

RPA CASE STUDY

Card Cancellation

Our RPA solution for card cancellation process simplified the entire operation and reduced cost significantly.

Business benefits:

- Reduced turnaround time (75%)
- Enriched customer experience
- Reallocation of 4 FTEs
- 55% cost savings

The Commercial Banking Group (CBG) of a leading bank wanted to automate the task of cancelling debit and/or credit card upon receiving a request from the customer.

Challenges:

- Bank offered different types of cards like ATM, UDC (Unembossed Debit Card) , EDC (Embossed Debit Card) and Credit Card. Cancellation process varied for each type of card which made it very tedious
- For credit card, the cancellation was more complex because of existence of main card and sub cards.
- Large number of requests needed to be handled on a daily basis

Solution:

- We analysed and understood the cancellation process in detail for different types of cards
- Implemented RPA to automate the process of identifying and grouping card type and executing the cancellation process based on the business rules