



PASSCODE UNLOCKING HELPLINE



INTERACTIVE VOICE RESPONSE SYSTEM (IVR)

Through this automated phone system, you will be able to unlock your passcodes without having to wait to speak to a customer service operator, at any time, 24 hours a day, 7 days a week.

01



SIMULTANEOUS ASSISTANCE

02



24 HOUR SERVICE

HELPLINES

950 183 313

Unlocking helpline

Option 1: Spanish
Option 2: English

901 511 000
950 210 191

Online Banking Support

Option 4: Unlocking

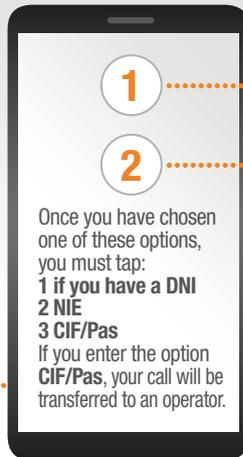
UNLOCKING OPTIONS



**Unlock/
recover
username**

**Unlock an
operation**

**Other
options**

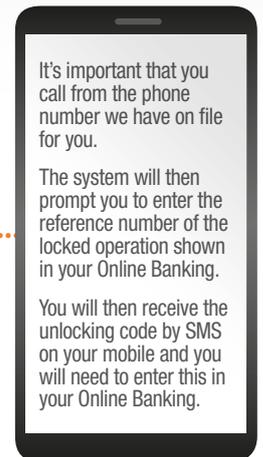


**Unlock/recover
Online Banking username**

**Unlock/recover
Phone Banking username**

Once you have chosen one of these options, you must tap:
1 if you have a DNI
2 NIE
3 CIF/Pas
If you enter the option **CIF/Pas**, your call will be transferred to an operator.

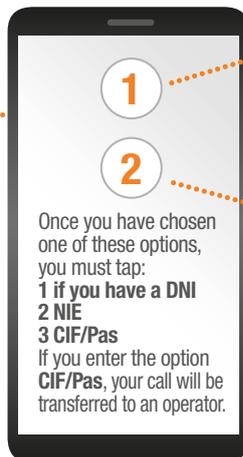
The system will then prompt you to enter the last 4 digits and the PIN of one of your credit cards. The username will be sent to your email address and the password via SMS to your mobile. When you access your online banking account, you must change the passwords. After changing them, we will send a message to your mobile phone to confirm, and you're all set!.



It's important that you call from the phone number we have on file for you.

The system will then prompt you to enter the reference number of the locked operation shown in your Online Banking.

You will then receive the unlocking code by SMS on your mobile and you will need to enter this in your Online Banking.



**Unlock/recover
signature for operations**

Now, the system will prompt you to enter the last 4 digits and the PIN of one of your GCC credit / debit cards. Once you have done this, your signature will be unlocked.

Obtain SMS signature code

The system will prompt you to enter the reference number of the operation shown on screen, and then the last 4 digits and the PIN of one of your credit / debit cards. Once you have done this, the automated voice will indicate your SMS code.

In order to unlock / recover your passcodes, Grupo Cooperativo Cajamar must have your correct email address and mobile phone number on file.