

RUPAY ATM cum Debit Card based Transaction (CBT) Policy

Bank has entered into a tie-up with ICICI Bank, the Sponsor Bank and member of the National Payments Corporation of India (NPCI), to avail of the “RuPay” ATM/Debit Card Based Transactions facility. Bank has also entered into an agreement with Infracore Tech for obtaining technical set-up, access to data center, connectivity and technical support for provision of facility of ATM/Debit Card based transactions (CBT) to our customers. Accordingly, sub-membership with the National Payments Corporation of India (NPCI) was applied for and a Issuers Identity Number (IIN) was obtained for the bank. The tie-up with ICICI Bank, will be used for routing the financial transactions and for maintenance of Liquidity Manager (for facilitating availability of funds for meeting our settlement requirements for “RuPay” transactions) with NPCI.

Since CBT will be used by all our customers, it is necessary to have a CBT Policy in place as under:

1. ATM/Debit cards will be issued by bank to all Savings, Current and Overdraft (only individual / proprietorship) account holders who are KYC compliant and have been maintaining their accounts satisfactorily.
2. Bank may at its discretion decline any application for issuing the Card without assigning any reason whatsoever.
3. Cash transactions and balance enquiry made by our customers at our ATMs as well with ICICI Bank ATMs will not be charged any fee. Cash transactions and balance enquiry made by our customers at other banks' ATM will be charged as RBI guidelines.
4. Charges for duplicate card on loss of original card/replacement/damaged card will be Rs.100/- plus taxes/service charges as applicable and new card will be issued after lodging information of lost card and completing all the required formalities.
5. Cards not collected at the ATM machine of acquirer bank (other bank) and retained at their ATM machine for that reason, or for any other reason, like entering of password incorrectly up to 3 times will have to report by the

customer. Re-issue of the same will be charged Rs.100/- plus taxes/service charges as applicable

6. Transaction limit per day will be Rs.20,000/- for Savings Account holders and Rs.30,000/- for Current accounts holders.
7. All charges will be subject to applicable service taxes.
8. The validity of the card will be 5 years.
9. Cards will be valid for Point of Sale (POS) transactions but will not be valid/available for international transactions.
10. The Card holder will sign on the reverse of the card as per the specimen signature given for the designated account, that is, the account linked to the card.
11. The card will entitle the holder to obtain all the facilities that are normally available with such cards from ATM machines like cash withdrawal, balance enquiry, obtention of mini-statement printout, etc. or as specifically notified to the card holder at the time of applying for the same.
12. Charges for re-issue of Personal Identity Number (PIN) shall be Rs. 100/- plus GST
13. Bank will provided a helpline for customers from 9.00 am to 4.00 pm and all calls made for clarification, loss of card, assistance will be responded to during that time.
14. Application for cards will be made by the customers and received at the respective branches where the customer is holding his account (base branch) and the same will be forwarded to back-office staff at designated branch for further processing after verifying signatures, eligibility, authorization as per mandate and other matters like KYC compliance, etc. by the base branch. Mobile number of the applicant will be a mandatory requirement in all the applications.
15. Issue of PIN Code and Debit/ATM cards will be done by the back-office in two stages and delivered to the customer through courier or at the originating branch, that is, the Debit Card and the PIN will be delivered separately as a

security measure.

16. Card Management System software will be installed at the designated back-office branch to process ATM Card data.
17. Back-office staff will co-ordinate with M/s. Manipal Technology for ordering of ATM Card and the card, so received, will be sent to the base branch for issue to the applicant.
18. Co-ordination with Service Provider and reconciliation of transactions will be done on a daily basis by the back-office staff.
19. Limit Liquidity Management with ICICI Bank and NPCI will be done by the back-office staff in co-ordination with the Dy.CEO/CEO to ensure maintenance of sufficient balance with ICICI Bank and NPCI.
20. Dispute Management System (DMS) will be in place to handle disputes, such as, Lost/Stolen ATM Card, blocking of ATM Card, error in Pin Change, issue of Duplicate Card, etc., by a dedicated staff who will be nominated for that purpose.
21. case of disputed transactions, that is, in cases where the account of the customer has been wrongly debited for amount not dispensed by the ATM machine, bank will look into the dispute and reimburse the amount to the account holder within 7 working days as per RBI guidelines.
22. ATM Unit will have a ATM ID number displayed clearly on the ATM Machine to enable the customer to quote the same while making a complaint/suggestion.
23. Co-ordination for servicing/maintenance of the ATM unit and maintenance of Daily Journal (record of transactions) and required stationery for dispensing mini-statement printouts for ATM Card holders who intend to obtain the same, will be the sole responsibility of the base branch.
24. Use of card shall be terminated without notice, for the following reasons:
 - a) upon the death, bankruptcy or insolvency of the Cardholder
 - b) on receipt of a letter from any one of the joint account holders changing the operative clause.

c) an attachment order from a competent court or revenue authority

d) from RBI due to violation of FEMA/Exchange Control Regulations, or any other reason.

25. The Cardholder wishing to close the designated account and surrender the Card will give the Bank a request in writing and surrender the Card along with the request letter.


(CHIEF EXECUTIVE OFFICER)

APPROVED IN BOARD MEETING DATD : 25th March,2022