

## **FAQs on ATMs**

Q. 1 What is an Automated Teller Machine (ATM) ?

Ans. 1. Automated Teller Machine is a computerised machine that provides the customers of banks the facility of accessing their accounts for dispensing cash and to carry out other financial transactions without the need of actually visiting a bank branch.

Q. 2. What type of cards can be used at an ATM?

Ans. 2. The ATM cards/debit cards, credit cards and prepaid cards (that permit cash withdrawal) can be used at ATMs for various transactions.

Q. 3. What are the services/facilities available at ATMs?

Ans. 3. In addition to cash dispensing ATMs may have many services/facilities such as:

- \* Account information
- \* Cash Deposit at Cash Recycler machines
- \* Mini Statement
- \* PIN Change
- \* Generate Green PIN
- \* Card to Card and Card to Account Fund Transfers
- \* Aadhaar Number Seeding
- \* Request for Cheque Book
- \* Request for Statement

The services offered may vary from bank to bank, or may depend on the capacity of the machine to provide such services.

Q.4. How can one transact at an ATM?

Ans. 4. For transacting at an ATM, the customer shall insert (swipe) their card in the ATM and enter their Personal Identification Number (PIN).

Q.5. Can these cards be used at any bank ATM in the country?

Ans. 5. Yes. Our debit cards are enabled for use at any bank ATM within India.

Q.6. What is a Personal Identification Number (PIN)?

Ans 6. PIN is the numeric password for use at the ATM. The PIN is issued in the form of Green PIN (OTP) and sent to the registered mobile number of the customer by the bank while issuing the card. Customers can set their PIN using this OTP.

The PIN number should not be written the card, card holder etc. as in such cases the card can be misused if card is lost/stolen.

Q. 7. What should one do if he forgets PIN ?

Ans. 7. The customer can request the card issuing bank branch for a duplicate Green PIN or generate Green PIN by visiting any Indian Bank ATM.

Q. 8. What should be done if the card is lost/stolen?

Ans. 8. The customer may contact the card issuing bank immediately on noticing the loss so as to enable the bank to block such cards.

Q. 9. Is there any minimum and maximum cash withdrawal limit per day?

Ans. 9. Yes, banks set limit for cash withdrawal by customers. The cash withdrawal limit for use at the ATM of the issuing bank is set by the bank during the issuance of the card. This limit is mentioned in the welcome letter.

For cash withdrawals at other bank ATMs, banks have decided to maintain a limit of Rs 10,000/- per transaction.

Q. 10. Do banks levy any service charge for use of other bank ATMs?

Ans.10. Yes. Please refer the Service Charges Section in our Bank's website for details

Q. 11. What should be done in case during the cash withdrawal process, cash is not disbursed by the account gets debited for the amount?

Ans.11. For ATM withdrawal complaints, RBI, vide its Circular No:DPSS.CO.PD:No.629/02.01.014/2019-20 dated 20th September, 2019 modified the directions on Settlement of Failed ATM transactions effective from 15th October 2019 as mentioned below :

The time limit for resolution of customer complaints by the issuing bank has been reduced from 7 working days to Transaction+5 calendar days from the date of transaction and shall be effected to the customer's account suo motto, without waiting for a complaint or claim from the customer. Accordingly, the issuing bank has to pay compensation to the customer @ Rs100/- per day in case of failure to re credit the customer's account within T+5 calendar days from the date of transaction. Through NFS DMS site, if we do not raise the objection for acquirer transaction complaints within 5 working days, the claim will be auto settled by NPCI. If any claim is settled after rejecting the charge back at pre arbitration, arbitration or PDC (NPCI) level, the penalty will be levied by NPCI. In case of Issuer transactions, we will be receiving the penalty and in case of acquirer transactions, we will be paying the penalty.

The customer may also lodge a complaint with the card issuing bank. This process is applicable even if the transaction was carried out at another banks ATM.

Q.12. How many days maximum would the bank require to re-credit the account for such wrong debits?

Ans.12. As per the RBI instructions, banks may re-credit such wrongly debited amounts within a maximum period of T+ 5 Calendar days otherwise the issuing bank has to pay compensation to the customer @ Rs100/- per day in case of fails to re credit the customer's account within T+5 calendar days from the date of transaction.

Q.13. Are the customers eligible for compensation for delays beyond T+5 Calendar days?

Ans.13.Yes. RBI, vide its Circular No:DPSS.CO.PD No.629/02.01.014/2019 - 20 dated 20th September, 2019 modified the directions on Settlement of Failed ATM transactions effective from 15th October 2019, banks shall have to pay customers Rs 100/- per day for delays beyond T+5 Calendar days. This shall have to be credited to the account of the customer without any claim being made by the customer.

Q.14. In case the compensation is not credited as mandated, what recourse does the customer have?

Ans. 14. For all such complaints customer may lodge a complaint with the local Banking Ombudsman if the bank does not respond.