



**STATE BANK OF INDIA**  
**TERMS & CONDITIONS**

The Terms and Conditions under which the ATM card has been issued are mentioned below for your guidance.

**(a) Terms Used here:**

Bank means State Bank of India

Card means ATM Card issued to customer

Cardholder means customer who has been issued ATM Card.

**(b) The Card**

- The card is the property of the Bank and shall be returned unconditionally and immediately to the Bank upon request by the Bank.
- The Bank reserves the right to cancel the card and stop its operations unilaterally without assigning any reason.
- The Card is non-transferable.

**(c) The PIN**

- The Card Holder is initially allotted a computer generated 4 digit PIN (Personal Identification Number) which will be in a secured and sealed PIN Mailer. The Card Holder is advised in his own interest to change this PIN to any other four digit number of his/her choice. For this purpose, he may use the PIN change option available at SBI-ATMs. While selecting a PIN, the cardholder is advised to avoid a PIN which can be easily associated with him/her (eg. Telephone number, date of birth etc.) Besides, the selected PIN value should not of compromise of.....
- A sequence from the associated account number
- String of the same number
- Historically significant dates.

Please remember that an unauthorised person can access the ATM services on cardholder's account if he gains the card and the PIN. The Card, therefore, should remain in Card Holder's possession and should not be handed over to anyone else. The Card is issued on the condition that the Bank bears no liability for the unauthorised use of the Card. This responsibility is fully that of the Card Holder. Further the bank will not be responsible for any loss either direct or indirect on account of ATM failure / malfunctioning.

**(d) Loss of Card**

- The Card Holder should immediately notify the Branch from where he/she has obtained the card, if the card is lost/stolen. The Cardholder should change the PIN immediately if it is accidentally divulged.
- Any financial loss arising out of unauthorised use of the Card till such time the Bank record the notice of loss of Card will be to the Card holder's account.
- Fresh card will be issued in replacement of lost / damaged card at charge of Rs. 200/-

**(e) Debit to customer's account**

- The Bank has the express authority to debit the designated account of the cardholder for all withdrawals / transfers effected using the Card as evidenced by Bank's records, which will be conclusive and binding on the Card Holder.
- The Card Holder expressly authorises the Bank to debit the designated account with service charges from time to time.

**(f) Transactions**

- The transaction record generated by the ATM will be conclusive and binding unless found to be otherwise on verification and corrected by the Bank. The verified and corrected amount will be binding on the Card Holder's Deposits (cash and / or cheques etc.) and will be verified by two officials of the Bank and their account will be deemed to be correct. Errors will be notified to the Card Holder by mail.
- Outstation cheques, drafts, dividend warrants etc. will normally be accepted on collection basis / immediate credits subject to Bank's existing terms and conditions governing such business.

**(g) Closing of Accounts**

- The Card Holder wishing to close the designated account or surrender the ATM facility will give the Bank 10 working days notice in writing and surrender the Card along with the notice.

**(h) Validity of Card**

- The Card has no expiry date.

**(i) Others**

- The ATM service is for withdrawing cash against the balance that is already available in your account. It is therefore the Cardholder's obligation to maintain sufficient balance in the designated account to meet cash withdrawals and service charges.
- Where the ATM is not connected on-line to the customer's branch, the transaction in the ATM will be accounted for on the same day or next working day.
- The Bank at its absolute discretion may amend the Terms and Conditions governing ATM services. Card Holders will be notified of such changes.

**(j) Range of Services:**

**A. SBI-ATM Cards (Networked ATMS)**

- **Fast Cash** : Cash withdrawals of pre-specified amount (at present Rs. 1,000/-, Rs. 2,000/-, Rs. 3,000/- and Rs. 5,000/-) from a primary account to be designated by the Cardholder.
- **Cash Withdrawals** : Cardholders may withdraw minimum of Rs. 100/- and maximum of Rs. 15,000/- per day, subject to the daily limit fixed by the Branch. Any deviation in this regard may attract additional charges.
- **Balance Enquiry** : Cardholder can see the balance in his account linked to ATM card on the screen as well as obtained during the day mode.
- **Statement of Account** : A statement containing the last five transactions in the account can be obtained during the day mode.
- **Deposits (Cash/Cheques) (not available at present)** : Cardholders are requested to deposit cash / cheque at the ATM located at the Branch where they maintain their account only after receipt at the Customer's Branch and realization thereof.
- **Request to bank for statement / cheque book** : Statement / cheque book will be issued after receipt of the request at the customer's branch.
- **Change of PIN** : Customers can change their PIN at any Networked ATM.

**B. Standalone ATM Card**

- **Cash withdrawal** : Cardholder may withdraw minimum of Rs. 500/- & maximum of Rs. 9900/- per day, subject to the daily limit fixed by the Branch. Any deviation in this regard may attract additional charges.
- **Fast Cash** : Cash withdrawals of pre-specified amount (at present Rs. 500/-, Rs. 1,000/-, Rs. 2,000/- and Rs. 3,000/-) from a primary account to be designated by the Cardholder.
- **Deposits (Cash / Cheques) (not available at present)** : Cardholders are requested to deposit cash / cheque at the ATM located at the Branch where they maintain their account only after receipt at the Customer's Branch and realization thereof.
- **Request to bank for statement / cheque book** : Statement / Cheque book will be issued after receipt of the request at the customer's branch.
- **Change of PIN** : Customers can change their PIN at any Networked ATM.
- **Procedure for Notifying Lost Card** : Customer should inform the branch which has issued the card in writing.

Note : The Bank reserves the right to introduce new facilities or remove existing facilities as and when warranted without assigning any reason for the same. However cardholder will be duly advised.