

Terms and Conditions

i) **Definitions**

- a. **ATM:** All Automated Teller Machines of the SBI Group as well as ATM of all those other banks showing the VISA or Plus logo.
- b. **ATM Card:** ATM card issued to a customer by SBI in association with VISA .
- c. **Cardholder :** A customer who has been issued an ATM card by SBI.
- d. **Designated Account:** The current account / saving Bank in Hong Kong Dollars (designated by the Cardholder), from which the amount of any withdrawals, transfer or other transactions effected by the user of the ATM \card shall be debited.
- e. **PIN:** A computer generated 4 digit Personal Identification Number allocated to the Cardholder by SBI and collected by the Cardholder from SBI in a secured and sealed pin mailer.
- f. **SBI:** State bank of India , Hong Kong Branch.
- g. **SBI Group:** All those subsidiary banks of which SBI is the parent company and as listed from time to time on the SBI website www.statebankofindia.com
- h. **Transaction:** include withdrawal, transfer of cash and balance enquiry.

ii) **Use of ATM card:**

- a) i) **PIN:** The PIN be used for withdrawing, transferring cash/balance enquiry at an ATM by the Cardholder. The incorrect insertion of the PIN on three occasion on any given day shall invalidate the ATM Card for the remainder of that day. A Cardholder is advised against choosing a PIN which can be easily associated with his/her personal data (eg. Date of birth or telephone number).
ii) The Cardholder shall safeguard the ATM Card and the PIN/PIN mailer. Subject to clause (2) b)] below the Cardholder shall be responsible for all the transactions effected by use of ATM card whether or not authorized by the cardholder. The cardholder may apply for new PIN through the SBI which shall be provided at the sole discretion of SBI. A nominal fee will be charged for new PIN.
iii) The PIN is strictly confidential and should not be disclosed to any third party under any circumstances or by any means. The cardholder should not keep a written record of the PIN in any place or manner which may enable a third party to use the ATM card.
- b) **Loss of Card:** The Cardholder shall report the loss or theft of the TAM Card to SBI immediately at the SBI Contact Centre on the following toll free no. +91-80-25608470. The Cardholder shall be responsible for all transactions effected by use of the ATM Card until such notification is received by SBI.
- c) **Replacement of ATM Card:** The Cardholder shall make a written request to SBI for the replacement of an ATM card . the Cardholder shall pay for the cost of issuing a replacement ATM card and SBI shall debit the Designated Account accordingly.
- d) **Debiting the Designated Account:** The Cardholder authorizes SBI to debit the Designated Account in respect of all withdrawal, transfers, and payments effected by use of the ATM card, as evidenced by SBI's records, which records are conclusive and binding on the Cardholder. The cardholder further authorizes SBI to debit the Designated Account with such charges as SBI may from time to time consider reasonable in respect of the ATM Card provided that prior notice of such charges is given to the Cardholder.
- e) **Transaction:** Customers are advised to examine their statement of account/passbook and report any unauthorized transaction in the statement / passbook to the bank within 60 days from the date of transaction. Should you fail to report any unauthorized transaction within specified period of 60 days, bank reserves the right to regard the statement/ passbook as conclusive. It is strongly recommended that the customers examine the transaction appearing in the statement / passbook closely.
- f) **Closing of account:** A card holder pay close the designated account and surrender the ATM Card by giving written notice to SBI and by surrendering ATM Card to SBI.
- g) **Validity of the Card:** The month end year of expiry is preprinted on ATM Card.

iii) Other provision

- a) SBI reserves the right to introduce new facilities or remove existing facilities at any time without assigning any reason for the same.
- b) SBI may at its discretion refuse any application for an ATM Card without assigning any reason
- c) Use of the ATM Card shall be terminated by SBI without notice, upon the death, bankruptcy in insolvency of the card holders or on receipt of written request from the joint account holder to change the mode of operation of the designated account receipt of the an attachment order from competent court or revenue authority or from Hong Kong Monetary Authority or from any other reason considered valid and reasonable by SBI including where there whereabouts of the ATM Card holder is unknown.
- d) SBI shall not be responsible – liable in any manner whatsoever for the failure of any ATM to dispense cash or if the customer is unable to withdraw cash any reason or unable to avail any facility of the ATM or ATM Card.
- e) SBI at its sole discretion may approve/reject any ATM card transaction.
- f) SBI shall not be liable for any loss cost by technical breakdown of the ATM or its payment system.
- g) The ATM card is the property of SBI and will be return by the card holder unconditionally and immediately to SBI upon demand. SBI shall have the sole discretion to cancel the ATM Card and to stop its operation without assigning any reason. The decision of SBI is conclusive and binding n the card holder. The ATM card is non transferrable.
- h) Where such facility is extended, cash and/or cheques deposited with any ATM by use of the ATM will only be credited to the cardholders account after verification by SBI. The statement issued by the ATM at the time of the deposit only represents the sum purportedly deposited by the card holder and will not be binding on SBI. Cheques will be accepted for collection only and the proceeds will not be available until they have been cleared.
- i) SBI reserves the right to add, to delete and/or to vary any of these terms and conditions upon the notice to the card holder. Use the ATM card after the date upon which any change to these Terms and Conditions is to have effect (as specified in notice) will constitute acceptance without reservation by the card holder of such change. If the card holder doesn't accept any proposed change, the ATM card must be return to the bank prior to the date upon which such change is to take effect. Publication of any change shall be by such means as the SBI shall consider appropriate to including on the website of SBI which will constitute full and effective notice to the card holder.
- j) Any notice hereunder send by the post will be deemed to have been received by the Cardholder within 7days of posting to the address last notified in writing to SBI by the Cardholder.
- k) If more than one person sign or agrees to be bound by these Terms and Conditions, the obligation and liabilities of such persons hereunder will be joint the several and as the context may require, words herein denoting the singular only be deemed to include plural. Any notice hereunder to any all such persons.
- l) The Terms and Conditions herein shall be governed by and construed in accordance with laws of Hong Kong Special Administrative region.