

FEDERAL BANK

# CASH PASSPORT™

MASTERCARD® PREPAID CURRENCY CARD



THE CARD THAT TAKES YOU ANYWHERE

## Important Advice to Customers

1. Sign the reverse of both Cards immediately
2. Read the combined Terms and Conditions and User Guide brochure provided with the Cards. Purchase and Use of the Card is in compliance with the Terms and Conditions.
3. Register at My Account on [www.cashpassport.com/federalbank](http://www.cashpassport.com/federalbank) or [www.cashpassport.com](http://www.cashpassport.com) (choose India) to enable access to balances, transactions and support services
4. Remember PIN and do not disclose to anyone. The PIN cannot be changed as it is embedded into the Chip. A PIN read back facility is available via the IVR and by logging into My Account at [www.cashpassport.com/federalbank](http://www.cashpassport.com/federalbank)
5. Two Cards are provided, a Primary and a spare Secondary Card. Keep the spare Card in a safe location separate to Primary Card so you can continue to transact if the Primary Card is lost or stolen. The spare Card is only available for use by the account holder/card purchaser who has been identified per anti-money laundering/know-your-customer guidelines.
6. The Cards can be used globally, however they cannot be used for transactions in India, Nepal or Bhutan due to FEMA restrictions
7. The Card can be used to access local currency from ATMs and to pay for purchases wherever MasterCard is accepted, other than India, Nepal and Bhutan
8. When using the card at ATMs or merchant terminals, always press CREDIT to access the MasterCard network
9. All transactions must be authorized through the MasterCard network and therefore, cards will not work for manual transactions or at terminals operating in an 'offline' capacity

10. Where a terminal is Chip enabled, the cardholder will be required to enter the PIN. Where the terminal is not Chip enabled, the cardholder will be required to sign for the transaction
11. All cardholder queries should be directed in the first instance to the Cardholder Support Centre using the numbers included on the reverse of the Card or the extended list included in the Terms and Conditions brochure
12. Fees and limits apply to the purchase and use of Federal Bank Cash Passport. The Table of Fees and Limits is included in the Terms and Conditions brochure. All fees will be added with applicable Service Tax.
13. The Card is reloadable within the validity period of the card, subject to Card limits and any applicable FEMA limits
14. Cards are reloadable at authorized Federal Bank branches. Cards may be reloaded whilst overseas subject to the process outlined in the combined Terms and Conditions and User Guide Brochure.
15. Emergency support services are provided to cardholders as detailed in the combined Terms and Conditions and User Guide brochure. To access, call the numbers included on the reverse of the Cards or available in the Terms and Conditions brochure or via [www.cashpassport.com/federalbank](http://www.cashpassport.com/federalbank) . Emergency support services include free Emergency Card Replacement and free Emergency Cash Disbursement in cases where both Cards have been lost or stolen.
16. Cardholders can Cash Out or partially Cash Out their card at an authorized branch of Federal Bank. FEMA rules currently require balances greater than USD 2,000 equivalent to be cashed out within 180 days of return.