

**EHl Retail Institute GmbH
Central Kuno Blocking Service
for debit cards**

**in cooperation with the
Central German Retail Association
(HDE) and the police**

Internet: www.kuno-sperrdienst.de

Hotline: 0800 1044403

(free of charge)

(free call from landline or mobile)

between 8 a.m. and 8 p.m. Monday - Friday

between 8 a.m. and 4 p.m. on Saturday

KUNO - Information for persons reporting the loss/theft of a debit card

Why you should provide your card sequence number

KUNO is a voluntary system established by police departments and the retail industry to reduce fraud involving debit card payments.

In order to block your card, your account details will be forwarded to the retailers participating in the KUNO blocking service. We explicitly point out that not all retailers are affiliated to the system. Please also report your card missing to the bank or other financial institution holding your account and check your bank statements. Notifying KUNO does not mean that any misuse of your debit card can be ruled out completely.

Debit cards issued to the same account have different **sequence numbers**. It is necessary to state the sequence number of the stolen/lost debit card or provide it later on in order to ensure that the system is working properly. Otherwise it may happen that all the debit cards issued to the account will be refused for a period of ten days. At the same time, it is the only way to ensure that your data will be blocked permanently by all participants of the KUNO system beyond that period.

Where to find the separate **one-digit** sequence number (between 0 and 9):

Sometimes it is printed on the sales receipt. It also appears in your bank statement (a separate one-digit number following the bank code) after the withdrawal of money from a cash machine/ATM or direct debit purchases. Of course you can also obtain it from your bank. The easiest way to provide the missing sequence number is via the internet at

<https://www.kuno-sperrdienst.de>

Your reported data			
bank code number (8 digits)	account number (up to 10 digits)	card blocking confirmation (5 digits)	card sequence (1 digit)
International bank account number (IBAN) (22 digits)			

Examples of where you can find the card sequence number:

GA(ATM) NR00000012 BLZ70112345 **2**
13.09/07.54UHR Sample Town
EUR 200,00 GEB.EUR 2,05

Sample Company AG
ELV90584532 15.09 09.47 **ME3**

Sample Company GmbH
HAUPTSTR. 1
12345 Berlin
012/12345-0

Kto.12345678/0012345678
Karte **4** expiry date 12/04
AID-Parameter 00951032A
AID 0074FAA

Activating KUNO through the police does not exempt the legal card owner from his/her obligation to inform his/her account holding bank or other financial institution and have the card blocked immediately.