

Terms & Conditions

The terms and conditions under which the ATM cum Debit Card is issued are mentioned below for your information and guidance.

(a) Term Used here:

Bank means State Bank of India

Card means ATM cum Debit Card issued to customer

Card Holder means customer who has been issued Card.

(b) The 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.
- The Card is non-transferable.

(c) The PIN

- The Card Holder is initially allotted a computer generated 4 digit PIN (Personal Identification Number) 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. For this purpose, he may use the PIN change option available at the ATM. While selecting a PIN, the cardholder is advised to avoid a PIN, which can be easily associated with him/her (eg. Tele-phone number, date of birth etc.) Besides, the selected PIN value should not compromise:

* A sequence from the associated account numbers

* String of the same number

* Historically significant dates

- Please be cautioned that an unauthorised person can access the ATM services on the Card Holder's account if he gains the Card and the PIN. The Card, therefore should remain in Card Holder's possession and should not be handed over to anyone else. The Card is issued on the condition that the Bank bears no liability for the unauthorised use of the Card. This responsibility is fully that of the Card Holder. Further the Bank will not be responsible for any loss either direct or indirect on account of ATM failure / malfunctioning.
- The Card Holder should immediately change the PIN if it is divulged.

(d) Loss of Card

- The Card Holder should immediately notify the Branch from where he/she has obtained the card, if the card is lost/stolen.
- Any financial loss arising out of unauthorised use of the Card till such time the Bank records the notice of loss of Card will be to the Card Holder's account.
- Fresh card will be issued in replacement of lost/damaged card a charge of MVR 150/-
- **Procedure for Notifying Lost Card:-** Customers should inform the Bank in writing or by other means like telephone, email etc. - in which case it should be confirmed in writing immediately.

(e) Debit to Customers' accounts

- The Bank has the express authority to debit the designated account of the Card Holder for all withdrawals / transfers effected using the Card as evidenced by Bank's records, and this will be conclusive and binding on the Card Holder.
- The Card Holder expressly authorises the Bank to debit the designated account with **services charges** from time to time.

(f) 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. Deposit (cash, cheques etc.) will be verified by two officials of the Bank and the amount ascertained by them will be deemed to be correct. Errors will be notified to the Card Holder by mail or other means.

(g) Closing of Accounts

- The Card Holder wishing to close the designated account or surrender the ATM facility will give the Bank notice in writing and surrender the Card along with the notice.

(h) Others

- The ATM service is for withdrawing cash against the balance that is already available in your account. It is, therefore, the Card Holder's obligation to maintain sufficient balance in the designated account to meet cash withdrawals and service charges.
- The Bank at its absolute discretion may amend the Terms and Conditions governing ATM service. Card Holders will be notified of such changes.
- There are restrictions on usage of the Card at ATMs (other than SBI ATMs in Maldives) & PoS from Rufiyaa a/cs.

(i) Range of Services

- **Cash withdrawals:-** Card Holders can withdraw minimum of MVR 100/- and maximum of MVR 10,000/- per day, subject to the daily / monthly limit fixed by the Bank.
- **Balance Enquiry:-** Card Holder can view the balance in his accounts linked to ATM card on the screen, and also obtain a transaction receipt showing the balance.
- **Statement of Account:-** A statement containing the last five transactions in the account can be obtained from the ATM.
- **Change of PIN:-** Customers can change their PIN at the ATM.

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 cardholder will be duly advised.

**Accepted 'Terms & Conditions' for using
ATM Card Issued by SBI Maldives**

Signature:

Customer Name: _____

Account Number: _____

Place: _____ **Date:** _____
