

CASH PASSPORT™

MASTERCARD® PREPAID CURRENCY CARD



Terms and Conditions

By accepting and using the Cash Passport MasterCard (the "Card") you agree to comply with these Terms and Conditions. The issuance of the Card is also subject to the Card applicant complying with all provisions of applicable laws, including the Foreign Exchange Management Act, 1999, rules, regulations and directions as issued by The Reserve Bank of India or other appropriate authority under any law in force from time to time. This is a copy of your agreement for you to keep. A further copy is available on request (see Contact Us).

1. In these Terms and Conditions:

- 1.1 Card Services means any services, including call centre services, provided by us in connection with the Card.
- 1.2 Fees and Limits Table means the "Fees and Limits Table" which is attached to and form part of these Terms and Conditions
- 1.3 Purchase Location means any branch of the Federal Bank or store or Agent of the Bank from which you purchased the Card, within India.
- 1.4 SMS means mobile text message.
- 1.5 User Guide means information included in this brochure in section User Guide and forms part of these Terms and Conditions
- 1.6 We, us, our means Federal Bank Limited (Federal)
- 1.7 You, your means the purchaser of the Card.
- 1.8 A reference in these Terms and Conditions to the "Card " should be read as including any Additional Card or replacement Card, issued to you.

2. Your Cash Passport Card

- 2.1 Cash Passport is a prepaid currency Card, which can be loaded in the currency of the Card.
- 2.2 You will receive an additional Cash Passport ("Additional Card") at the time of purchase, which can be used by you in the same way as the Card.
- 2.3 Your Additional Card is for back-up or for security purposes and only you can use it.
- 2.4 There is no interest payable to you on the Card balance, and the Card funds do not amount to a deposit with us.
- 2.5 Except as otherwise set out in these Terms and Conditions, any liability we have to you is equal to the balance on the Card at any given time and is in the currency of the funds loaded onto the Card. Card loads or reloads will only be credited to the Card balance, once we, or our agent, have received cleared funds from you. Your Card balance will be debited and will decrease as a result of transactions and any applicable fees, as set out in these Terms and Conditions, as soon as we authorise the relevant transaction. Where a fee applies, that fee will be deducted from the balance on your Card at the relevant time and your Card balance will decrease accordingly. Please see clause 8 for an explanation of how to redeem any unspent balance on your Card.
- 2.6 The Card is not a credit Card and all use is limited to the amount pre-loaded and standing to the balance on the Card and any other limits referred to in these Terms and Conditions.

3. Using the Card

- 3.1 There may be a delay of up to four (4) business hours before you are able to use your Card.
- 3.2 Your Card can be used worldwide (other than in India, Nepal and Bhutan or for payment of goods in Indian Rupee or the currencies of Nepal and Bhutan), whenever you see the MasterCard, Maestro or Cirrus Acceptance Mark at ATMs and MasterCard merchants, including shops, restaurants and online, providing there are sufficient funds available on your Card for the transaction, including any applicable fees. Please note that the Card is for electronic use only and cannot be used for manual or offline transactions.
- 3.3 The amount of each transaction and any associated fees will be deducted from the balance on your Card. We cannot stop a transaction once authorised.
- 3.4 When using your Card at certain merchants, including hotels, restaurants and petrol stations, we or the merchant may hold an additional amount to cover tips/gratuities. This amount will not be available for up to seven (7) days from the date of the transaction.
- 3.5 We do not recommend using your Card as a guarantee of payment, for example as a deposit for hotels, cruise lines or car rental, as merchants such as these may estimate the final bill and this amount will be placed on hold by the merchant and become temporarily unavailable. Only the actual amount of the final bill will be deducted from your Cash Passport Card.
- 3.6 Your Card is only for your use and expires on the date on the front of the Card; however you will still be able to obtain a refund of the balance after the expiry date.
- 3.7 You will be responsible and liable for all transactions made by using the Card. You are also responsible for ensuring that every Card is used only in accordance with these Terms and Conditions.
- 3.8 If you notice a transaction on your Card that you do not recognise, you must notify us immediately and in any event within thirty (30) days of the transaction being made.
- 3.9 You are not permitted to use the Card for accessing or purchasing goods from adult or gambling internet sites and the Card must not be used for any unlawful activity. You must comply with all laws and regulations (including any foreign exchange controls) in respect of the Card, in the country of purchase and/or use. We may suspend your Card or end this agreement when you attempt to use the Card in violation of, or your use of the Card is restricted under such laws and regulations.
- 3.10 You can only use your Card if it has a positive balance. In the unlikely event that the balance on your Card drops below zero (0), you agree to reload the Card to bring the balance back to zero (0) or above, within thirty (30) days of the request, and pay the applicable negative balance fee. We recommend that you check your transaction history and balance at least once a month.
- 3.11 We are entitled to set off any sum of money on your Card, due from you to us, against any positive balance on any other Card held by you with us.
- 3.12 We may from time to time send you SMS alerts relating to your account and Card activity. You can stop the SMS alerts at any time by sending 'STOP' to the number indicated in the SMS (your mobile phone provider will charge you their standard SMS fee for sending this SMS). For more information on the SMS services provided by us from time to time, please visit www.cashpassport.com.

4. Keeping your Card and PIN secure

- 4.1 You cannot change the PIN issued with your Cards. For a PIN reminder you can phone Card Services or go to 'My Account' at www.cashpassport.com at any time.
- 4.2 You must sign the back of the Card as soon as you receive it.
- 4.3 You must do all that you reasonably can to keep the Card safe and your PIN and other security details secret at all times.
- 4.4 You must never allow anyone else to use your Card, PIN or other security information.
- 4.5 You must never write down or record your PIN or any other security information with the Card.
- 4.6 We will never ask you to reveal your PIN
- 4.7 The Card may be disabled if an incorrect PIN is entered three (3) times. If the PIN is disabled, please contact Card Services. There may be a twenty-four (24) hour delay in reactivating your PIN for ATM use. You will not be able to reactivate your PIN for use at merchants and you will need to sign for any future transactions where supported by merchants.
- 4.8 You must call Card Services immediately and without undue delay if you lose either of your Cards or believe the Card could be misused or you suspect that someone else may know your PIN or any other security details. We will suspend the appropriate Card to prevent further use. If a lost Card is subsequently found it must not be used, unless Card Services confirm it may be used.
- 4.9 You will be required to confirm details of the loss, theft or misuse to us in writing and you must assist us and the police in any enquiries.
- 4.10 We may suspend your Card with or without notice, if we think the Card has been or is likely to be misused; if you have breached any of these Terms and Conditions; or if we suspect any illegal use of the Card.
- 4.11 If you are entitled to a refund for any reason, for goods or services purchased using the Card, this will be made to your Card.
- 4.12 You should check your Card balance regularly so you can notify us within thirty (30) days of any unauthorised transactions.

5. Liability for unauthorised transactions

- 5.1 You will be liable for all Card transactions which you have authorised. You will also be liable for transactions which you have not authorised (a) if you have acted fraudulently; (b) if you have failed to use the Card in accordance with these Terms and Conditions; (c) if you have failed to notify us in accordance with clause 4.8 on becoming aware of the Card loss, theft, or misuse; (d) if you have failed to take all reasonable steps to keep the Card's security features safe; or (e) if you have failed to notify us in accordance with clause 3.8 on becoming aware of a transaction on your Card that you do not recognise.
- 5.2 You must notify us of any dispute without undue delay and in any event within thirty (30) days of the relevant transaction.
- 5.3 Subject to the above paragraph, you will not be liable for any unauthorised Card transactions. Where you are not liable for an unauthorised transaction, we will refund the value of that transaction, including any fees charged and will have no further liability to you for any other losses you may suffer. However, if our investigations conclude that the transaction you have disputed has been authorised by you or on your behalf, we may charge you an investigation administration fee of up to INR 4,500.

6. Fees and Limits

- 6.1 Fees apply to the Card. Please note that fees apply to the purchase of Cards, loading of funds to the Card, Card usage (for example ATM withdrawals), cash out of unspent funds and when you use a Card in

a currency other than that loaded onto the Card. For details on the fees that apply to your Card, please refer to the Fees and Limits Table in this brochure or on www.cashpassport.com.

- 6.2 From time to time we may limit the amount you can load on your Card, or the amount you can withdraw from ATMs or spend at merchants over certain time periods. Some ATM operators may also impose their own limits on the amount that can be withdrawn over a specific time period.

7. Foreign Currency Transactions

- 7.1 There are three instances where a foreign exchange rate will apply:
 - i) initial load or in-branch reload of a foreign currency Card;
 - ii) ATM withdrawals or POS transactions, where the local currency is different from the Card currency; and
 - iii) When you close a foreign currency Card.

The method for calculating the exchange rate for each scenario is as set out below.

- 7.2 The foreign exchange rate used for initial loads and in-branch reloads of a foreign currency Card is set by us and may vary depending on the party through whom you load your Card. You can ask the Purchase Location for the exchange rate beforehand. Foreign exchange rates are subject to variation and the rate that applies one day will not necessarily be the same on any other day.
- 7.3 If an ATM withdrawal or POS transaction is made in a currency other than that loaded onto the Card, the amount will be converted into the currency of the Card. The exchange rate used is the rate determined by MasterCard to be the wholesale market rate or the government mandated rate in effect the day the transaction is processed by MasterCard, increased by a currency conversion margin of 3.00%. For example, if you use a USD Card to withdraw money from an ATM in France, the ATM fee applies, as well as a currency conversion margin. If a USD Card is used at an ATM in the United States, a flat ATM withdrawal fee applies, with no currency conversion margin. See example below*.
- 7.4 The foreign exchange rate used for closing a foreign currency Card is set and determined by us and varies each day.

*Example of foreign currency margin applied to ATM withdrawals or POS transactions.

Suppose you make a purchase or an ATM withdrawal in France with a USD Card, for EUR 50.00 and the prevailing exchange rate, set by MasterCard, is (US\$1.00 = EUR 0.70).

Before the foreign exchange margin, charged by us applies, this would equate to USD 71.43 (EUR 50.00 / 0.70).

After the foreign exchange margin of USD 2.14 is applied (USD 71.43 x 3.00%) this would equate to USD 73.57 (71.43 + 2.14)

8. Redeeming Unspent Funds

- 8.1 You may redeem any unspent funds on your Card through the Purchase Location. Payment will be in Indian Rupees (INR) and the exchange rate will be determined by the Purchase Location. In most cases we will not pay you in cash when you redeem your Card and will instead arrange for the relevant funds to be credited to your nominated bank account. If you request us to cash out your Card and redeem any balance on your Card, we will repay the balance no later than one (1) working day after your request, less any applicable fee, as set out in the Fees and Limits Table, attached to these Terms and Conditions. If you experience any difficulty closing your Card through the Purchase Location, or if, the Card has expired, then contact Card Services.

9. Ending this agreement

- 9.1 This agreement continues until the Card expires or until we end it, in accordance with these Terms and Conditions, or if you ask us to end it by writing to, or emailing, Card Services.
- 9.2 We may end this agreement by giving you at least one (1) month's written notice by letter or email, to the address you have provided us.
- 9.3 We may ask for the return of the Card and end this agreement, with or without notice, if you materially breach any of these Terms and Conditions.
- 9.4 The ending of this agreement will not affect your right (if any) to redeem unspent funds, in accordance with clause 8 above.

10. Changing the Terms

- 10.1 We may change these Terms and Conditions (including by bringing in new terms and fees or changes in the fees and services we offer) at any time, at our discretion, by giving you at least thirty (30) days notice. We will notify you of changes to these Terms and conditions by email, or in writing, to the contact details you have provided us.
- 10.2 We will notify you of changes at least thirty (30) days before the change is implemented. If you are dissatisfied with any change, you can end the agreement by contacting us.

11. Personal Data

- 11.1 We may contact you by telephone, letter, SMS or email at the contact details you provide us. You must let us know immediately if you change your name, address, phone number or email address. You also consent to us sending SMS to your mobile phone to advise you of Card features or information relevant to your Card, such as low balance alerts.
- 11.2 By purchasing the Card and using it, you consent to us and our service providers processing the information we collect about you ("Personal Information"), in connection with the Card Services, under these Terms and Conditions.
- 11.3 Your Personal information may be disclosed by us to third parties, to enable us to provide the Card Services and for data analysis, anti-money laundering, detection of crime, legal compliance, law enforcement and fraud prevention purposes.
- 11.4 Your Personal Information may be processed outside of the country of purchase, but all service providers are required to have adequate safeguards in place to protect your Personal Information.
- 11.5 You agree we may contact you about other products and services provided by us or our affiliates. If you no longer wish to receive this information, then please contact us.
- 11.6 You can contact us for a copy of the Personal Information we hold about you, pursuant to our privacy policy and other rules. A fee may be charged for this service.
- 11.7 To aid us in the provision of the Card Services and improve our service, telephone calls may be recorded and/or monitored. By using this service you consent to this recording and/or monitoring.

12. Our liability to you

- 12.1 Unless otherwise required by law or as set out in these Terms and Conditions, we will not be liable to you in respect of any losses you or any third party may suffer in connection with the Card, except where such losses are due to a breach by us of these Terms and Conditions or due to our gross negligence.
- 12.2 ATMs and point of sale terminals may not be owned or operated by us and we are not responsible for ensuring that they will accept the Card. We will not be liable to you for disputes concerning the quality of goods or services purchased on your Card or any additional fees charged by the operator of these terminals.

- 12.3 Nothing will limit our liability to you for death or personal injury arising out of our gross negligence, or for our fraud, or insofar as any limitation or exclusion of liability is prohibited by law.

13. Additional Information

- 13.1 The Card is an unsecured prepaid Card facility, issued by Federal Bank Limited.

14. Law and Jurisdiction

- 14.1 These terms and Conditions are governed by, and will be construed according to, the laws of India and you submit to the non-exclusive jurisdiction of the courts of India.

15. Third Party Rights

- 15.1 Except for any party referred to in clause 16, nothing in these Terms and Conditions gives any third party any benefit or right (including any enforcement right).

16. Transferring our rights

- 16.1 We may assign any of our rights and obligations under these Terms and Conditions to any other person or business, subject to such party continuing the obligations in these Terms and Conditions to you.

17. Contact us

- 17.1 If you have any queries regarding the Card, please refer to www.cashpassport.com.
- 17.2 If you have any further queries, are dissatisfied with the standard of service, you think we have made a mistake in operating the Card or you require information about your Personal Information, please contact us.
- 17.3 We can be contacted by using the details in the "Contact Us" section of the User Guide or by writing to:
Cash Passport Card Services,
Federal Bank,
Federal Towers,
Aluva, – 683 101,
Kerala, India.
- 17.4 We will try to resolve any problems as quickly as possible and in accordance with our complaints procedure, which can be found on www.cashpassport.com or is available on request.

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