

TERMS & CONDITIONS OF SARVODAYA RUPAY DEBIT CARD

- **DEFINITION**

Sarvodaya RuPay Debit Card means the card issued by Sarvodaya Commercial Co-operative Bank Ltd., Mehsana.(here in after to as "BANK" and its successors and assigns) to the account holder for effecting banking transaction through Automated Teller machine(ATM) under NFS networks, "Point of Sales" (POS), e-com transactions, and any other facilities provided by the Bank.

Account refers to the Account holder's Saving/Current Account any other type of account so designated by the Bank to eligible account (s) for operations through use of SarvodayaRuPay Debit Card.

"Primary Account" shall means, in case of multiple accounts linked to the card, the account that has been designated as being the main account of operations i.e. the account which will be debited for transactions done through Point of Sales(POS).

- **THE CARD**

The card shall remain the property of the bank at all times and will be returned by the card holder at the request of the bank or any other agency acting for the bank.

The card shall be used only by the card holder and is not transferable.

The card holder shall take all necessary precautions to ensure the safety of the card.

- **THE PIN**

The card holder shall not inform/disclose to any person of the personal IdentificationNumber(PIN) at anytime and under any circumstances whether voluntarily or otherwise. The card holder shall not keep any written record of his PIN in any place or manner which may enable a third party to use SarvodayaRuPay Debit Card.

- **LOSS OF CARD**

The cardholder shall indemnify the bank for all the loss or damage caused to the bank by any unauthorized use of the card or the related PIN.

If the card is lost or stolen, the card holder must immediately notify the bank branch. If this notification is given orally. It must be confirmed in writing within 24 hourAfter the bank has been properly notified of any loss or theft the principal card holder will give the bank all the information in his or her possession as to the circumstances of loss and take reasonable steps to assist the bank to recover the missing card.

Any instruction to STOP OPERATION of SarvodayaRuPay Debit Card facility either due to loss of card, surrender of card or due to any other reason shall be made in writing and will become operative at the various ATM centres/Point of Sales only from the time such instructions are received and carried out .

Replacements and renewals of the SarvodayaRuPay Debit Card shall be subject to the terms and conditions in respect of the use of SarvodayaRuPay Debit Card.

- DEBIT TO CUSTOMER'S ACCOUNT

The Bank shall debit the card holders account with the amount of any withdrawal made through ATMs /Point of sales terminals (POS) at merchant establishments across the Country. The card holder shall maintain in his/her designated accounts (Saving/Current or any other Account) sufficient funds to meet such transactions.

The record of the bank for transactions put through by use of SarvodayaRuPay Debit Card shall be conclusive and binding for all purpose.

The charges considered reasonable and determined by the bank from time to time shall be recovered from/debited to card holders account. Charges comprises of the amount of any purchase of goods and / or services made by a transaction instruction, any amount chargeable to the card account by virtue of a transaction instruction.

The card holder should agree to acknowledge all transactions initiated by him/her "add on card holder", Debit his/ her account as per banks record of transaction.

The card holder should agree to acknowledge and hold the bank indemnified for all transactions, fees, costs and any other charges outstanding in the account at any time including the transactions initiated by the "add on card holder". These Terms and Conditions shall be constructed and governed by law for the time being in force.

- TRANSACTIONS

The card holder shall be fully responsible for all transactions put through by the use of the card whether or not,with the knowledge/authority of the card holder.

- CARD HOLDER

The card holder is aware of all the rules, regulation and guidelines issued by the bank from time to time for availing card services. The usage of card should be strictly as per the guideline issued by the bank from time to time.

The bank may disclose, in strict confidence, to any other institution such information concerning the cardholder's account as may be necessary or appropriate.

The cardholder should undertake to indemnify the bank for all loss or damage caused to the bank by unauthorised use of the card or related PIN by add on card holder or any other person.

- SERVICES

The bank shall not be liable for any failure to provide any service or to perform any obligation under this facility and for any consequential effects where such failure is due to any malfunction of the ATM / Point of sale / Communalisation lines or other equipment/s related to this service, due to any reason, other circumstances beyond its control etc. or any of the points of sale cheating not to transact business against the card

issued by the bank for whatsoever reason.

The bank reserve the right to introduce new facility or remove existing facilities as and when warranted without assigning any reason for the same.

- OTHERS

The bank reserves the right to withdraw/ cancel the card at any time without prior notice to the card holder.

The Bank may 'hotlist' the card which will render his/her card invalid. The bank will not be in a position to intimate the card holder personally before hot listing his or her card.

The card holder wishing to close any linked account with designated account must surrender the SarvodayaRupay Debit Card.

- BANK

The bank reserves to itself the right to delete or add or alter terms and conditions at any time without giving a specific and separate notice to SarvodayaRupay Debit Card holders. An announcement of the change in the terms and conditions displayed on the notice board of the branch or given in the press by the Bank will be considered as sufficient notice.

The Bank is entitled to add, after or amend the rules as it thinks fit including limiting the account/amount of withdrawal or limiting of the services in its discretion without assigning any reasons whatsoever and the same shall be binding on the card holder.

The cardholder shall surrender the card to the bank for cancellation if the bank withdraws the facility at anytime.

The reason for withdrawal shall not be questioned by the card holder. The decision taken by the Bank for withdrawing the card shall be final.