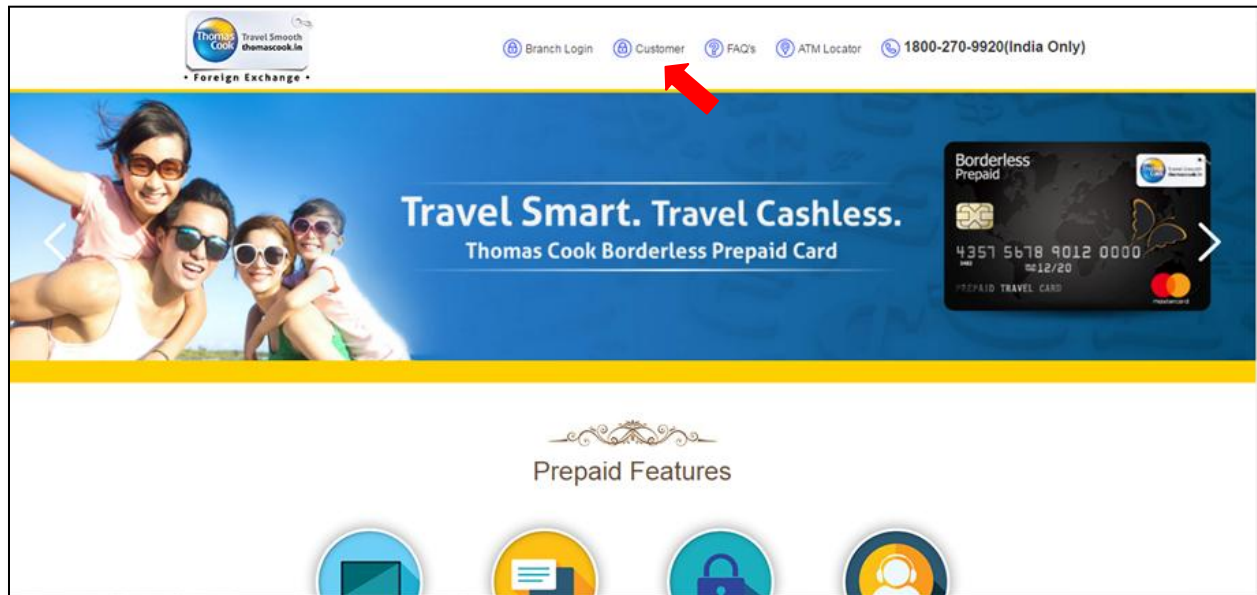


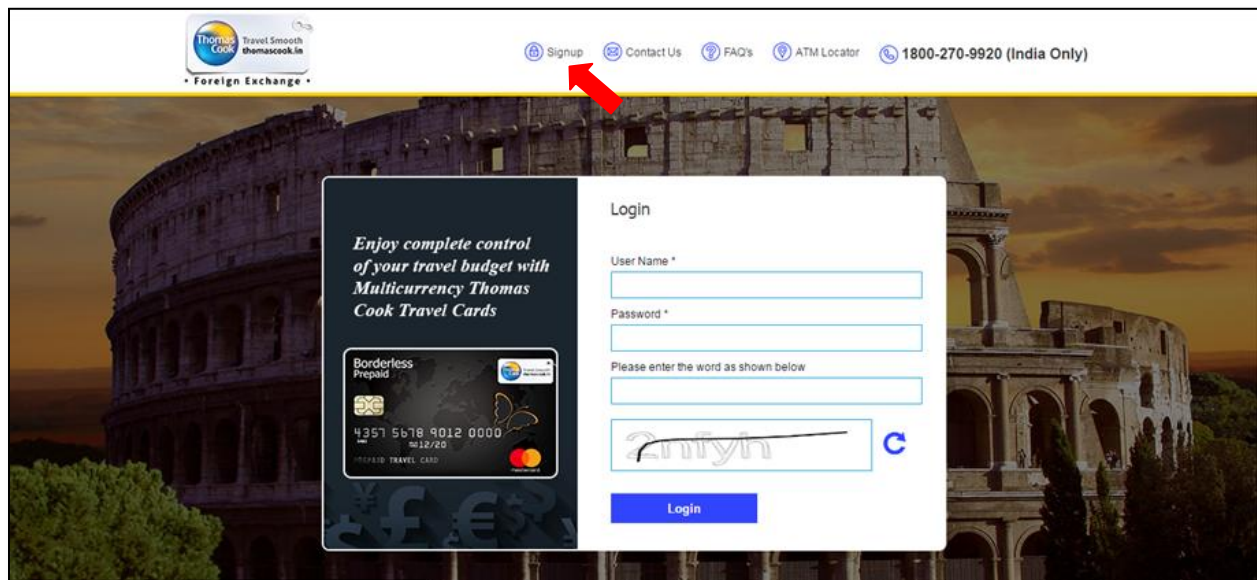
Customer Portal

How do I Register? (For New Card)

- 1) Visit <https://www.thomascooktravelcards.com> and click on “CUSTOMER” to proceed.



- 2) Click on “SIGN UP” and proceed



- 3) Enter the “CARD NUMBER” along with “EXPIRY DATE” and the “CARD PIN”. Click on Submit to proceed

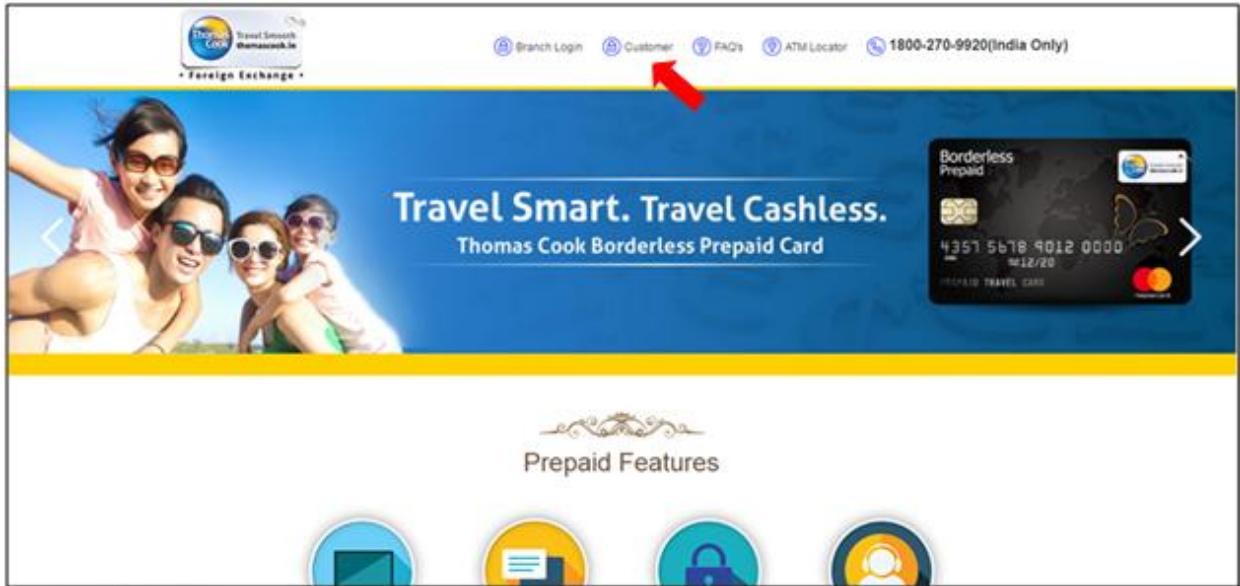
The screenshot shows the 'User Registration' form on the Thomas Cook website. The form is titled 'User Registration' and is set against a blue background. It contains the following fields: 'Card Number' (531427000000025), 'Re-Enter Card Number' (531427000000025), 'Expire Date(MMYY)' (0422), and 'Pin' (masked with asterisks). A blue 'Submit' button is located below the fields. A red bracket on the right side of the form groups the Card Number, Re-Enter Card Number, and Expire Date fields. The page header includes the Thomas Cook logo and 'Foreign Exchange' text. The footer contains the copyright notice '2017 Thomascook.in. All Rights Reserved' and the 'Powered By Euronet' logo.

- 4) Set the “USER NAME” and “PASSWORD” as per your wish. Remember these details will be required at the time of Sign in. Now select the Security Questions and set Answers which are easy to remember. Click on Proceed and the User ID will be created.

The screenshot shows the 'Change Password' form on the Thomas Cook website. The form is titled 'Change Password' and is set against a blue background. It contains the following fields: 'User Name' (deepak1), 'Password' (masked with asterisks), 'Security Question 1' (What Is Your Favorite Destination?), 'Security Question Answer 1' (destination), 'Security Question 2' (What Is Your Mother Maiden Name?), and 'Security Question Answer 2' (mother). A blue 'Proceed' button is located below the fields. A red bracket on the right side of the form groups the Password, Security Question 1, Security Question Answer 1, Security Question 2, and Security Question Answer 2 fields. A note at the bottom of the form states: 'Note: Password should contains 1 Uppercase , 1 digit, minimum 8 character , atleast 1 lowercase character and 1 Special character (.@#%&*^_!) only.' The page header includes the Thomas Cook logo and 'Foreign Exchange' text. The footer contains the copyright notice '2017 Thomascook.in. All Rights Reserved' and the 'Powered By Euronet' logo.

How do I Login? (For Registered Card)

- a) Visit <https://www.thomascooktravelcards.com> and click on “CUSTOMER” to proceed



- b) Enter the “USER NAME & PASSWORD” set at the time of registration. Enter the text shown on the screen and click on “LOGIN” to Proceed

Enjoy complete control
of your travel budget with
Multicurrency Thomas
Cook Travel Cards

Borderless
Prepaid

4357 5678 9012 0000
12/20
PREPAID TRAVEL CARD

Login

User Name *

deepak

Password *

Please enter the word as shown below


a4p8h|

a4p8h

Login

c) Answer the Security Question and click on SUBMIT to reach the CUSTOMER PORTAL.

Enjoy complete control of your travel budget with Multicurrency Thomas Cook Travel Cards



Login

Security Question 2
What Is Your Favorite Destination? ▼

Security Question Answer
destination


Submit

Welcome to the all new Customer Portal for Prepaid Travel Cards


Thomas Cook Travel Smooth thomascook.in

Home Change Password Raise Query Logout

Foreign Exchange



Welcome - deepak
Last Login 2017-07-06 15:11:16.968



Card Summary


Card Number	Product Name	Card Status
5545XXXX0030	Borderless Prepaid Card	Active
Expiry Date	Activation Date	HOTLIST
2022-05-31	2017-06-01	

Current Balance
USD 0.00

GBP 6.47
EUR 0.00
CAD 0.00
AUD 0.00
JPY 0.00
SGD 0.00
CHF 0.00

Card Statement **Change ATM PIN** **Profile Details**

Travel Smart. Travel Cashless.
Thomas Cook Prepaid Travel Cards



Features on the New Customer Portal

a) Check Balance and Download Statement

You can view your Currency wise Balance and can also view, download and email the Statement by selecting the date range.

The screenshot displays the Thomas Cook Customer Portal interface. At the top left, the Thomas Cook logo and tagline "Travel Smooth thomascook.in" are visible, along with a "Foreign Exchange" label. The top right navigation bar includes links for Home, Change Password, Raise Query, and Logout. The main content area is divided into several sections:

- User Profile:** A circular profile picture placeholder, the name "Welcome - deepak", and the last login time "Last Login 2017-07-06 15:11:16.968".
- Card Summary:** A "Borderless Prepaid" card image with the number "4357 5678 9012 0000" and expiry date "12/20". To the right, the "Card Summary" section lists:
 - Card Number: 5545XXXX0030
 - Product Name: Borderless Prepaid Card
 - Card Status: Active
 - Expiry Date: 2022-05-31
 - Activation Date: 2017-06-01A "HOTLIST" button is also present.
- Current Balance:** A section showing "Current Balance USD 0.00".
- Currency Balances:** A vertical list of currencies with their respective balances:
 - GBP 6.47
 - EUR 0.00
 - CAD 0.00
 - AUD 0.00
 - JPY 0.00
 - SGD 0.00
 - CHF 0.00
- Card Statement:** A section with a "Card Statement" button. Below it, the "Card Statement" title is followed by a form to select a statement and date range:
 - Select Statement: Monthly Statement (dropdown)
 - From Date: 2017-05-01
 - To Date: 2017-07-06Buttons for "View", "Download", and "Email" are provided below the form.

b) CHANGE ATM PIN

The all new Card Portal now allows the cardholder to **CHANGE the ATM PIN** of his/her choice. This is a real time activity.

Thomas Cook Travel Smooth thomascook.in
• Foreign Exchange •

Home Change Password Raise Query Logout

Welcome - deepak
Last Login 2017-07-06 15:11:16.968

Borderless Prepaid

Card Summary

Card Number	Product Name	Card Status
5545XXXX0030	Borderless Prepaid Card	Active
Expiry Date	Activation Date	HOTLIST
2022-05-31	2017-06-01	

Current Balance
USD 0.00

GBP 6.47
EUR 0.00
CAD 0.00
AUD 0.00
JPY 0.00
SGD 0.00
CHF 0.00

Card Statement **Change ATM PIN** Profile Details

Change ATM PIN

Enter Old PIN

Enter New PIN

Enter Expire Date (MMYY)
0422

Proceed

c) VIEW PROFILE DETAILS

The customer can view the details used for card activation. In case of any discrepancy he will be able to raise a request.

Card Statement **Change ATM PIN** Profile Details

Profile Details

Personal Details Name - ROHAN PARAS Gender - Male Date Of Birth - 1989-01-30	Contact Details Mobile Number - 919820672676 Int Mobile Number - Email ID - DEEPAK.SANGALE@IN.THOMASCOOK.COM
Residential Address Details MARATHON FUTUREX LOWER PAREL MUMBAI MH IND 400007	Office Address Details MARATHON FUTUREX LOWER PAREL MUMBAI MH IND 400007

d) RAISE QUERY

The cardholder can now raise a query directly by clicking on the “RAISE QUERY” tab. This query will be directly sent to the Payment Solution Team for resolution.

Thomas Cook Travel Smooth thomascook.in

Home Change Password Raise Query Logout

Foreign Exchange

Welcome - deepak
Last Login 2017-07-06 15:11:16.968

Borderless Prepaid

Card Summary

Card Number 5545XXXX0030 Product Name Borderless Prepaid Card Card Status Active

Expiry Date 2022-05-31 Activation Date 2017-06-01

HOTLIST

Current Balance USD 0.00

GBP 6.47

EUR 0.00

CAD 0.00

AUD 0.00

JPY 0.00

SGD 0.00

CHF 0.00

Card Statement Change ATM PIN Profile Details

Raise Query

Card not working

Hi Team,
Test card. |

Submit

e) CHANGE PASSWORD

The cardholder can change his login password clicking on the “CHANGE PASSWORD” tab

Thomas Cook Travel Smooth thomascook.in

Home Change Password Raise Query Logout

Foreign Exchange

Welcome - deepak
Last Login 2017-07-06 15:11:16.968

Borderless Prepaid

Card Summary

Card Number 5545XXXX0030 Product Name Borderless Prepaid Card Card Status Active

Expiry Date 2022-05-31 Activation Date 2017-06-01

HOTLIST

Current Balance USD 0.00

GBP 6.47

EUR 0.00

CAD 0.00

AUD 0.00

JPY 0.00

SGD 0.00

CHF 0.00

Card Statement Change ATM PIN Profile Details

Change Password

Old Password

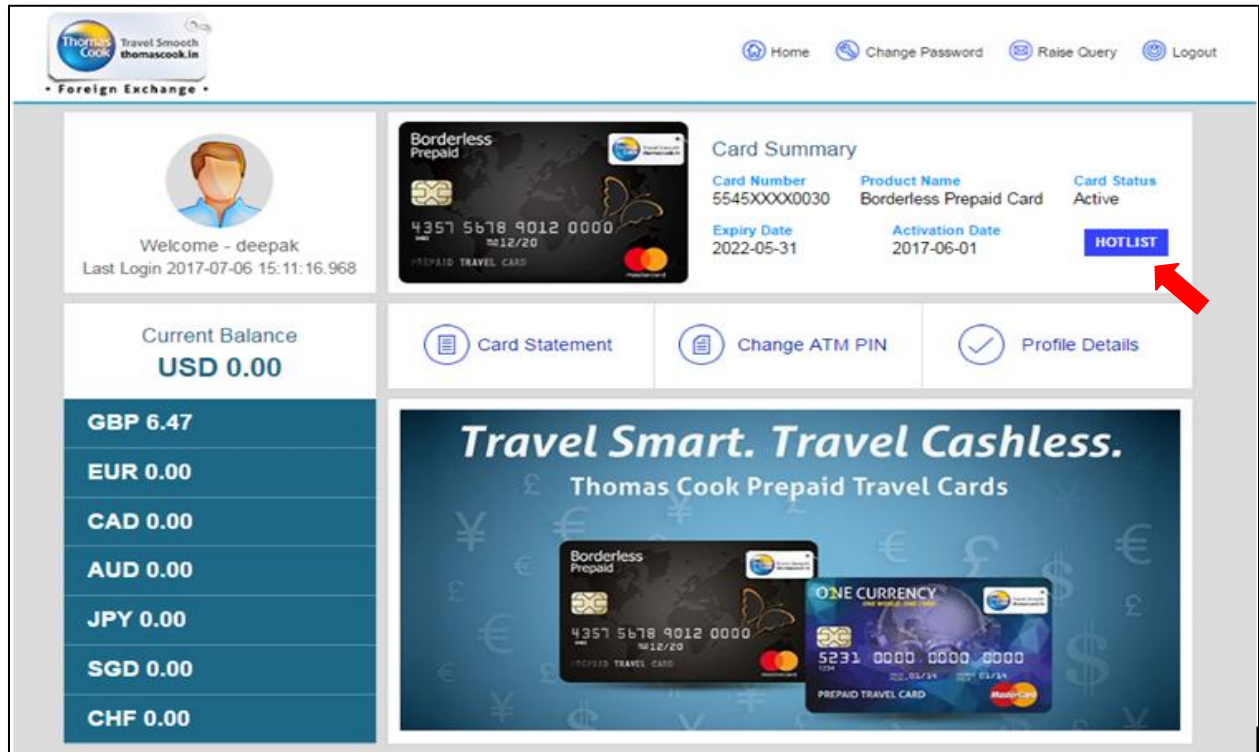
New Password

Proceed

Note: Password should contains 1 Uppercase , 1 digit, minimum 8 character ,atleast 1 lowercase character and 1 Special character (@,#,\$,%,&,' only)

g) CARD BLOCK

The cardholder can now permanently block his card in case the same is lost, stolen or damaged. The same can be done by clicking once on the “HOTLIST” tab. A hotlisted card cannot be opened again



h) FAQs and ATM Locator

The cardholder can view the FAQ and ATM locator by clicking on the respective tabs on the home page

