



# **NKGSB Co-operative Bank Ltd.** *(Multi-State Scheduled Bank)*

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**NKGSB CO-OP BANK LTD**

**E-CHANNELS DEPARTMENT**

**DEBIT CARD TERMS AND CONDITIONS**

### 1. DEFINITIONS

- "ATM" refers to an automated teller machine or a card-operated device, whether owned by NKGSB Co-Op Bank Ltd. or another financial institution within a shared network, allowing customers to access funds from their accounts at NKGSB Bank using their card.
- "Account(s)" refers to the Cardholder's designated savings or current account(s) with the Bank that are eligible for transactions using the Debit Card.
- "Account Statement" means the statement or passbook issued by the Bank to the Cardholder, detailing account transactions, balance as of a specific date, and any other relevant information the Bank deems necessary.
- "Add-on Card" refers to a supplementary card issued to the primary Cardholder's account.
- "Bank" refers to NKGSB Co-op BANK LTD.,HO located at 361, Laxmi Sadan, V. P. Road, Girgaum, Mumbai - 400004.
- "Debit Card" refers to a physical or virtual card issued by the Bank, linked to the Cardholder's Savings or Current Account, and enables cash withdrawals, online payments, POS/QR code transactions, fund transfers, and other banking services, subject to the Bank's Terms and Conditions.
- "Cardholder" refers to the individual to whom the Debit Card is issued, or who is authorized to use the Debit Card.
- "Card Issuer" refers to the Bank that issues the Debit Card to the Cardholder.
- "CASA" refers to both Current Accounts and Savings Accounts, or either of them, held by the Cardholder.
- "Card-Not-Present Transaction" refers to a transaction where the Cardholder and the Debit Card are not physically present at the time of the transaction. This includes, but is not limited to, internet-based transactions, mail or telephone orders, facsimile orders, reservations, and recurring payments. All transactions for Digital Cards are considered Card-Not-Present Transactions.
- "Card Limit" refers to the maximum limit set by the Bank or regulatory authorities for cash withdrawals, online transactions, or any other transactions that the Cardholder can make in a single day or per transaction using the Debit Card.
- "Card Transaction" refers to any payment or charge made for goods, services, or other benefits through the use of the Debit Card.
- "Cash Recycler Machine (CRM)" refers to an automated machine or device owned by NKGSB Co-op Bank Ltd., which functions as an ATM or similar device. It allows customers to deposit cash into their account(s) with NKGSB Co-op Bank or other participating banks in a shared network, as well as withdraw cash from those accounts using the Debit Card.

- "Charge" refers to any fee or cost incurred by the Cardholder for purchasing goods or services using the Debit Card, or any other charge as specified by the Bank, shared network, or regulatory authority from time to time.
- "Contactless Transaction" refers to a quick and secure payment method where the Cardholder taps or waves the Debit Card near a Point of Sale (POS) terminal that supports this feature, without inserting the card or entering a PIN, for transactions up to a certain amount.
- "E-Com" refers to E-Commerce transactions, which are payments initiated over the internet.
- "EMV" refers to the global standard for chip-based card technology, standing for Europay, MasterCard, and VISA.
- "Form Factor" refers to the physical or virtual instrument, such as a card or mobile device, that can be used for making payments or conducting banking transactions.
- "Green PIN" refers to the process through which the Cardholder can instantly generate or regenerate a PIN for the Debit Card via an ATM, Netbanking & Mobile Banking app using an OTP sent to the registered mobile number.
- "Information" refers to details regarding the customer's financial data, transactions, account, or any other relevant particulars associated with the customer or any user.
- "International Transactions" refers to transactions performed using the Debit Card outside of India, Nepal, and Bhutan.
- "Merchant Establishment (ME)" refers to any business or commercial establishment that accepts the Debit Card for transactions.
- "Merchant" refers to any individual or entity that owns or operates a Merchant Establishment.
- "Most Important Terms and Conditions (MITC)" refers to the key terms governing the use of the Debit Card, outlining the responsibilities and liabilities of both the Card Issuer and the Cardholder.
- "JCB" refers to Japan Credit Bureau, a card network based in Tokyo, Japan, which collaborates with other global card networks.
- "OTP" stands for One-Time Password, a unique numeric or alphanumeric code generated for authenticating a specific transaction.
- "PIN" refers to the Personal Identification Number set by the Cardholder through the Bank's mobile banking app or ATM, used for accessing the Debit Card or electronic services.
- "Principal Cardholder" refers to the individual to whom the Debit Card is issued and in whose name the associated account is maintained.
- "Primary Account" refers to the first account listed in the application for the card, designated for card operations.

- "Point of Sale (POS) Transactions" refers to transactions made at a merchant's POS terminal.
- "Re-carding" refers to the process of issuing a new Debit Card with updated validity once the original card expires.
- "RuPay Regulation" refers to the rules and guidelines issued by the Reserve Bank of India (RBI), National Payments Corporation of India (NPCI), or RuPay to its member banks and franchisees.
- "Shared Network" refers to the RuPay network or any other payment network such as NFS or a private network operated by another bank, regardless of its name.
- "Transaction" refers to any action or instruction initiated or executed, or intended to be initiated or executed, by the Cardholder through the Debit Card and/or Electronic Services.
- "Unsolicited Card" refers to a Debit Card issued without a specific, written, or digital request or application from the Cardholder.
- "2FA" stands for Two-Factor Authentication, a security process that requires the User to provide two distinct forms of verification to complete a transaction.

## 2. ELIGIBILITY

- 2.1 Following customers will be eligible to opt for Debit Card facility, unless specifically excluded in the product features or in the policy. Bank will issue RuPay debit card only. Bank will reserve the right to issue the card to its customer on the basis of account opened under specific scheme.
  - 2.1.1 Individuals maintaining any variant of savings bank account
  - 2.1.2 Individuals and proprietary concerns maintaining any variant of current account
  - 2.1.3 Individuals maintaining joint saving accounts operated 'Either or Survivor' / 'Any one single or Survivor' (First account holder)
  - 2.1.4 The joint account holders (in case of accounts operated 'Either or Survivor' / 'Any one single or Survivor') will be considered for add-on card
  - 2.1.5 Partnership Accounts (Current Accounts) with mode of operation 'Any one of the Partners'
  - 2.1.6 Private Limited Accounts (Current Accounts) with mode of operation 'Any one of the Directors'
  - 2.1.7 Private Limited Accounts (Current Accounts) with mode of operation 'Managing Director / Director' provided the consent from other authorized signatories is taken that they are authorizing the Managing Director to collect and use the debit card on behalf of the company.
  - 2.1.8 Private Limited Accounts (Current Accounts) with mode of operation 'Any Two Jointly' provided the consent from other authorized signatories is taken that they are authorizing one authorized signatory to collect and use the debit card on behalf of the company.
  - 2.1.9 Trust Accounts with mode of operation 'either or Survivor' or 'Any one Single or Survivor'
  - 2.1.10 HUF Accounts with mode of operation 'Karta' or 'Karta of HUF'

## 2.1.11 Schemes allowed for issuance of Debit card –

<b>Savings Account Scheme</b>
Savings Account Regular
Savings Account Zero Balance
Savings Account Basics
Savings Account -500
Savings Account Dignity Savings
Savings Account HNI
Savings Account HNIEST
Savings Account HNIEXL
Savings Account KID
Savings Account STUDENT
Savings Account YUVA
Savings Account MAITREYI
Savings Account MSP
Savings Account MSFP
Savings Account MCGM
Savings Account MCGMP
SB Basic
Savings Account NRE
Savings Account NRO
Savings Account FFD
Salfina
Savings Account Salary
<b>CURRENT ACCOUNT SCHEME</b>
Current Account GENERAL
Current Account SILVER
Current Account GOLD
Current Account PLATINUM
Current Account 1000

2.2 Following type of accounts will not be eligible to opt for Debit Card facility

2.2.1 Loan, Cash Credit or Overdraft accounts

2.2.2 Jointly operated Accounts

2.3 The Debit Card will be issued when solicited by the account holder

2.4 Embossing name should match with the Account holder's name

### **3. VALIDITY**

The Debit Card is valid for use at ATMs operated by the Bank and at approved RuPay ATMs displaying the RuPay logo. The card can also be used at Point of Sale (POS) terminals in India & outside India depends upon card variant. The card remains valid until the last working day of the month and year indicated on the card or immediately at the time of usage of renewed card which Bank sends against expiring card. Upon expiration, the Cardholder must destroy the card by cutting it diagonally in half.

### **4. PERSONAL IDENTIFICATION NUMBER (PIN)**

- 4.1 PIN will be set by the customer on Bank's ATM or by using Mobile Banking, Net Banking
- 4.2 In case of not having proximity to Bank's ATM, generally in case of Salary Accounts of employees having work-place not in proximity of Bank's ATM, Bank may issue printed PIN mailer to the customer on specific request.
- 4.3 Transactions on ATM & Point of Sales terminals will be authorised on validation of the PIN and for contactless POS transactions Rs.5000 transaction can be performed without PIN.
- 4.4 E-com transactions will be validated based on CVV, Expiry Date and One Time Password - OTP.
- 4.5 OTP will be sent on customers' registered mobile number
- 4.6 OTP will be valid for 3 minutes
- 4.7 It is customers' responsibility to maintain confidentiality of Card Number, CVV, Expiry Date, PIN set and OTP received by him by not sharing the same with anybody.
- 4.8 Bank will not be liable and responsible for reimbursement of any loss incurred by the customer due to negligence of disclosing the Card Number, CVV, Expiry Date, PIN and OTP to any third party.

### **5. LOST OR STOLEN CARDS**

- The facility to permanently block the card is available through Mobile Banking, Net Banking and by contacting the following Nos.

NKGSB Co-op. Bank Customer Care Number: 08069791917

NKGSB Co-op. Bank Toll Free Number: 18002671917

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Email: [customercare@nkgsb.bank.in](mailto:customercare@nkgsb.bank.in)

- If a Card is lost or stolen, the Cardholder must file a police report and send a copy to the Bank. The Cardholder will remain liable for all charges incurred on the Card until it is permanently blocked or cancelled. The loss can be reported either by phone or via email to the Bank's branch or Customer Care/Mobile banking/ Net-banking. Upon verification, the Bank will temporarily suspend the Card

- Once a Card is reported lost or stolen and subsequently found, it must be destroyed by cutting it in half diagonally. The Cardholder is responsible for the security of the Card and must take all necessary precautions to keep it safe. The Cardholder remains fully liable for all transactions prior to reporting the loss. A replacement card may be issued at the Bank's discretion upon written request, provided the Cardholder has complied with all terms and conditions.
- The Bank is not liable for any loss due to misuse of the Card for any type of transactions (online, physical, or contactless). The Cardholder is liable for all charges incurred on the Card prior to reporting it as lost, stolen, or hotlisted.
- Card swipe or online transactions may be processed by merchants without requiring a PIN or additional factor authentication (AFA), such as an OTP, especially for merchants located outside India where AFA may not be mandatory.

Bank has taken insurance cover for the fraudulent transactions performed in case of lost cards covering loss to the card holder on account of losing the card, subject to reporting the fraud to the bank within three days along with chargeback form, FIR etc.

Any claim on account as stated above will be subject to settlement by Insurance Company.

### Security Aspects:

Where transactions (which according to the customer may be unauthorized) happen due to negligence of customer (i.e. where the customer has shared credentials or Account/Transaction details, which may be Internet Banking user Id & PIN, Debit/Credit Card PIN/OTP or due to improper protection on customer devices like mobile/laptop/desktop leading to malware/Trojan or, Phishing/Vishing attack, etc., the liability of such transactions does not lie with the bank and the bank is not obliged to provide any shadow credit.

If card issued could not be dispatched because of any reason by our delivery vendor e.g. India Post and the same undelivered card could not be collected from branch within 3 months from the date of issue of card, then charges will be recovered by debiting the account.

## 6. SURRENDER / REPLACEMENT OF CARD

- 6.1 **Customer Induced:** Cardholder can seek to hotlist / block the debit card in any of the following modes:
  - 6.1.1 Submit written request to any of the branches
  - 6.1.2 Mobile Banking
  - 6.1.3 Net Banking
  - 6.1.4 Customer Care Centre

Detailed procedure for actions to be taken by customer in case of loss, theft or unauthorised use of card or PIN is provided on bank's website

6.2 Bank Induced:

6.2.1 On renewal of card on account of expiry of the existing card

## **7. CARDHOLDER'S RIGHT TO SURRENDER CARD**

- The Cardholder may discontinue the Card facility at any time by submitting a written request to the Bank or block it through Net Banking or Mobile Banking and cutting the Card into two pieces diagonally. The Cardholder will remain liable for all charges incurred on the Card. The Bank reserves the right to discontinue the facility and cancel the Card at any time, with or without providing a reason.
- If the Cardholder wishes to close the Primary Account or terminate the Card facility, they must provide the Bank with at least two working days' written notice, permanently block the Card, and destroy it by cutting it diagonally into two pieces

## **8. BANK'S RIGHT TO SUSPEND / REFUSE RENEWAL / TERMINATE CARD**

The Bank may, at its sole discretion, renew a Card upon payment of applicable charges. The Bank also reserves the right to refuse issuance or renewal of a Card, or withdraw the Card and associated services, at any time. The Card facility may be terminated immediately upon the occurrence of any of the following events:

- Cards with no transactions in the last six months will be auto-blocked (temporarily) by the Bank as a precaution. The Cardholder can reactivate the Card via the QuickMobil app / Net Banking
- Default under any agreement with the Bank.
- The Cardholder becoming subject to bankruptcy, insolvency, or similar proceedings.
- The Cardholder being declared lunatic, insane, or of unsound mind.
- If the Bank determines misuse or improper use of the Card.
- The demise of the Cardholder.
- Any adverse report from other banks or branches in the network.

Additionally, the Card will become non-operational if the Primary Account is made inoperative by the Bank. Notwithstanding the termination of the Card facility, transactions already processed but reported after termination will still be processed through the Cardholder's Account.

## **9. TERMS OF USAGE**

- The Card is non-transferable and may only be used by the Cardholder.
- The Cardholder must keep the Card in a safe place and must not allow anyone else to use it under any circumstances. Upon receipt of the Card, the Cardholder must sign the signature panel on the reverse.
- The Cardholder is responsible for all services provided by the Bank in connection with the Card and for any associated charges.

- The types of transactions available at Shared Network ATMs may differ from those available at the Bank's own ATMs. The Bank supports only cash withdrawals and balance inquiries at Shared Network ATMs and may change the supported transaction types without prior notice.
- The FAST CASH option at ATMs is available only for the Primary Account.
- The Cardholder must take all appropriate steps to safeguard the Card and not record the PIN or code in any form that is accessible to third parties.

### 10. MULTIPLE ACCOUNTS / JOINT ACCOUNTS

- If the Cardholder holds multiple accounts with the Bank, the Bank reserves the right to decide how many accounts will be linked to the Card.
- For Cards linked to multiple accounts, transactions at Shared Network ATMs and merchant establishments will be processed from the Primary Account. If there are insufficient funds in the Primary Account, the Bank will not honor the transaction, even if other linked accounts have sufficient funds.
- Transfers of the Primary Account or changes in its operational mode will only be allowed once the Card is surrendered and any outstanding dues are cleared.
- The Bank will debit the linked accounts for all purchases, cash withdrawals, fees, charges, and payments made using the Card.
- The Cardholder must maintain the required minimum balance in the Primary Account. If the balance falls below the prescribed minimum, the Bank may levy penalties or withdraw the Card facility without prior notice, with no liability to the Bank.
- The Cardholder, including any joint account holder authorized to operate the account individually, authorizes the Bank to debit the account(s) for all withdrawals or transfers made using the Card, as recorded by the Bank. Bank records of transactions processed via ATMs or POS terminals shall be final and binding on all account holders jointly and individually. All applicable fees and charges related to the Card, as determined by the Bank from time to time, may be debited from any of the Cardholder's accounts.

### 11. CARDHOLDER RECORDS AND RESPONSIBILITIES

- The Bank's transaction records shall be deemed final and binding for all purposes. ATM-generated receipts serve only as a reference for the Cardholder and are not the Bank's official record.

Transactions performed outside normal banking hours will reflect in the account statement on the next business day. Charges, fees, and interest will be calculated based on the actual transaction date.

- Cardholders must notify the Bank in writing within 3 working days of any discrepancies in account statements or transactions. If no communication is received, the Bank will assume the records are accurate.

- To protect the Cardholder and maintain security, the Bank may record ATM access and usage through cameras or other recording devices. These records, along with electronic or documentary transaction records, will serve as conclusive evidence against the Cardholder.

### 12. CHARGES

- Primary Debit cards will be issued without any charge for the first year
- Debit Card renewal fees will be charged as under, subject to change as part of annual review of service charges:
  - RuPay Debit Card: Rs. 125 per year (exclusive of applicable tax)
  - RuPay Platinum Contactless Debit Card : Rs. 150 per year (exclusive of applicable tax)
  - RuPay Platinum International Debit Card : Rs.250 per year (exclusive of applicable tax)
- Debit Card renewal fee will be charged to the primary account if the card is active on the date of renewal i.e. card is not cancelled on or before the date of renewal
- Add-on card will be charged at the time of issuance at the same rate as per rates applicable for renewal.
- Add-on cards also will be charged the renewal fees.

#### Transaction Fees:

- All transaction on NKGSB ATM will be free
- Transaction on other Bank's ATM :

**For Savings Account:** Free for the Metro ATMs 3, Other ATMs 5 transactions (including financial & non-financial) in a calendar month. From 4<sup>th</sup> transaction for Metro and 6<sup>th</sup> transaction for other onwards each financial transaction will be charged at Rs. 20/- per transaction (+ applicable taxes) & non-financial transaction will be charged at Rs. 10/- per transaction (+ applicable taxes)

**For Current Account:** Each cash withdrawal will be charged at Rs. 20/- per transaction (excl taxes) & each non-financial transaction will be charged at Rs. 10/- per transaction (excl taxes)

**Arbitration Charges :** Rs.500/- (+ applicable taxes) for ATM withdrawal transactions and Rs.3000/- (+ applicable taxes) for POS/ECOM transactions.

**Surcharge on Petrol Pump :** 2.50% of transaction

**Surcharge on usage on IRCTC :** 2.50% of transaction

Above surcharge will be debited during the settlement/reconciliation of transaction

#### Currency rate fluctuation in International cash and POS transactions:

This charge will be levied due to the difference between currency rates at the time of transaction and the settlement received by the Network for the same transaction.

**13. TRANSACTION LIMITS**

Card Variant	ATM Cash Withdrawal (Daily Limit)	POS & ECOM Combined limit (Daily)
RuPay Platinum (608113)	Rs. 20,000/-	Rs. 1,00,000/-
RuPay Platinum Contactless Debit card (817493)	Rs. 20,000/-	Rs. 1,00,000/-
RuPay Platinum International Debit card (652353)	Rs.25,000/-	Rs. 1,00,000/-

Daily Limit for RuPay contactless POS (Domestic Only) - Rs.10,000/- (Including Per Transaction limit without PIN - Rs.5,000/-)

Contactless usage will not be available for International POS in case of RuPay Platinum International Debit Card.

ICCW (Interoperable Cardless Cash Withdrawal) limit - Rs.10,000/- per day, Max. 2 transactions per day.

Reserve Bank of India vide its circular 'RBI/2019-20/142DPSS.CO.PD No.1343/02.14.003/2019-20' has advised banks to allow customers the facility to switch on / off and set / modify transaction limits (within the overall card limit, if any, set by the issuer) for all types of transactions - domestic and international, at PoS / ATMs / online transactions / contactless transactions, etc. Accordingly, these controls have been provided in bank's Mobile banking and Internet Banking

**14. ATM USAGE**

Cardholders must ensure sufficient funds are available before making withdrawals or transfers. ATM/POS debits take priority over cheque payments, and any cheque that results in insufficient funds after an ATM/POS debit will be returned. Maintaining adequate account balance is the Cardholder's responsibility.

Cash deposits at ATMs are subject to verification, and acceptance of damaged or soiled currency will follow RBI guidelines.

Cardholders must use their confidential PIN for ATM transactions. All transactions completed using the PIN are the Cardholder's responsibility. Receipts may be requested for reference, and available account balances will be displayed on the ATM screen.

Daily withdrawal or purchase limits, as communicated in the welcome letter or as updated by the Bank, must be adhered to. Violating these limits may result in suspension of card privileges.

### Consent:

1. I/We hereby authorize the Bank to do SMS registration which is mandatory for any electronic banking facility e.g. Internet Banking, Mobile Banking, Debit Card etc. as per RBI guidelines RBI/DOR/2025-26/292 DOR.MCS.REC.No.211/01-01-037/2025-26 dated 28th November 2025.
2. I/We authorise the Bank to disclose from time to time any information relating to my account to any parent/ subsidiary, affiliate and associate of NKGSB Co operative Bank Ltd., and/or to third parties engaged by the Bank and/or financial institutions under regulatory guidelines for activities related services of accounts

### 15. MERCHANT USAGE

The Card is valid at all merchant establishments in India and abroad that accept the Bank/RuPay Card and have a POS terminal. Cardholders must enter their PIN and sign the sales slip, retaining a copy for their records.

The Bank is not responsible for disputes with merchants regarding goods or services. Cardholders should resolve such issues directly with the merchant and notify the Bank if required under RuPay/NPCI rules.

Any charges or requisitions from a merchant, unless the card was lost or stolen and reported, are considered valid and incurred by the Cardholder.

Refunds or cancellations require a copy of the merchant's reversed sales receipt. The Bank processes reversals manually and will credit the Cardholder upon submission of valid documentation.

The Card is not for mail/phone order transactions except for authorized e-commerce use. Unauthorized use in such cases is the Cardholder's liability.

### 16. EXCLUSION FROM LIABILITY

By availing the Card facility, the Cardholder agrees to indemnify and hold the Bank harmless against all claims, losses, damages, costs, or expenses arising directly or indirectly from:

- The use or attempted use of the Card, including actions taken or omitted by the Bank in good faith based on the Cardholder's instructions.
- Any negligence, error, misconduct, breach of terms, or fraud by the Cardholder or their authorized agents/employees.
- Machine, mechanical, or infrastructure failures, or loss/misplacement of the Card or PIN during transit.

The Bank shall not be liable for:

- Defective goods or services supplied by merchants.
- Refusal of any person or establishment to accept or honor the Card.
- Malfunction of ATMs, POS terminals, or computer systems.
- Transactions carried out by anyone other than the Cardholder.
- Handover of the Card to unauthorized persons.
- Exercise of the Bank's right to request the return or repossession of the Card before its expiry, or to terminate the Card.
- Any perceived damage to the Cardholder's reputation or credit due to repossession of the Card or refusal by merchants to accept it.
- Any errors, misstatements, or omissions in information provided by the Bank.
- Unless required by law, the Bank may act on any legal process or notice affecting the Cardholder's ability to transact, including paying funds to appropriate authorities.

The Bank reserves the right to:

- Recover reasonable service charges, including legal fees, incurred due to legal actions involving the Card.
- Levy fees and interest on overdrawn accounts, including amounts resulting from Card transactions.
- Set off any overdrawn amounts against balances in other accounts held singly or jointly by the Cardholder.
- Exercise rights of set-off, transfer, and appropriation under any other agreements with the Cardholder.

### 17. DISPUTES

- **Merchant Acceptance**  
The Bank is not responsible if any Merchant Establishment refuses to accept or honor the Card. In case of disputes regarding a transaction, the sales slip, with or without the Cardholder's signature, along with the masked Card number, shall be considered conclusive evidence of the transaction and the Cardholder's liability. The Bank is not responsible for verifying delivery of goods or services to the Cardholder's satisfaction.
- **Shared Network ATM Transactions**  
Disputes relating to Shared Network ATM transactions will be resolved as per the regulations of the respective network. The Bank is not liable for any transactions on shared networks but must be notified immediately of any complaints.
- **Unsuccessful / Failed Card Transactions**
  - Unsuccessful ATM, POS transactions will be reversed within **5 calendar days**.
  - If a reversal exceeds 5 days, a penalty of **₹100 per day of delay**, in addition to the original transaction amount, will be credited to the cardholder's account.

- Chargeback & Dispute Timelines**

For ATM Cash transactions on Other Bank ATMs

<b>Particulars</b>	<b>TAT Period To Apply/Waiting</b>	<b>To be initiated/responded by</b>	<b>Details</b>
Chargeback	Within 60 calendar days from the next day of the Transaction	Customer	Customer to submit chargeback form with Home branch within mentioned TAT
Chargeback Acceptance	Within 5 days* from the next day of the chargeback (where it is not rejected)	ATM Machine( Other) Bank	ATM machine bank to respond as per mention TAT and by adherence of NPCI SOP
Re presentment	Within 5 days* from the next day of the chargeback (where chargeback is not accepted)	ATM Machine( Other) Bank	ATM machine bank will respond as per NPCI SOP and mentioned TAT. Opposite bank will provide justification with supporting documents
Pre-arbitration (Second Chargeback as if first chargeback is rejected/represented)	14 calendar days from the next day of the representment	NKGSB Bank	If chargeback is represented, NKGSB bank will raise pre arbitration As per SOP.
Pre-arbitration Acceptance	Within 10 calendar days from the next day of the pre-arbitration (where pre-arbitration is not rejected)	ATM Machine( Other) Bank	ATM machine bank to respond as per NPCI SOP
Pre-arbitration Rejection	Within 10 calendar days from the next day of the pre-arbitration (where pre-arbitration is not accepted)	ATM Machine( Other) Bank	ATM machine bank to respond as per NPCI SOP. Opposite bank will provide justification with supporting

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			documents
Arbitration	Within 14 calendar days from the next day of the Pre-arbitration Rejection	NKGSB Bank along with Customer's consent to debit Arbitration fees mentioned in charges section	NKGSB bank will inform customer that Pre arbitration is rejected with necessary evidences. NKGSB bank with customer to raise arbitration with necessary applicable fee levied by NPCI.

\* The TAT shall be based on working / calendar days as per RBI's guidelines.

For POS and ECOM transactions on Other Bank ATMs

Particulars	TAT Period To Apply/Waiting	To be initiated/ responded by	Details
Chargeback	Within 60 calendar days from the next day of the Transaction	Customer	Customer to submit chargeback form and supporting documents with Home branch within mentioned TAT(TATs for fraud reporting are as per Fraud section)
Chargeback acceptance	10 calendar days from the chargeback processing date	POS terminal/Merchant Bank	Merchant bank to respond as per mention TAT and by adherence of NPCI SOP
Representment	15 calendar days from the chargeback processing date	POS terminal/Merchant Bank	Merchant bank will respond as per NPCI SOP and mentioned TAT. Opposite bank will provide justification with supporting documents
Pre-Arbitration	60 days from Representment raised. (It should not consume	NKGSB Bank	If chargeback is represented, NKGSB bank will raise pre

	Complete TAT so that there will be no window to raise arbitration)		arbitration As per SOP.
Pre-Arbitration Acceptance	15 days to respond or will be deemed accepted	POS terminal/Merchant Bank	Merchant bank will respond as per NPCI SOP and mentioned TAT
Pre-Arbitration decline	15 calendar days following the Pre-arbitration processing date.	POS terminal/Merchant Bank	Merchant bank will respond as per NPCI SOP and mentioned TAT. Opposite bank will provide justification with supporting documents
Arbitration Case Filing	within 60 calendar days following the representation date.	NKGSB Bank along with Customer's consent to debit Arbitration fees mentioned in charges section	NKGSB bank will inform customer that Pre arbitration is rejected with necessary evidences. NKGSB bank with customer to raise arbitration with necessary applicable fee levied by NPCI.

**Liability of Customer/Bank in case of unauthorised Transactions:**

**(a) Zero Liability of Customer**

A customer's entitlement to zero liability shall arise where the unauthorized transaction occurs in the following events:

- Contributory fraud/negligence/deficiency on the part of the bank (irrespective of whether or not the transaction is reported by the customer).
- 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 system driven SMS from the bank regarding unauthorized transaction.

**(b) Limited Liability of a customer**

A customer shall be liable for the loss occurring due to unauthorized transactions in the following cases:

- In cases where the loss is due to negligence by a customer, for e.g. sharing of confidential details by customer i.e. payment credentials or any critical key parameters like his birth date, CIF Id, PAN, etc. which helped the fraudster to do the fraud OR clicking any unauthorized link by the customer OR installing any type of remote control software application/s on mobile handset, 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. However, merely dropping an e-mail on branch or any other department e-mail id after office hours will not be considered as communication for reporting of unauthorized transaction on immediate basis. The said mail will be considered on next working day.

The Customer Care Centre (CCC) of the Bank is working 24x7 and the customers need to contact the same on the telephone number or an e-mail id of CCC through their mobile number or e-mail id registered with the Bank for reporting of unauthorised transactions.

- 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 system driven SMS from the bank regarding unauthorized transaction) on the part of the customer in notifying the bank of such a transaction, the transaction liability of the customer shall be limited to the transaction value or the amount as prescribed below, whichever is lower.
- Further, if the delay in reporting is beyond 7 working days, entire liability shall be of Customer.

Overall liability of the customer in third party breaches, where the deficiency lies neither with the bank nor with the customer but lies elsewhere in the system, is summarized below:

<b>As per RBI's circular number RBI/ 2017-18/15 DBR No.Leg.BC.78/09.07.2017-18 dated 6th July 2017</b>	
<b>Time taken to report the fraudulent transaction from the date of receiving the communication from Bank</b>	<b>Customer's liability</b>
<b>Within 3 working days</b>	Zero liability
<b>Within 4 to 7 working days</b>	
Savings Bank Deposit (BSBD) Accounts	5,000
1. All other SB accounts	10,000
2. Pre- paid Payment Instruments and Gift Cards	

3. Current/ Cash Credit/ Overdraft Accounts of MSMEs	
4. Current Accounts/Cash Credit/Overdraft Accounts of Individuals with annual average balance (during 365 days preceding the incidence of fraud)/ limit up to Rs.25 Lakh	
5. Credit cards with limit up to Rs.5 Lakh	
1. All other Current/ Cash Credit/ Overdraft Accounts	25,000
2. Credit cards with limit above Rs.5 Lakh	
<b>Beyond 7 working days</b>	<b>Entire Liability of Customer</b>

**Reversal Timeline for Zero Liability/ Limited Liability of Customer:**

On being notified by the customer, the bank shall credit (shadow reversal – lien) the amount involved in the unauthorized electronic transaction to the customer’s account within 10 working days from the date of such notification by the customer. The credit shall be value dated to be as of the date of the unauthorized transaction. However, where transactions (which according to the customer may be unauthorized) happen due to negligence of customer (i.e. where the customer has shared credentials or Account/Transaction details, which may be Internet Banking user Id & PIN, Debit/Credit Card PIN/OTP or due to improper protection on customer devices like mobile/laptop/desktop leading to malware/Trojan or Phishing/Vishing attack, etc., the liability of such transactions does not lie with the bank and the bank is not obliged to provide any shadow credit.

Bank should resolve a complaint within 90 days from the date of receipt of the complaint and should compensate the customer, if any, as per above mentioned provisions. If Bank is unable to resolve the complaint or determine the customer liability, if any, within 90 days, the compensation as prescribed above is to be paid to the customer.

**18. INSURANCE BENEFITS**

- **Provision of Insurance**

The Bank may, from time to time, offer insurance benefits to the Cardholder through tie-ups with insurance companies. The Cardholder acknowledges that the Bank is not responsible for any issues related to such insurance, including policy deficiencies, claim processing, settlements, or payment of compensation. All matters must be addressed directly with the insurance provider.

- **Liability of Insurance Company**

The insurance company shall have sole responsibility for settling any claims. The Bank may, at its sole discretion and without prior notice or explanation, suspend,

withdraw, or cancel the insurance benefits at any time. The Bank has no obligation to continue providing such benefits.

- **Accidental Insurance Cover**

Cardholders of RuPay Debit Card variants enjoy complimentary accidental insurance, subject to the terms and conditions set by NPCI.

- **Nominee**

The registered nominee of the linked Current or Savings Account will automatically be considered the nominee for the debit card insurance coverage.

- **Cardholder Eligibility**

Insurance benefits are available only while the Cardholder holds an active card.

Upon cancellation or temporary/permanent suspension of the card or account, the insurance benefits will cease immediately. Even during active membership, the Bank reserves the right to suspend, withdraw, or cancel the insurance benefits at its sole discretion, with reasonable notice where applicable.

### 19. MISCELLANEOUS

- These terms and conditions govern the use of the Card and may be amended by the Bank from time to time. The Cardholder is deemed to have accepted these terms by signing the Card application, acknowledging receipt of the Card, signing on the reverse of the Card, performing a Card transaction, requesting Card activation, or if 10 days have elapsed since dispatch of the Card to the Cardholder's registered address.
- These terms are in addition to, and do not override, any existing account terms. The Bank may modify terms without notice to maintain or restore security of electronic systems or for any other valid reason, and such modifications will be binding on the Cardholder.
- The Bank is not liable for ATM or system failures due to power outages, communication issues, mechanical faults, or other factors beyond its control.
- In line with Bank policy and for the Cardholder's safety, inactive or unused ATM/Debit Cards may be temporarily blocked at periodic intervals.

### 20. NOTIFICATION OF CHANGES

- The Bank reserves the right to withdraw the Card or related services, or to amend or supplement these terms at any time without prior notice.
- All authorizations and powers granted to the Bank under these terms are irrevocable.

### 21. GOVERNING LAW

- The use of the Card and these terms are governed by the laws of India.
- The Cardholder must comply with all applicable laws and procedures while using the Card.
- Any disputes shall be subject to the jurisdiction of competent courts in Thane.

**22. FORCE MAJEURE**

- The Bank shall not be liable for any loss or damage suffered by the Cardholder due to causes beyond its reasonable control, including but not limited to natural disasters, strikes, system failures, or other unforeseen events.