment method	7.00 AM – 8.00 PM	7.00 AM – 8.00 PM	opening hours	
reason for transaction refusal (authorisation)	reason for transaction refusal (authorisation)	7.00 AM – 8.00 PM	7.00 AM – 10.00 PM	opening hours	
card PIN blocking	card PIN blocking	7.00 AM – 8.00 PM	7.00 AM – 10.00 PM	opening hours	
balance available for card	balance available for card	7.00 AM – 8.00 PM	7.00 AM – 10.00 PM	opening hours	
card/PIN distribution - actually set	card/PIN distribution - actually set	7.00 AM – 8.00 PM	7.00 AM – 10.00 PM	opening hours	
card/PIN distribution - history due to shipment retrieval	card/PIN distribution - history due to shipment retrieval	7.00 AM – 8.00 PM	7.00 AM – 8.00 PM	opening hours	
	statement	7.00 AM – 8.00 PM	7.00 AM – 8.00 PM	opening hours	
	loyalty program	7.00 AM – 8.00 PM	7.00 AM – 8.00 PM	opening hours	
validity of additional services	validity of additional services	7.00 AM – 8.00 PM	7.00 AM – 8.00 PM	opening hours	
complaints					
card/PIN not delivered	card/PIN not delivered	7.00 AM – 8.00 PM	7.00 AM – 8.00 PM	opening hours	
receipt of complaint concerning transaction charged		7.00 AM – 8.00 PM	7.00 AM – 10.00 PM		
	receipt of complaint concerning transaction charged	7.00 AM – 8.00 PM	7.00 AM – 8.00 PM	opening hours	
	fee/interest	7.00 AM – 8.00 PM	7.00 AM – 8.00 PM	opening hours	
	instalment not credited	7.00 AM – 8.00 PM	7.00 AM – 8.00 PM	opening hours	
	points in loyalty program	7.00 AM – 8.00 PM	7.00 AM – 8.00 PM	opening hours	
miscellaneous					
	various written confirmation letters for client	7.00 AM – 8.00 PM	7.00 AM – 8.00 PM	opening hours	
duplicates/copies					
	of card statement	7.00 AM – 8.00 PM	7.00 AM – 8.00 PM	opening hours	
PIN duplicate	PIN duplicate	7.00 AM – 8.00 PM	7.00 AM – 10.00 PM	opening hours	
Priority Pass duplicate	Priority Pass duplicate	7.00 AM – 8.00 PM	7.00 AM – 8.00 PM	opening hours	

contact phone numbers

Infoline – toll free 800 14 00 14
 International calls – subject to toll +420 221 210 031
 Emergency line for card blocking +420 221 210 012

contact e-mail web site

info@unicreditgroup.cz
 www.unicreditbank.cz

Banking that matters.

