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What can I find on this page?

On this page, you can request a file of all registered accounts or of one specific account type. This file is available to be downloaded.

How can I obtain the information I am interested in?

The page consists of the following sections:

1. Download by Application

Select the account type:

- Banamex accounts
- Other Banks accounts
- Other Banks credit cards
- Payment order
- Department store cards

Click "Continue".

2. Files available for download:

- Account type: It displays the types of accounts the file contains:
 - Banamex accounts
 - Other Banks accounts
 - Other Banks credit cards
 - Payment order
 - Department store cards
- Request date: It displays the date in which the query was made. Status: It displays the file status.
 - Outstanding
 - Completed
- Link of action: The action of this link depends on the file status, there are two possible options:
 - Outstanding - Update
 - Completed - Download

By clicking link *Update*, the file status will be updated (going from *Outstanding* to *Completed*). The link *Update* will then change to *Download*.

Once the files' status is *Completed*, by clicking *Download* link, the Windows (or the user's browser) download screen will be displayed.