

## **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 Cash Deposit Machine (CDM) & 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 applicable/eligible withdrawal limits.
- To facilitate cash withdrawal service (proposed) through CDM/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 TATA-AIG GENERAL INSURANCE COMPANY 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 fulfil 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 Cardholder's 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 based-on customer profile and account scheme. Although Bank has offered to issue Debit Card free of cost to certain identified segment of customers, Bank will not levy any charge that was not

explicitly indicated to the cardholder at the time of issue of the card and without getting his/her explicit consent .

**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 Cardholder can set PIN for the card/activate the card using SOFT PIN facility. An SMS in a prescribed format needs to be send from the registered mobile number of the customer to dedicated mobile numbers of the bank. An OTP will be generated and sent back to the customer to his/her registered mobile number. Using this OTP cardholder needs to set PIN/activate the card. Optionally, a computer generated 4-digit PIN in a secured and sealed cover will be sent by post/courier as 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 of

- 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 Cardholder'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 and sole liability lies with the cardholder. 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 cardholder's 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. In case a card is blocked on the request of the customer, replacement card in lieu of the blocked card shall be issued only with the explicit consent of 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 customer's 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 Bank's 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 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, cardholder is to be duly advised.

#### **Applicability of Terms:**

The Terms form the contract between the Cardholder and Federal Bank. The Cardholder shall be deemed to have unconditionally agreed to and accepted the Terms by signing the Card application form, or acknowledging receipt of the Card in writing, or by signing on the reverse of the Card, or by performing a transaction with the Card or by requesting POS activation of the Card or activation through ATM/Fed mobile/IVR or by requesting through Federal Bank's 24-Hour Customer Care Center or after 10 days have elapsed since the Card was dispatched to his address on record. The Terms will be in addition to and not in derogation of the terms and conditions relating to the Account of the Cardholder. The Cardholders availing of any services / facilities including but not limited to enquiry on transactions, Statement details through Federal Bank 24-Hour Customer Care Center, Federal Bank internet banking and/or any other channels, shall at all times continue be bound by the terms and conditions stipulated by Federal Bank from time to time for such services / facilities.

### **Important conditions governing Debit Card transactions**

- The Debit Card PIN is obliged to be maintained securely 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 Bank shall exercise care when issuing PINs or codes and shall be obliged not to disclose the Cardholder's PIN or code to anyone, except to the Cardholder.
- The Debit Card service is meant for withdrawals against the balance already available in the designated account. It is the Cardholder's 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 terms may be altered by the Bank, but 30 days' notice of the proposed changes will be given to the cardholder to enable him/her to withdraw/ cancel the card if he/she so chooses to do so. After the notice period of 30 days, the cardholder would be deemed to have accepted the terms if he/she had not withdrawn during the specified period.
- 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.
- 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 of the 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 detrimental to the policy governing the card 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 with regard to 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 becomes 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 Merchant Establishment (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 Cardholder's 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 the copy of the transaction receipt from the Merchant Establishment 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.
- The Customer will be provided with a record of the transactions after he/she has completed it, immediately in the form of receipt or another form such as the bank statement/email/SMS.
- In the event of an account of the Customer getting overdrawn, the Bank reserves the right to set off this amount against any credit lying in any of the other accounts of the Customer.
- The convenience fee, if any charged on specific transactions, shall be disclosed to the cardholder in a transparent manner, prior to the transaction.
- Debit cards will be issued only to customers having Savings Bank/Current Accounts. Bank will not issue debit cards to cash credit/loan account holders. However, the bank will be providing the overdraft facility along with Pradhan Mantri Jan Dhan Yojana accounts with a debit card.

### **Statements and Records**

The Cardholder can get a verbal or written history of his Transactions by calling the Federal Bank 24- Hour Customer Care Center. The Cardholder can also check the transaction records from the Account Statement available online on Federal Bank's website and last 10 transactions on Federal Bank ATM. The Cardholder will inform Federal Bank in writing within 15 days, if any irregularities or discrepancies existing with regard to the transactions/

particulars of the Account on any Account Statement that is made available to the Cardholder. If Federal Bank does not receive any information to the contrary within 15 days, Federal Bank may assume that the Account Statement and the transactions are correct. To ensure the Cardholder's interests, Federal Bank may record on camera or on videotape, at its own discretion the access to and the presence of any person while availing the use of the Card facilities. All records maintained by Federal Bank, in electronic or documentary form of the instructions of the Cardholder and such other details (including but not limited to payments made or received) pursuant to the Terms, and all camera/video recordings made as mentioned above shall, as against the Cardholder, be deemed to be conclusive evidence of such instructions and such other details.

### **Charges Applicable**

Various service charges are applicable for the debit cards, which may be revised by the Bank from time to time. Bank shall not levy any charge that was not explicitly indicated to the cardholder at the time of issue of the card and without getting his/her explicit consent. However, this shall not be applicable to charges like service taxes which may subsequently be levied by the Government or any other statutory authority. The applicable service charges at any point of time will be updated and published on Bank's website ( [www.federalbank.co.in](http://www.federalbank.co.in) ) as well as on the notice board of the Bank's branches.

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

#### **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 the free transactions permitted per month per card
- b. ATM Financial & Non-Financial Transaction charges – International ATMs-100 Rs for Financial and 25 Rs for Non- Financial Transactions.

#### **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 Debit cards are as per the service charges finalised by the Bank.

## **MULTIPLE ACCOUNTS**

The Cardholder agrees that in case he has multiple accounts with Federal Bank, Federal Bank will decide the number of accounts, which will have the Card facility on them. In case of Cards linked to multiple Accounts, fast cash Transactions on Federal Bank ATMs, all Transactions done on Shared Network ATMs and POS Terminal Transactions carried out with the Card will be affected only on the Primary Account. Federal Bank will debit the primary account/ any of the accounts linked to the Card where sufficient balance is available, for the value of all purchases of goods or services, cash, fees, charges and payments payable by the use of then Card. All Transactions will be reflected in the Account Statement of the **respective** account(s), which are linked to the Card.

## **DISCLOSURE OF INFORMATION**

1. When requested by the Bank, you shall provide any information, records or certificates relating to any matter that the Bank deems necessary. You will also authorize the Bank to verify the veracity of the information furnished by whatever means or from whichever source deemed necessary. If the data is not provided or if the same is found incorrect, the Bank may, at its discretion, refuse renewal of the Card or cancel the Card forthwith.
2. Bank will not reveal any information relating to customers obtained at the time of opening the account or issuing the card to any other person or organization without obtaining their explicit consent, with regard to the purpose/s for which the information will be used and the organizations with whom the information will be shared.
3. Bank will ensure strict compliance to the extant legal framework on data protection.
4. Further, in case where the customers give explicit consent for sharing the information with other agencies, Bank will explicitly state and explain clearly to the customer the full meaning/implications of the disclosure clause. The information sought from customers shall not be of such nature which will violate the provisions of law relating to maintenance of secrecy in the transactions.
5. The Bank will be solely responsible for the correctness or otherwise of the data provided for the purpose.
6. The Bank reserves the right to disclose customer information in any court of competent jurisdiction, quasi-judicial authorities, law enforcement agencies and any other wing of Central Government or State Government.
7. The Bank reserves the right to disclose, in strict confidence, to other institutions, such information concerning the Cardholder's account as may be deemed necessary or appropriate in connection to its participation in any Electronic Fund Transfer network.
8. The Bank reserves the right to report to the RBI, the expenditure undertaken by its Cardholder in foreign currencies to ensure that the Basic Travel Quota/other permissible

entitlements are not exceeded by the Cardholder(s) and that the Foreign Exchange Management Act, 1999 is not contravened.

9. The Bank makes no representations about the quality of the goods and services of third parties providing benefits such as discounts to Cardholders. The Bank will not be responsible if the service is in any way deficient or otherwise unsatisfactory.

10. In all matters relating to the Debit Card, the decision of the Bank shall be final and binding in all respects.

11. Any person taking advantage of the Debit Card in good standing shall be deemed to have read, understood and accepted these terms and conditions.

### **UNAUTHORIZED ELECTRONIC BANKING TRANSACTIONS:**

The liability of the Bank or Customer for any unauthorized transaction shall be:

1. **Zero Liability of a Customer** - A customer's entitlement to zero liability shall arise where the unauthorized transaction occurs in the following manner:

(a) Contributory fraud/ negligence/ deficiency on the part of the bank (irrespective of whether or not the transaction is reported by the customer)

(b) Third party breach where the deficiency lies neither with the bank nor with the customer but lies elsewhere in the system, and the customer notifies the bank within **three working days** of receiving the communication from the bank regarding the unauthorized transaction.

2. **Limited Liability of a Customer**- A customer shall be liable for the loss occurring due to unauthorized transactions in the following cases:

(a) In cases where the loss is due to negligence by a customer, such as where he has shared the payment credentials, the customer will bear the entire loss until he reports the unauthorized transaction to the Bank. Any loss occurring after the reporting of the unauthorized transaction shall be borne by the Bank.

(b) In cases where the responsibility for the unauthorized electronic banking transaction lies neither with the Bank nor with the Customer, but lies elsewhere in the system and when there is a delay **(of four to seven working days after receiving the communication from the bank)** on the part of the customer in notifying the Bank of such a transaction, the per transaction liability of the customer shall be limited to the transaction value or '10,000/- whichever is lower.

3. The Bank will not offer facility of electronic transactions, other than ATM cash withdrawals, to customers who do not provide valid mobile numbers. In case the Customer notifies the Bank **after seven working days** of receiving the communication from the Bank regarding the unauthorized transaction, the customer liability shall be determined as per the Bank's board approved policy. Bank shall evaluate and determine the same as per the Bank's board approved policy.



<b>Summary of Customer's Liability</b>	
<b>Time taken to report the fraudulent transaction from the date of receiving the communication</b>	<b>Customer's liability (₹)</b>
Within 3 working days	Zero liability
Within 4 to 7 working days	Transaction Value or 10,000/- whichever is lower
Beyond 7 working days	As per bank's Board approved policy

4. In case of loss/theft/ misuse of Debit Card, please visit below mentioned link to know steps to block/report <https://www.federalbank.co.in/block-unauthorised-transactions>.

#### **Reversal Timeline for Zero Liability/ Limited Liability of customer**

On being notified by the customer, the bank shall credit (shadow reversal) the amount involved in the unauthorised electronic transaction to the customer's account within 10 working days from the date of such notification by the customer (without waiting for settlement of insurance claim, if any). Banks may also at their discretion decide to waive off any customer liability in case of unauthorised electronic banking transactions even in cases of customer negligence. The credit shall be value dated to be as of the date of the unauthorised transaction.

#### **Further Compensation**

- i. A complaint is resolved and liability of the customer, if any, established within such time, as may be specified in the bank's Board approved policy, but not exceeding 90 days from the date of receipt of the complaint, the customer is compensated as per Bank's Compensatory Policy.
- ii. Where it is unable to resolve the complaint or determine the customer liability, if any, within 90 days, the compensation as per provisions is paid to the customer.
- iii. In case of debit card/ bank account, the customer does not suffer loss of interest, and in case of credit card, the customer does not bear any additional burden of interest.
- iv. Bank shall be liable to compensate the complainant for the loss of his/her time, expenses, financial loss as well as for the harassment and mental anguish suffered by him/her for the fault of the Bank and where the grievance has not been redressed in time.

#### **Harmonisation of Turnaround Time (TAT) and customer compensation for failed transactions using authorised Payment Systems**

Reserve Bank of India had introduced guidelines on Turnaround Time (TAT) for resolution of customer complaints and compensation framework across all authorised payment systems in the month of September 2020. Banks and other operators / system participants shall endeavour towards quicker resolution of such failed transactions and wherever financial

compensation is involved, the same shall be effected to the customer's account Suo moto, without waiting for a complaint or claim from the customer. The Bank has adopted the above guidelines. In the event of failed transactions, wherever financial compensation is involved, the same shall be effected to the customer's account Suo moto.

**Customer Compensation details for failed transactions using Authorised Payment Systems is given below**

<b>Harmonisation of Turn Around Time (TAT) and customer compensation for failed transactions using authorised Payment Systems</b>			
<b>Sl. no.</b>	<b>Description of the incident</b>	<b>Framework for auto-reversal and compensation</b>	
		<b>Timeline for auto-reversal</b>	<b>Compensation payable</b>
<b>I</b>	<b>II</b>	<b>III</b>	<b>IV</b>
<b>1</b>	<b>Automated Teller Machines (ATMs) including Micro-ATMs</b>		
a	Customer's account debited but cash not dispensed.	Pro-active reversal (R) of failed transaction within a maximum of T + 5 days.	₹ 100/- per day of delay beyond T + 5 days, to the credit of the account holder.
<b>2</b>	<b>Card Transaction</b>		
a	<u>Card to card transfer</u> Card account debited but the beneficiary card account not credited.	Transaction to be reversed (R) latest within T + 1 day, if credit is not effected to the beneficiary account.	₹ 100/- per day of delay beyond T + 1 day.
b	<u>Point of Sale (PoS) (Card Present) including Cash at PoS</u> Account debited but confirmation not received at merchant location i.e., charge-slip not generated.	Auto-reversal within T + 5 days.	₹ 100/- per day of delay beyond T + 5 days.
c	<u>Card Not Present (CNP) (e-commerce)</u> Account debited but confirmation not received at merchant's system.		

### **Governing Law and Jurisdiction**

Federal Bank and Cardholder agree that any legal action or proceedings arising out of Terms shall be brought in the courts or tribunals in India and irrevocably submitting themselves to the jurisdiction of that court or tribunal.

These Terms shall be governed by and construed in accordance with the laws of India.

### **For grievances regarding Debit Card**

In case you have any queries/complaints regarding Debit Card, please feel free to contact us through any of the following means:

1. You may call our 24\*7 Customer contact centre on 1800-425-1199 /1800-420-1199 and register your complaint
2. You may write to us at support@federalbank.co.in and register your complaint.
3. You may visit any of our bank branches to register your query/complaint.

For escalation details, visit the Federal Bank website [www.federalbank.co.in/grievance-redressal](http://www.federalbank.co.in/grievance-redressal) and go through Bank's Grievance Redressal Policy or visit your nearest Federal Bank branch.

In case the Customer has any complaint relating to the features of any of the products/services of the Bank that the Customer holds/avails of, the Customer has an option to approach the Grievance Redressal Cell within the Bank for a resolution and if the Customer does not get a satisfactory response within 30 days from the date of lodging the complaint, the Customer can approach RBI Ombudsman concerned for redressal of his/her grievance/s.