





## Terms and Conditions governing the Issuance and Usage of BNB Debit card

1. The Card
  - a. The Card is a property of the Bank at all times.
  - b. The Bank issues a single card, usable at all ATMs and POS terminals that accept VISA cards.
  - c. The card can be used both in Domestic and International terminals, subject to the USD and INR limits in line with the RMA's FERR/ FEOG, as updated from time to time.
  - d. The Bank reserves the complete rights to seize/cancel the Card so issued to the Cardholder, if found at later date, the information submitted by the Cardholder is false and/or the Card has been misused.
  - e. The card is non-transferable and shall be used exclusively by the cardholder only.
  - f. The Bank reserves the right to terminate membership, withdraw the privileges attached to the Card or not to renew the expired Card at any time and to call upon the Cardholder to surrender the Card.
  - g. Upon termination of membership or withdrawal of privileges of the Card for any reason whatsoever, the Card should be returned to the Card Division within 7 days, from the date of receipt of notice. The Cardholder shall be liable for payment of the bills or unsettled amount arising out of use of the Card till Card is not surrendered to the Bank.
  - h. Use of the Card after notice of withdrawal of the privileges or the termination of the membership is fraudulent and may be subject to legal action by the Bank in accordance with the prevailing law.
  - i. The Cardholder shall provide written instructions to the Bank for the cancellation or nonrenewal of the Card, one month prior to the expiry date specified in the Card.
2. Card Validity
  - a. The Validity of the card is mentioned on the card, in MM/YY format
3. Card PIN
  - a. The Card and the PIN issued to the Cardholder are entirely at the Cardholder's risk and responsibility. The Cardholder shall not disclose the PIN or permit possession of the Card to any other person. The Cardholder undertakes full responsibility for any or all transactions made by the use of the Card with proper identification marked at the time of transaction.
  - b. The Cardholder is advised in his own interest to change his/her PIN choice. For this purpose, he/she may use the PIN change option on MPay/ ATMs.
  - c. Usage of a wrong PIN three times would invalidate your Card till activated by Bank with proper verification.
  - d. The Card should remain in Cardholder's possession and should not be handed over to anyone else.
  - e. The Card is issued on the condition that the Bank bears no liability for the unauthorized use of the Card. This responsibility is vested fully on the Cardholder. The cardholder undertakes not to carry Card and PIN in his/her Wallet/Purse and leave the card unattended at any time.
  - f. The Cardholder should change the PIN immediately if it is accidentally divulged.
  - g. The Cardholder undertakes not to pass the card or disclose the PIN to any other persons or to any Third Party. Any such disclosure or inadequate protection of the confidentiality of the PIN is entirely at the Cardholder's risk.
  - h. The Cardholder agrees to inform the Bank in writing regarding lost/stolen, damage to card and disclosure of PIN. The Cardholder will be liable for all the transactions carried out prior to the receipt and record of such notification by the Bank.
4. Loss of Card and PIN
  - a. Any financial loss arising out of unauthorized use of the lost /skipped card till such time the Bank is officially informed about the loss/skimming of the Card shall be to the Cardholder's account and the Cardholder shall be fully responsible and liable.
  - b. The Cardholder undertakes to indemnify the Bank from and against all losses, damages, cost or expenses incurred /to be incurred by the Bank arising out of Cardholder's failure to observe any of the terms and conditions mentioned herein.
  - c. The Cardholder shall be fully liable for all Card Transactions affected with the corresponding PIN, and such Card Transactions are deemed to be conducted by the Cardholder.
  - d. The Cardholder shall use all reasonable precautions to prevent the loss or theft of the Card and shall not disclose any PIN to any person.
  - e. In the event that the card is lost or stolen or card data is compromised, the Cardholder shall immediately notify the Bank of the loss, theft or compromised data together with particulars thereof, through the Bank's contact centre at 6070 (toll free). The Cardholder shall also notify the Police or any other relevant authority of the country or jurisdiction where such loss or theft or disclosure occurred. Any transactions that occur prior to proper report of the loss, theft or disclosure shall be for the Cardholder's account.
  - f. The Cardholder shall remain fully liable to the Bank for any and all debits to their account via the Card arising from any Card Transactions, Cash Advances or ATM transactions effected through the use of the Card by any person whether the same be with or without the knowledge of or authority from the Cardholder.
  - g. The Bank may in its absolute discretion issue a replacement for any lost or stolen Card, subject to an applicable card fee for each Card replaced, or a new PIN for the relevant Card, all on such terms and conditions as the Bank may deem fit.
  - h. In the event that the Cardholder recovers the lost or stolen Card, he shall immediately return it to the Bank without using it. The Cardholder shall not use the same PIN after the Cardholder has reported to the Bank such PIN's disclosure to another person.
5. Debits to Cardholder's Account
  - a. No withdrawals shall be allowed from the account using this card, if the account balance falls below a certain limit, as revised by the bank from time to time.
  - b. The Bank has the express authority to debit the designated account of the Cardholder for all transactions effected using the Card as evidenced by Bank's records, which shall be taken as conclusive and binding on the Cardholder. The Cardholder expressly authorizes the Bank to debit the designated account.
  - c. The Bank shall debit the account designated by the cardholder for all transactions initiated using the Card, including cash withdrawals. For this purpose, the cardholder irrevocably authorizes the Bank to debit his/her nominated account(s) with the number of transaction(s) plus charges if any by use of his/her card.
  - d. The Bank shall debit the Nominated Account for all fees and charges as determined by the Bank relating to the Card and service thereby provided.
6. Card Limits
  - a. The Bank reserves the complete right to limit the daily/monthly card limits by the Cardholder and decide on denomination that would be dispensed.
  - b. The maximum amount a cardholder can withdraw from an ATM machine/ POS machine, within Bhutan is Nu 40,000 and Nu 500,000 respectively, per day. International limits are as mentioned under clause 1c. These may vary depending upon the machine in which the card is used.
7. Transactions
  - a. The transaction record generated by the ATM/POS shall be conclusive and binding unless verified otherwise and corrected by the Bank. The verified and corrected amount will be binding on the Cardholder.
  - b. Any sales slip signed by the Cardholder shall be the conclusive proof of the charges recorded therein incurred by the cardholder himself/herself and shall be charged by the Bank to the Cardholder.
  - c. The Transaction Log of ATM transactions shall be the conclusive proof of the charges recorded therein as incurred by the cardholder himself/herself. The verification of PIN confirms the authenticity of the cardholder and the transaction.
8. Disputes
  - a. It shall be the sole responsibility of the Cardholder to reconcile the transactions with the account statement every month and be vigilant of any unauthorized transaction. Any dispute of the card transactions shall be lodged on the date of incidence or finding to Cards Division or Bank's Contact Center to avoid rejection due to delay in lodging the claim with Visa International Payment Scheme.
  - b. In case of any dispute arising out of these Terms and Conditions, the same shall be mutually resolved to the extent possible.
  - c. In the event that disputes cannot be resolved mutually between the Bank and Cardholder, the matter shall be referred to the Court for adjudication in accordance with the relevant laws of the Kingdom. The Cardholder shall return this form after being signed as a token of having read and understood the above Terms and Conditions.
9. Others
  - a. The Bank shall not be responsible in any way for non-availability of ATM services or POS terminals at Merchant outlets for any reason whatsoever and howsoever arising as a result of malfunctioning of the Card or ATM or POS, insufficiency of funds in such machines, mechanical or power supply failure or otherwise.
  - b. When the ATM is not online or some technical snags are there, the transactions in the ATM transactions shall be accounted for on the same/next working day or with some delay.
  - c. The Bank reserves the right to introduce new facilities/curtail facilities as and when warranted, without assigning any reasons for the same. Delays in Card/PIN delivery may take place due to circumstances beyond our control.
  - d. The Cardholder undertakes to indemnify the Bank and to keep the Bank indemnified against all losses, damages, cost or expenses incurred and sustained by the Bank arising out of Cardholder's failure to observe any of the terms and conditions herein mentioned.
10. Receipt of Funds in Excess of the Funds
  - a. In all cases where the Cardholder receives excess funds, the Cardholder agrees to repay to the Bank the said excess funds as may be specified by Bank, or may be deducted from the funds available in the card holder's account linked to the card, upon such terms and conditions as the Bank shall specify.
  - b. Bank reserves the right to debit and recover any excess funds credited to Customer's Card Account by mistake or oversight or otherwise.
11. Amendments
  - a. The Bank reserves the right to amend these Terms and Conditions at any time, with prior notice to the Cardholder.
  - b. The Bank also reserves the right to revise any related policies, features and benefits offered on the Card and alter them from time to time and may notify the Cardholder of any such alteration in any manner it thinks appropriate. The Cardholder shall be bound by all such alterations and amendments.

**I, ....., have read, understood and agree to comply with all of the above terms and conditions, and the rules of the Bank in force from time to time, governing the usage of debit cards.**

**For Bank Use Only:** PAN.....

Date of Issue: DD/MM/YYYY Name and Signature of Processing Official: .....

Card & PIN Received by.....  
Name/ Signature/ Date