



What Clients need to do after a Tourist Card has expired

Bank card reissue	After a Tourist Card has expired, Clients may apply for a new bank card. Visit the Bank and present two documents, namely, a proof of identity and a proof of the right to stay in the Russian Federation.
Notifications to the Client	Notifications will be sent to the email address as specified in your card application.
How to receive a new card	Your card will be delivered at the Bank's branch where you apply.
Cost of service	According to the rates in effect on the date on which a new Tourist Card is issued.
Handling cards upon expiration	
Expired card	If expired, the card will no longer be valid for payment transactions in retail chains, for online payments and ATM cash withdrawals.
<i>Avoid disposing of either whole or cut cards in trash bins in public places.</i>	However, the funds available on a Client account will remain 100% safe. You can receive the remaining balance in cash or transfer it to your new Tourist Card account at the Head Office at the address shown above.
New card	The new instant-issue Tourist Card with a new card account will be opened in your presence.
<i>Update your new card details with all services to which your previous card was linked for regular payments</i>	The card details, i.e., number, expiration date and CVV2/CVC2 code, will not be the same.
	Your new PIN code will be delivered together with the card at the Bank's branch.

Should you have any questions, please contact the Bank at the above phone number