

NAME	Version
POLICY ON DEBIT CARDS	1.1

Document Title	Policy on Debit Cards	
Version History		
Version No.	Date	Changes/Comments
1.0	27.06.2022	Initial Document
1.1	24.07.2023	In view of the discontinuation of magnetic stripe cards and the issuing of chip-based debit cards, in Para No.15, the method to destroy the old card upon re-issue of the new card is modified as per the Board directive.



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POLICY ON DEBIT CARDS

1. Introduction

In order to meet the increasing needs of customers and also emerging challenges, Bank has been launching technology oriented products, services & processes and Alternate Delivery Channels [ADCs] to:

- Reach out to new customers
- Reach out to remote geographies
- Improve our existing offerings by providing faster processing through cost effective methods.
- solutions
- Deliver new products
- Provide Customer delight.

In this direction, Bank has introduced following Alternate Delivery Channels [ADCs] such as

1. MoneyPlant™ ATM & Recyclers
2. MoneyPlant™ Debit Card
3. Gift Card
4. Deposit Only Card
5. MoneyClick® Internet Banking
6. KBL-Mobile Plus (Mobile Banking Service)
7. Point of Sale (POS) Terminals
8. Interactive Voice Response (IVR)
9. Missed Call Facility
10. E-Lobby (SAPB & CDM)
11. KBL MPassbook
12. KBL Bhim UPI
13. QR Code

Out of all the above mentioned Alternative Delivery Channels, debit card plays an important role and acts as a bridge in connecting customers with various other delivery channels in turn making the customer's life easier by carrying out financial and non-financial transactions smoothly.

2. Objective

The objective of this policy is to establish guidelines for the Bank's MoneyPlant™ Debit Card operations to carry out day-to-day banking transactions in a safe and secure environment by the customers.

This policy contains statements and explanation of various details that are relevant to MoneyPlant™ Debit Cards. The authority to approve this policy vests with the Board of Directors of the bank. The Board of Directors also have the authority to designate Managing Director & CEO or Chief Operating Officer/ Chief Business Officer / Head of Products Department to conduct review of and permit modifications to this policy.

3. Scope

The scope of this policy is limited to setting guidelines to the Bank with regard to:

- Debit Card functionality & features.
- Bank's various Debit Card variants & its usage terms & conditions.
- Procedures that need to be followed by Bank, during the issuance of Debit Cards.
- Steps the Bank has to initiate to provide assurance to the customers on the confidentiality and security of the information that are dealt with Debit Cards.
- Identification of operational risk and mitigation measures to address such risks.
- Debit Card services by taking cognizance of the RBI guidelines.

4. Debit Card

A debit card is a plastic card that provides the cardholder electronic access to his/her bank account(s) "Anytime", "Anywhere". It is an instrument that can be used to:

- Avail the banking services such as cash withdrawal, balance enquiry etc., from any ATM and Micro ATM both in India and abroad.
- Make payments to merchants against purchase, withdrawal of cash at POS or both within the prescribed limit by RBI at merchant outlets.
- To carry out E-Commerce transactions.

4.1 Understanding a Debit Card

- **Card Number:** It is a 16 or 19 digit number linked to customer's bank account. First six/eight digits represent Bank's Identification Number (BIN) and the remaining digits indicate serial number of the cards issued by that particular branch. Currently,

our Bank issues debit cards with 16 digit card number which may vary based on the network operators.

- **Name of the Person:** Person authorized to use the card. This field is present only on personalized card.
- **Valid Thru:** It is in mm/yy format. The card is valid till the last day of the month of that year.
- **Card Verification Value (CVV)/CVV2:** It is a 03 (Three) digit number printed on the back side of every debit card. This is used for validation of online transactions.
- **Magnetic Strip:** Important information regarding the debit card is stored in electronic format here and hence any kind of scratches or exposure to magnetic fields will cause damage to the card.
- **EMV Chip Card:** EMV stands for Europay, MasterCard and Visa. EMV is a global standard for credit and debit payment cards based on chip card technology. EMV Chip Card protects against counterfeit (skimming) card fraud.
- **iCVV (Integrated Chip Card Verification Value):** It is the code stored in the card's chip (EMV).
- **Personal Identification Number (PIN):** PIN is a four digit secret number/code which is to be generated by the customer through KBL ATMs, IVR, Internet Banking and KBL Mobile Plus App for the purpose of security and is used in ATMs for cash withdrawal/authentication in POS.
- 'Offline' transaction is a transaction wherein the funds are deducted from the wallet balance available on the EMV chip of the debit card.
- 'Wallet' is a software-based system that enables the Cardholder to securely store an amount in the wallet as prescribed by Bank's Products Department in line with the regulatory guideline and the wallet is placed on the EMV chip of the debit card.
- 'Contactless' transactions are the transaction wherein the card holder is allowed to initiate a transaction just by tapping the card onto the PoS terminal without PIN.

4.2 Difference between Debit & Credit Card

A debit Card is a "Buy Now, Pay Now" option i.e. the customer's account is instantly debited to the extent of purchases made while a Credit Card is a "Buy Now, Pay Later" option. Therefore, in case of Debit Card there is no monthly repayment and hence no

interest charges. A Debit Card gives the customer all the convenience of a Credit Card apart from regulating his spending.

4.3 Benefits of Debit Card

The main benefits of being a Debit Cardholder is that, cardholder can enjoy unparalleled access to his account, whenever cardholder wants, wherever he goes.

4.4 Services availed using Debit Cards

4.1.1. At Karnataka Bank ATMs

Green Pin Generation

Fast Cash

Cash Withdrawal

Balance Enquiry

Mini Statement

Pin Change

Card Services

Aadhar Number Seeding

4.1.2. At Other Bank ATMs (NFS Network)

Cash Withdrawal

Balance Enquiry

Mini Statement

Change of PIN

Card to card fund transfer (Subject to the certification by other bank for the service on NFS network).

4.1.3. At POS Terminals

Payment at merchant establishments

Cash Withdrawal (Cash@POS)

4.1.4. For online usage

Bank's VISA & RuPay debit cards are enabled for online usage at various merchant sites through second factor authentication.

Debit Card authentication is made as one of the option for self-registration to KBL Mobile Plus & Internet Banking channels.

4.5 Debit Card Variants

Bank issues VISA & RuPay Network enabled Personalized (with & without photograph) & Non Personalised Debit cards. These cards shall be allowed for the use at ATM, POS & over the internet for online payments. Customers are required to submit requisite application form for Debit card duly signed at all the pages including terms & conditions given in application form at their respective base branch. The application is made available on the Banks website link <https://karnatakabank.com/application-forms>.

Below is the list of Debit Card variants that Bank is issuing presently:

- 1) VISA EMV Classic Debit Card (Domestic Usage Only)
- 2) VISA NFC Classic Debit Card (Domestic Usage Only)
- 3) VISA NFC International Debit Card
- 4) VISA EMV International Debit Card
- 5) RUPAY EMV Classic Debit Card (Domestic Usage Only)
- 6) RUPAY EMV International Platinum Debit Card
- 7) RUPAY NCMC Classic Debit Card (Domestic Usage Only)
- 8) RUPAY NCMC Platinum International Debit Card
- 9) RUPAY PMJDY Debit Card (Domestic Usage Only)
- 10) RUPAY Kisan Debit Card (Domestic Usage Only- Issued only to KCC-OD accounts)
- 11) RUPAY MUDHRA Card (Issued only to Micro entrepreneurs availed loan under Pradhan Mantri Mudra Yojana (PMMY))
- 12) Image Debit Card

Note: Apart from the above variants, introduction of any new variant based on business needs/regulatory guidelines shall be permitted by placing an in principal approval request with Bank's MD & CEO. Any changes/closure related to above highlighted variants shall be permitted on approval by Head of Products Department.

4.6 Transaction Limits, Issuance & other charges

Transaction limits and charges related to issuance, reissuance, annual maintenance etc., shall be as per the discretion of Bank and guidelines of Regulatory Authorities. These are subject to revision from time to time. Changes if any shall be made available to the card holders by publishing the same on Bank's official website <https://karnatakabank.com/>.

Note:

- Modification in charges shall be placed to Board for approval and on approval an intimation will be published on official website for 30 days before effecting the same.

- Modification in debit card transaction limits if any shall be approved by Head of the Products Department.

5. Operational Guidelines:

Presently, bank is issuing VISA & RUPAY branded debit cards to the customers. Based on the usage and account type, Bank has streamlined the eligibility for the customers.

➤ Eligible accounts for issuing the domestic variant VISA & RUPAY classic debit cards:

- All operative individual SB/ Proprietorship Current accounts.
- Joint Accounts where operation is severally.
- Staff Accounts.
- Proprietorship Accounts.
- NRO & NRE Accounts.

➤ Eligible accounts for issuing the international variant VISA & RUPAY debit cards:

- SB Money Sapphire, Ruby & Platinum schemes.
- Staff members.
- SB NRE Accounts who maintains good balance and on merit.
- Current Account Money Pearl, Ruby, Diamond, Diamond Plus, Platinum accounts held in the name of individual/proprietary names.
- All the Debit Card eligible customers who intends to travel abroad or for international transactions.

Note: Issue of international debit cards will also be subject to directions issued under Foreign Exchange Management Act, 1999, as amended from time to time. International variant debit cards shall be issued to General Savings account provided the account is eligible for the issuance & satisfies terms and conditions as decided by Head of the Products Department. Charges shall be applicable for first issuance also.

➤ Eligibility criteria for issuing RuPay PMJDY Debit Card:

All Savings Bank accounts opened under **SB-Sugama [BSBDA], SB-Small and SB-FIC Schemes, including accounts of illiterates & visually challenged**, subject to satisfying the following general criteria are eligible for issuance of RuPay PMJDY Debit Card:

- All operative individual Savings Bank Account.
- Joint Accounts operated severally/ Either or Survivor

Further, Branch Heads have to advise all the related risks to the illiterate/visually challenged account holders at the time of issuance of RuPay Debit Card. However, existing

Savings Bank Accounts opened under other schemes are also eligible for issuance of RuPay PMJDY Debit Card, subject to satisfying the above general criteria.

Note:

- The list is generated based on the mode of operation codes provided in the Finacle. The criteria for issuing a debit card of different variant may change from time to time basis based on the regulatory guidelines/ business need and the permission to modify shall be obtained by placing a note to Head of Products Department.
- Valid Mobile number has to be registered invariably while issuing a Debit Card, to enable the Bank to send SMS on debit card transactions. Also, E-Mail id is mandatory for the issuance of international debit cards.

➤ **Ineligible accounts:**

Accounts that are not eligible for availing the debit cards shall be decided based on the directions provided by the regulatory/involved business risks on time to time basis.

6. Green Pin Generation

Bank shall not issue physical pin mailers for the debit cards. Bank in pursuit of enhancing customer convenience and to stop the issuance of physical pin mailers, introduced an eco-friendly & digital initiative for self-generation of debit card pin in the month of September 2018. With this facility customers shall generate the Green Pin for their newly issued/re-issued debit cards through IVR, Own ATM, and Mobile Banking channels. The same facility is also extended for the existing customers for the reset of debit card pin as well.

7. Debit Card Security Enhancements

The Reserve Bank of India has advised all Banks to put in place certain enhancements for improving user convenience and increasing the security of Card transactions vide Ref: DPSS:CO.PD.No.1343/02.14.003/2019-20 dated 15-03-2020.

According to the Regulator, below are the security features that are made available 24*7 for debit card transactions done through ATM, POS & E-Commerce from 1st October 2020 through ATM/Recyclers/MB/IB & IVR channels:

- **E-Commerce** (*Domestic & international*) and **International Transactions** at ATM & PoS for all the newly issued debits cards and old cards are by default Switched Off.
- Debit card transactions only within India (*Domestic*) at **ATMs, Point of Sale (PoS)** terminals are made available.

- All the International debit cards are enabled with a facility to Switch On/Off international transactions with an option to set the user required transaction amount limit with maximum applicable transaction limit as per the debit card variant has been made available.
- Option to switch on/off domestic ATM, POS & E-Commerce debit card transactions along with an option to set the user required transaction amount limit with maximum applicable transaction limit as per the debit card variant has been made available for all the Debit cards.

Note: Changes if any as per the business requirement/RBI guidelines shall be implemented by obtaining permission from the Head of Products Department.

Bank has enabled force pin change for international debit cards where the card holder has to mandatorily change the debit card pin before carrying out domestic transaction after any successful international transaction. Also, 24*7 Enterprise Level Fraud Risk Monitoring has been enabled to track & avoid any misuse of the Debit Cards.

8. Procedure to be followed when Debit Card is Lost or Stolen:

If the Debit Card is lost/ stolen, the Card Holder is given with following three options to Block:

- To Block the card through IVR/MB/IB/SMS channels using required details & PIN.
- To Report the same to Phone Banking Officer (Contact Centre) by calling Bank's Toll Free Numbers for blocking of debit card and obtain registration number for future reference.
- To Report to the Branch where Card Holder maintains the Debit Card Account and also confirm the same by submitting F.No.1604A to the Bank as soon as possible. A copy of the police complaint must accompany the said written confirmation in case of fraudulent transactions. In case the Card Holder reports loss of Debit Card to the branch, the branch shall immediately inform the same to Contact Centre without fail for blocking the card. On reporting, the Debit Card shall be deactivated immediately to prevent misuse.

9. Procedure for handling Debit Card due for expiry:

The Card is valid up to the last date of the “Month/Year” indicated on the Debit Card. The Bank reserves the sole right of renewing the Card on expiry and debit any renewable charges / Annual Maintenance Charges to the card holder account as prescribed in the charges published on Bank’s official website.

In order to enhance the customer service, the process of re-issuance of new debit card in place of existing VISA & RuPay Domestic classic & International variant debit card due for expiry shall be carried out based on the criteria as decided by the Products Department /issued regulatory guidelines on time to time basis.

The permission to incorporate any change in the criteria shall be obtained by placing a note with Head of the Products Department.

Note:

- An SMS shall be sent a month prior to card expiry, to all customers with active account/Debit Card & valid registered mobile numbers whose existing VISA & RuPay Domestic classic & International variant debit cards are due for expiry intimating them to carry out at least one debit card initiated transaction & also to update their communication address & Pan/Form 60.
- Branches shall also ensure for availability of PAN No/Form 60, without which the card is not renewed automatically.

10. Issuance of replacement Cards on account of lost or damaged:

On receiving a ‘lost/damaged card’ complaint from the customer over telephone (toll free nos. or email with customer care) or physically in the branches, the card status will be changed to ‘HotLost/Damaged’. In case of non-personalized card, a new Card shall be issued to the customer on his visit to the base branch & on submission of duly filled signed debit card application form. But in case of Personalized Card request received from the customer on his visit to the base branch through duly filled signed application form shall be processed at the branch and card shall be dispatched to the customer’s communication address directly.

Note: Changes if any as per the business requirement/RBI guidelines shall implemented by obtaining permission from the Head of Products Department.

11. Issuance of Debit Card to HUF Account:

Debit card shall be issued only to Kartha of HUF account provided that the below criteria is satisfied:

- 1) Customer request letter.
- 2) Branch endorsement & declaration letter.
- 3) Form No. 1213, signed by Kartha & coparceners in the presence of Branch Head.

Note: The approval/criteria for issuing a debit card will be inferred on case to case basis on business needs/ regulatory guidelines. The permission to incorporate any change shall be obtained by placing a note with Head of the Products Department.

12. Issuance of Debit Card to Partnership Firms, Pvt. Ltd. Companies, Trust, Society and Association Accounts:

Issue of Debit Card to authorized persons of Partnership Firms, Pvt. Ltd. Companies, Trust, Society and Association Accounts shall be processed based on the below criteria:

- 1) Customer request letter drafted on respective registered firms letter head.
- 2) Proper resolution copy.
- 3) Branch recommendation letter.

Note: The approval/criteria for issuing a debit card will be inferred on case to case basis on business needs/ regulatory guidelines. The permission to incorporate any change shall be obtained by placing a note with Head of the Products Department.

13. Limit Enhancement for Debit Card:

Limit shall be enhanced for the debit card based on the request received from the customers. As a one-time request the limit shall be enhanced for a debit card as per the available feasibility.

Below are the required criteria that need to be satisfied for limit enhancement of Debit Card:

- 1) Customer request letter quoting the exact reason for the limit enhancement as per the format described by Products Department.
- 2) Branch recommendation letter as per the format described by Products Department.

Note: The approval/criteria for enhancing the limit for a debit card will be inferred on case to case basis on business needs/ regulatory guidelines/available feasibility. The permission to incorporate any change shall be obtained by placing a note with Head of the Products Department.

14. Setting up BIN Limits at VISA and NPCI Networks

As per the Cyber Security & IT Examination Cell Advisory No: 6/2018 Dated: August 13, 2018 related to Securing Card Transactions - Setting of Robust Risk Based Transaction Limit and Monitoring and also as per RBI advisory vide RBI/2020-21/74 DoS.CO.CSITE.SEC.No.1852/31.01/015/2020-21, Master Direction on Digital Payment Security Controls dated February 18, 2021 Chapter ii, Para 72, it has been advised that Banks shall take up with the card network and/or ATM network as the case may be, to put in place transaction limits at Card, BIN, as well as at the Bank Level.

Accordingly, BIN, Card and Bank level transaction limits has been set both at VISA & NPCI networks.

BIN LIMIT REVIEW:

The limits for the BIN level shall be reviewed:

- Yearly once, only after considering the highest transaction count and transaction amount per day in last financial year.
- Or based on the breach of the assigned BIN limits by obtaining internal approval from the Head of Products Department.

15. Precautions:

Branches are advised to enlighten the customers on the following precautions:

- To sign on the signature panel on the reverse of the Debit Card soon after receipt of the Card.
- Not to disclose his PIN to anybody.
- To change the PIN frequently.
- The card is only to be used by the customer to whom it has been issued.
- Existing ATM Card Holder on receipt of the re-issued Debit Card shall cut the old ATM card into two pieces and destroy the chip on the card.
- In case of fraudulent transactions, customers should be advised to immediately block the debit card and should be asked to inform the branch/contact centre immediately.
- Not to share the debit card credentials and OTP with anyone.

Note: In case of receipt of unauthorized electronic banking transactions complaint from customers, branch/contact centre has to immediately intimate the incident to Products Department through

mail on cpll@ktkbank.com . The Claim of unauthorized electronic banking transactions falling under the purview of the Customer Protection and Limiting Liability (CPLL) are liable to be processed and settled within timelines stipulated by the RBI. Circular vide ref HO:BBDC:CPLL/CIRCULAR LETTER/GF(48)/24/2019-20 dated 15-06-2019 should be referred.

16. Redressal of Grievances

Bank shall ensure to put in place an effective mechanism for redressal of customer complaints. The grievance redressal procedure of the bank and the time frame fixed for responding to the complaints shall be placed on the bank's website. The name, designation, address and contact number of important executives as well as the Grievance Redressal Officer of the bank shall be displayed on the website. A system of acknowledging customers' complaints for follow up, such as complaint number / docket number shall be made available. If a complainant does not get satisfactory response from the bank within a maximum period of thirty (30) days from the date of his lodging the complaint, he will have the option to approach the Office of the concerned Banking Ombudsman for redressal of his grievance/s. Department of Payment and Settlement Systems (DPSS) of the Reserve Bank of India guidelines on timeframe for reconciliation of failed transactions at ATMs as amended from time to time shall be complied with in this regard.

17. Debit Card Terms and Conditions for issuance

- The relationship between the bank and the card holder shall be contractual. A set of contractual terms and conditions governing the issue and use of debit card shall be shared with the debit card welcome kit.
- The cardholder shall be provided with a record of the transactions after he/she has completed it, immediately in the form of receipt or another form such as the bank statement/email/SMS.
- Bank shall consider issuing debit card with advanced features that may evolve from time to time.
- Bank shall not dispatch a card to a customer unsolicited, except in the case where the card is a replacement/renewal of a card already held by the customer. In case a card is blocked at the request of the customer, replacement card in lieu of the blocked card shall be issued with the explicit consent of the customer.

Note: The permission to incorporate any change in the above terms, shall be obtained by placing a note with Head of the Products Department.

18. Debit Card Kit Handling & Maintenance:

Handling & Maintenance of Debit Card Inventory and RTO (Return to Origin) /Undelivered Welcome debit card kits shall be sole responsibility of the Branches. Branches shall adhere to the guidelines as communicated by the Products Department. However, overall debit card stock & processing the debit card indent request from the branches shall be handled at the Products Department.

Note: The permission to incorporate any change in the above procedure, shall be obtained by placing a note with Head of the Products Department and the same shall be communicated to the branches by issuing the circular.

19. Handling of Customer Complaints

Customer shall lodge representation/ queries/ complaints/transaction disputes, either at the card issuing branch, contact centre or through online dispute resolution option provided on Mobile & Internet banking channels. Transactional disputes shall be handled by Centralised Reconciliation Cell, Treasury & Accounts Department. Department of Payment and Settlement Systems (DPSS) of the Reserve Bank of India guidelines on timeframe for reconciliation of failed transactions at ATMs as amended from time to time shall be complied with in this regard.

20. Insurance Coverage on Debit Cards

Subsequent to RBI Circular on Customer Protection - Limiting Liability of Customers in Unauthorised Electronic Banking Transactions issued vide DBR.No.Leg.BC.78/09.07. 005 /2017-18 dated July 6, 2017, there is an obligation on the part of Bank to reimburse the customer for unauthorized electronic banking transactions provided the transactions fall within the prescribed RBI guidelines, in case there is no fault on the part of customer / third party breaches. In this regard, Bank shall obtain All Risk Insurance policy coverage for loss/Misuse of Debit Card, counterfeit card liability etc. and shall follow all the prescribed RBI guidelines on Customer Protection - Limiting Liability to reimburse the customer for unauthorized electronic banking transactions.

Note: The permission to select the Policy Vendor, Policy Coverage & subsequent renewal of the policy and revenue expenditure incurred towards the same shall be obtained within the delegated powers as per the Board Resolution.

The permission to incorporate any change in the above procedure as per the RBI guidelines, shall be obtained by placing a note with Head of the Products Department.

Also, any other insurance coverage shall be applicable for the selected debit cards as provided by NPCI/VISA networks provided satisfaction of terms & conditions as prescribed by them.

21. Marketing to Increase the usage of Debit Cards

Bank shall market the offers as provided by the card networks NPCI/VISA on time to time basis through the available social media handles such as Facebook, Instagram etc., as well as on Bank's official website in order to increase the usage of the Debit Cards by the customers. Also, Bank shall chalk out any other marketing strategies within the prescribed directives of RBI by obtaining the permission & revenue expenditure incurred towards the same within the delegated powers as per the board resolution.

22. Deposit Only Cards

As part of e-Lobby services, Bank has installed BNA / Recyclers, which will accept deposit as well as dispense the cash i.e., perform both ATM as well as cash depositor activities. As some of the account categories such as Current Accounts of corporates / accounts operated by representative capacity like Partnership Firms, LLPs, Associations, Clubs / OD accounts are not eligible for availing Debit Card facility, they can deposit maximum of Rs. 49,900 per day (cardless deposit), which will not suffice their requirement. Such customers are forced to deposit at branch counter. To overcome the above said issues, 'Deposit Only Cards' shall be used for depositing the cash into BNAs & limit can be enhanced for such cards, as it will be treated as self-deposit and not third party deposit. These cards can only be used for cash deposit not for Cash withdrawal / purchases / payments.

Issuance terms, Charges & limits shall be as per the discretion of Bank and guidelines of Regulatory Authorities. These are subject to revision from time to time. Changes if any shall be made available to the card holders by publishing the same on Bank's official website <https://karnatakabank.com/> .

Note:

- Modification in charges shall be placed to Board for approval and on approval an intimation will be published on official website for 30 days before effecting the same.
- Modification in debit card transaction limits shall be approved by Head of the Products Department.

23. Debit Card Vendor Selection Terms

Bank shall select only the Payment Card Industry Data Security Standard (PCI DSS) certified card service provider. Bank shall execute a service level agreement with the selected card service provider after completion of all the legal formalities.

Operations & services of the card service provider shall be reviewed every year and a review note shall be placed with the Head of the Products Department for approval.

24. Review of Debit Card Operations

Products Department shall review operations/issue of debit cards on half-yearly basis as per regulatory guidelines. The review shall include, inter-alia, card usage analysis including cards not used for long durations and the inherent risks therein. The review shall be placed to the Managing Committee of Board of Directors.

25. REVIEW OF THE POLICY

The policy shall be reviewed at yearly intervals or as and when felt necessary by the Managing Director & CEO/Board. Managing Director & CEO is empowered to permit modifications to this policy from time to time and to permit/approve/modify the related documents/guidelines etc.

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