

Terms and Conditions for issue of Federal Bank Debit Card to customers

Bank issues International/Domestic-only Federal Bank Debit Cards which is affiliated to Visa/Mastercard/RuPay; International debit cards can be used outside the Country.

Objectives

- To provide our valuable customers with withdrawal facility through ATMs, cash deposit facility through BNAs & Shopping via POS & e-POS in India and abroad.
- To enable customers travelling overseas to meet expenses without carrying foreign currency or traveller cheques.
- To use internationally/ domestically with higher withdrawal limits.
- To facilitate cash withdrawal service (proposed) through BNAs/Cash Recyclers.
- To enable use of international debit cards in selected international e-POS/e-commerce websites that does not mandate for compulsory 2FA and limited to a fixed per transaction limit.
- To provide additional facilities like Card to Card funds transfer, Mobile/DTH recharge, cheque book request, etc. through bank ATMs.
- To provide insurance coverage (accident-death and disability) for debit card holders (for ex. RuPay debit cards – insurance coverage provided by NPCI in association with New India Assurance Co Ltd).

Transactions as per FEMA

International transactions at ATMs or POS should be carried out by the cardholder strictly in accordance with FEMA/Exchange Control Regulators. In the event of any failure to do so, the Cardholder should fulfill and abide by all guidelines issued by the Reserve Bank of India and the Government of India regarding international use of the Debit card and foreign currency transactions. Conversion of the foreign currency amount will be done at rates decided by the various parties involved. The Bank shall not be responsible for the rate of conversion or fluctuation in the exchange rate and such rate of conversion shall be binding on the customer. The Debit in the Cardholders account will be in Indian Rupees. The total amount of transaction on the card will be limited to the extent of the balance available in the account maintained by the cardholder. There is a system level check to block selected transactions (like international transactions using debit cards issued in NRO accounts, transactions originated from Nepal/Bhutan using bank's debit cards, etc.) in order to comply with FEMA regulations.

Issue of Federal Bank Debit Card

Federal Bank Debit Card is issued with a different design and distinct card series to the based on customer profile and account schema. Although Bank has offered to issue debit Card free of cost to certain identified segment of customers, Bank may at any time levy a charge on providing Debit Card and this will be binding on the applicant.

Terms used here:

- a. Bank:** means Federal Bank
- b. Card:** means Federal Bank Debit-Card issued to customer
- c. Cardholder:** means customer who has been issued Federal Bank Debit Card.
 - The card is the property of the Bank and shall be returned unconditionally and immediately to the Bank upon request by the Bank
 - The bank reserves the right to cancel the Card and stop its operations unilaterally without assigning any reason there for.
 - The card is not transferable

- d. PIN:** The Card-Holder can set PIN for the card/activate the card using SOFT PIN facility. An SMS in a prescribed format need to be send from the registered mobile number of the customer to dedicated mobile numbers of the bank. An OTP will be generated and send back to the customer to his/her registered mobile number. Using this OTP cardholder need to set PIN/activate the card. Optionally, a computer generated 4 digit PIN which will be in a secured and sealed PIN Mailer. The Card Holder is advised in his own interest to change this PIN to any other four digit number of his/ her choice. Change option is available at Federal Bank ATMS. While selecting a new PIN, cardholders shall take care to not use numbers which can be easily associated with his/her personal details, viz. telephone no., date of birth etc., besides the selected PIN values should not comprise
- A sequence from the associated account numbers.
 - String of the same number
 - Historically significant dates
 - The Cardholder should change the PIN immediately if it is accidentally divulged.

An unauthorized person can access the ATM services on Cardholders account if he gains the card and the PIN. The card, therefore, should remain in Card Holders possession and should not be handed over to anyone else. The card is issued on the condition that the Bank bears no liability and sole liability lies with the Card Holder. Further the Bank will not be responsible for any loss, either direct or indirect, on account of ATM failure/ malfunctioning. Therefore, it is recommended to change the debit card PIN periodically as a preventive measure.

- e. Loss of Card:** The Cardholder should immediately notify the Branch from where he/she has obtained the card in writing; if the card is lost / stolen. Any financial loss due to misuse of Card will be debited to the Cardholders account. Loss of card can also be reported at Federal Bank's All India Helpline No. - 18004201199 or 18004251199. As an immediate precautionary measure, Customer can block further use of their lost card using alternate channels like SMS, Mobile banking etc. Fresh card will be issued in replacement of lost/damaged card and applicable charges, if any, shall be collected from the customer.
- f. Loss of PIN:** The Cardholder can request for regeneration of PIN in case he/ she has lost/forgotten the same. The Bank provides the customer with a new PIN and applicable charges, if any, will be debited to the customer's account.
- g. Debit to customers account:** The Bank has the express authority to debit the designated account of the cardholder for all withdrawal / transfer effected using the Card evidenced by Banks records, which will be conclusive and binding on the cardholder. The Cardholder expressly authorizes the Bank to debit the designated account with service charges from time to time.
- h. Transactions:** The transaction record generated by the ATM will be conclusive and binding unless found to be otherwise on verification and corrected by the Bank. The verified and corrected amount will be binding on the Card Holder.
- i. Closing of Account:** The Card Holder wishing to close the designated account or surrender the card facility will give the Bank 10 working days' notice in writing and surrender the card along with the notice.
- j. Validity of Card:** Federal Bank Debit- Card is valid for 5/10 years depending upon the card type and expiry date is pre-printed on the card.

Note: The Bank reserves the right to introduce new facilities or remove existing facilities as and when warranted without assigning any reason for the same. However Card Holder is to be duly advised.

Important conditions governing Debit Card transactions

- The Debit Card PIN is obliged to be maintained secure by the cardholder and not to be recorded in any form that would be intelligible and under no reasons/circumstances be accessible for any third party, either honestly or dishonestly.
- The Debit Card service is meant for withdrawals against the balance already available in the designated account. It is the Cardholders obligation to maintain a sufficient balance in the designated account to meet withdrawals and service charges.
- Where the ATM is not running online, the transactions in the ATM will be accounted for on the same/next working day.
- The Bank, at its discretion may amend the Terms and Conditions governing ATM services and this Card. Cardholders will be notified of such changes through notification on the bank's website, which will be binding on the Cardholder
- The Bank reserves the right to introduce new facilities or remove existing facilities as and when warranted, without assigning any reason for the same.
- The Bank may, at its discretion, refuse any application for the Card without assigning any reason. Fees charged (if any) for the use of the Card are to be borne by the customer. Business Heads may permit waiver in appropriate cases.
- The Bank has the right to withdraw the privileges attached to the Card and to call upon the Cardholder to surrender the Card through the Merchant Establishment (ME), or their representatives or any other representative of the Bank, without assigning any reason.
- The Bank is entitled to block the Card and/or withdraw/cancel any or all facilities attached to the Card without prior notice to the cardholder and without assuming any liability on the part of the Bank if the Card is used by the Cardholder in a manner and for the purpose other than those mentioned in the terms and conditions governing the issue and use of the Card. The decision of the Bank as regards the misuse of the card as aforesaid shall be binding upon the cardholder.
- Use of the Card shall be terminated without notice, upon the death, bankruptcy or insolvency of the Cardholder or on receipt of a letter from any one of the joint account holders changing the operative clause, receipt of an attachment order from a competent court or revenue authority or from RBI due to violation of FEMA/Exchange Control Regulations, or for other valid reasons or when the whereabouts of the Cardholder become unknown to the Bank due to any cause attributable to the Cardholder.
- The Bank is not responsible/ liable for the failure of any ATM to dispense cash or if the customer is unable to withdraw cash for any reason.
- The Bank is not responsible for the refusal in any ME to accept or honour the Card, nor shall it be responsible in any respect for the goods or services supplied to the Cardholder. The Cardholder shall handle or resolve all claims or disputes directly with such Establishments and no claim by the Cardholder against the ME is subject to a set off or counterclaim against the Bank. The Cardholders account will be credited only on receipt of money from the ME or the acquirer.
- The Bank will not be responsible for furnishing original bills of the ME to the Cardholder.
- The Cardholder will collect from the ME the Cardholders copy of the transaction receipt and will preserve the same for his/her personal record.
- The Bank at its discretion will approve/reject any Card transaction.
- A transaction put through by utilizing the Card at any ATM or POS terminal or website shall be binding on the customer.
- The Cardholder should not countermand an order which he has given by means of his Card.
- The Bank shall not be liable for any loss caused by a technical breakdown of the payment system.

Charges Applicable

Various service charges are applicable for the debit cards, which may be modified by the Bank from time to time. Latest service charges at any point of time will be available at the Bank's branches and website

Some of the of service charges include but not limited to the following:

I. For debit card issuance ~

- a. Issuance/Registration/Renewal Charges
- b. Replacement Charges
- c. Add-on/Duplicate Charges
- d. Annual Charges

II. For ATM Transactions

- a. ATM Financial & Non-Financial Transaction charges – Domestic ATMs

~ Charges applicable above monthly free permitted limit per card

- b. ATM Financial & Non-Financial Transaction charges – International ATMs

III. Other Charges

- a. Duplicate PIN mailer charges
- b. Surcharges – Transactions for Railways & Fuel Pump

Note: All charges applicable to Debit cards and transactions using its Debit cards are as per the service charges finalised by the Bank. The Bank reserves the right to introduce new fees/charges or remove existing fees/charges as and when warranted without assigning any reason for the same. However, Bank will use all possible channels to intimate its customers about such revision from time to time.