

Virtual Card Application Process

- Step 1:** Log into your Citytouch account from the mobile app.
- Step 2:** Click on “Apply Now” from Cards tab your app dashboard,
OR
Go to “Card Services” >> “Apply for a Virtual Card”
- Step 3:** Select whether you want to apply for a “Debit Card” or a “Prepaid Card”.
- Step 4:** Select the “Source Account”.
If you are applying for a Virtual Debit Card, the card will be created for this account.
If you are applying for a Virtual Prepaid Card, the card creation charge will be deducted from this account.
- Step 5:** Select the “Product Type” of your virtual card.
- Step 6:** Select SMS or Email as the “OTP Type”.
- Step 7:** Click on the checkbox of agreement to the Terms and Conditions, and click on “Apply”.
- Step 8:** Check the details on the next page, and click on “Confirm”.
- Step 9:** Submit the OTP which has been sent to your registered Mobile Number or Email Address, and click on Submit.
- Step 10:** Your card will be created successfully, and you will see the details of your card in the success screen.
After application the card is instantly created and activated. It will be visible on Citytouch dashboard after 5 minutes. You will need to re-log in to Citytouch app to view your card, and you can set the PIN from Card Services menu, Call Center, or SIVR.