

## **TERMS & CONDITIONS**

**A. PIN:** The PIN is used for cash withdrawals and balance enquiries at ATMs as also for making payments at some of the MEs/e-commerce sites. The PIN should be safeguarded carefully. Usage of wrong PIN three times consecutively would invalidate the Card for the rest of the day.

The Bank bears no liability for any unauthorized use of the Card. It is the cardholder's liability to ensure that the knowledge of the PIN/PIN Mailer does not fall into any other person's hand. The customer can regenerate / change PIN through Prepaid site (<https://prepaid.sbi>) / SBI ATM free of cost.

**B. Debits to customer's account:** The Bank has the authority of the Cardholder to debit the Card account of the Cardholder for all withdrawals effected by the Cardholder by using the Card, as evidenced by Bank's records, which will be conclusive and binding on the Cardholder.

**C.** The Bank also has the authority of the Cardholder to debit the Card account with service charges (if any) notified by the Bank from time to time.

**D. Transactions:** The transaction record generated by the ATM or PoS, or e-Commerce will be binding on the cardholder, and it will be conclusive unless verified otherwise and corrected by the Bank.

**E. Surrender of Card:** The Cardholder wishing to surrender his/her State Bank Foreign Travel Card will notify the Bank in writing and surrender the Card along with the notice. The Cardholder will be entitled to receive balance in the Card subject to:

- (i). Amounts that are authorized and remain uncleared / not settled by the acquirers as on the date of redemption till the completion of respective settlement cycle.
- (ii). An amount of USD 100.00 or equivalent may be kept for meeting pipeline transactions till the completion of settlement cycle.
- (iii). Transaction fee / GST payable in India in INR.
- (iv). For the amounts that are authorised but unclaimed/not settled by acquirer within the prescribed settlement time frame.

**F. Validity of Card:** Expiry date of State Bank Foreign Travel Card is printed on the Card itself. On expiry of the validity period, Cardholder is advised to surrender the original card/Add-on Card (s) and request for issuance of a new card with extended expiry date.

**G. Specimen signature of the customer must tally:** The Cardholder shall sign the Card on the reverse as per the specimen signature given on the application form for the card, immediately upon receipt of the card.

**H. Balance Enquiry:** Cardholder can view the balance in the designated account and also obtain a transaction receipt indicating the balance from any State Bank Group ATM in India free of cost or at any VISA ATM (at a certain cost mentioned in the schedule of charges). One can check the balance online too, by going to <https://prepaid.sbi>. Cardholder should use the ID (16-digit Card number) and Password provided in State Bank Foreign Travel Card “Welcome Kit” to check the balance. One can also send an email from registered e-mail ID to [ops.prepaid@sbi.co.in](mailto:ops.prepaid@sbi.co.in) requesting for card balance.

**I. Currency Conversion Process and Fees:** The transactions on the card will be in the currency of the country in which it is conducted. However, debits to the cardholder’s account will be in the currency of the card. The exchange rate between the Transaction Currency and the Billing Currency used for processing such cross-border currency transactions as applied by VISA is:

- (i) A rate selected by VISA from the range of rates available in wholesale currency markets for the applicable Processing Date, which may vary from the rate VISA itself received or.
- (ii) The Government-mandated rate in effect for the applicable Processing Date, and plus or minus any adjustment that the issuers determine. Currently State Bank has a mark-up of 3% over such cross-border currency conversion rates, other than on Single currency transactions.

**J. Travel & Entertainment transactions:** The blocking of the amount as per international practice and approved by VISA would be:

- (i) For Hotel, Car rentals and cruise lines – 15%
- (ii) For Restaurants – 20%
- (iii) Automated Fuel Dispensers – US\$50.00
- (iv) Unattended Terminals txn. – US\$40.00

In addition, the blocking of the amount will be aligned with international practices and approved by VISA from time to time.

**K. Transactions at ATMs:** Withdrawals are subject to the daily transaction limits set by the ATM Acquirer Banks and Issuer Bank from time to time.

**L. Transaction Costs:** The Cardholder's account is liable to be debited with the fees, as laid down in the schedule of charges. Some countries have nominal charges on ATM transactions as per local regulations and it is displayed to the customers before he proceeds with the transaction. Cardholders are advised that such charges will also be debited to their account in addition to the charges as laid down in the schedule of charges.

**M. Transaction at PoS:** In case of purchase transaction, the Card can be used at merchant establishments with Point-of-Sale terminals.

**Maximum Amount:** Up to the balance available in the Card or limits fixed by the Bank from time to time.

**N. Online transaction at e-commerce sites:** In case of online purchase transaction, the Card can be used at e-commerce sites for allowed purposes.

**Maximum Amount:** Up to the balance available in the Card or limits fixed by Bank from time to time.

**O. Other important conditions governing the card transactions:**

- (i) The State Bank Foreign Travel Card is meant for withdrawals against the balance already available in the Card account. It is the Cardholder's obligation to maintain sufficient balance in the Card account to meet withdrawals and service charges.
- (ii) The Cardholder should abide by all FEMA guidelines and/or guidelines issued by Government of India/RBI regarding outward remittances. The Cardholder should carry out international transactions at ATMs/Branches/PoS Terminals or for e-commerce sites strictly in accordance with the Exchange Control Regulations and in the event of any failure to do so, the cardholder is liable for action under FEMA/RBI's Regulations/Rules prescribed by the Government of India for such offences.
- (iii) **Notification of Changes:** Bank shall have the absolute discretion to amend, delete or supplement any of the Terms & Conditions, features, and benefits offered on the Card including, without limitation to, changes which affect charges or rates and methods of calculation at any time. The Cardholder shall be liable for all charges incurred and all other obligations under these revised Terms until all amounts under the Card are repaid in full. Bank will communicate the amended Terms by hosting the same on the Bank's website or in any other

manner as decided by the Bank from time to time. The Cardholder shall be responsible for regularly reviewing these Terms and Conditions including amendments thereto as posted on Bank's website. Any change in the Terms and Conditions shall be posted on the Bank's website, in the manner as aforesaid, 30 days prior to the date of their implementation.

- (iv) **Fees / Charges** (if any) for the use of the Card are not refundable under any circumstances.
- (v) **Use of the Card** shall be terminated without notice, upon the death, bankruptcy or insolvency of the Cardholder or on receipt of a letter from the cardholder, receipt of an attachment order from a competent court or revenue authority or from RBI due to violation of Exchange Control Regulations, or for other valid reasons or when the whereabouts of the cardholder becomes unknown to the Bank due to any cause attributable to the cardholder.
- (vi) The Bank is not responsible/liable for failure of any ATM to dispense cash or if the customer is unable to withdraw cash for any reason whatsoever or is unable to avail any facility mentioned herein.
- (vii) The Bank is not responsible for the refusal by any Merchant Establishment (ME) to accept or honour the Card, nor shall it be responsible in any respect for the goods or services supplied to the Cardholder. The Cardholder shall handle or resolve all claims or disputes directly with such Establishments and no claim by the Cardholder against the ME is subject to set-off or counterclaim against the Bank. The Cardholder's Account will be credited only on receipt of money from the ME or the Acquirer.
- (viii) The Bank will not be responsible for furnishing original bills of MEs to the cardholder.
- (ix) The Cardholder will collect from MEs, the Cardholder's copy of the transaction receipt and will preserve the same for his/her personal record.
- (x) The Bank at its discretion will approve/reject any card transaction.
- (xi) A transaction put through by using the card in ATM/Branch or PoS terminals or e-Commerce sites shall be binding on the customer.
- (xii) The Cardholder should not countermand an order, which he has given by means of his card.

- (xiii) The Bank shall not be liable for any loss caused by a technical breakdown of the Payment System.
- (xiv) The Card is the property of the Bank and will be returned by the Cardholder unconditionally and immediately to the Bank upon request. The Bank reserves the right to cancel the Card and stop its operations unilaterally without assigning any reason. The decision of the Bank is conclusive and binding upon the Cardholder. The Card is non-transferable.
- (xv) In the event of death of the Cardholder during the currency of the card, the Bank will stop operations in the account. The balance available in the card account will be settled as per the rules governing the disposal of assets of the Deceased Constituents and paid in INR.
- (xvi) In Case of any fraudulent / disputed transactions customer should lodge complaint to the Bank within 30 days from the date of loss, else the claims may not be entertained. The cardholder is responsible for all the transactions till such time loss is reported to the Bank.
- (xvii) SMS/e-mail alerts of transaction: Disclaimer – The service is dependent on the infrastructure, connectivity and services provided by the service provider. State Bank of India will not be liable for any delay, inability or loss of information in the transmission of Alerts.
- (xviii) The Bank reserves the right to introduce new facilities or remove existing facilities as and when warranted, without assigning any reasons thereof.
- (xix) Bank reserves the right to use the information provided by the Cardholder on his/her application and during surveys, for marketing reports & activities carried out by Bank/Affiliates.
- (xx) **Governing Law and Jurisdiction:** Bank and Cardholder agree that any legal action or proceedings arising out of Terms shall be brought in the courts or tribunals at Mumbai in India and irrevocably submitting themselves to the jurisdiction of that court or tribunal. Bank may, however, in its absolute discretion commence any legal or proceedings arising out of these Terms and Conditions in any other court, tribunal or other appropriate forum, and the Cardholder hereby consents to the jurisdiction. These terms shall be governed by and construed in accordance with the laws of India.

xxi) **Transaction Limits:** The per day limits on the card are subject to change from time to time and are also subject to limits set up by overseas / abroad bank. **We are happy to inform you that we have revised SBFTC transaction limits for PoS and e-comm transactions which will come into effect from 09.09.2024. The revised transaction limits are as under:**

| Channel | Existing (Per day)  |                           | Revised (Per day)   |                           |
|---------|---------------------|---------------------------|---------------------|---------------------------|
|         | No. of Transactions | Limit (USD or equivalent) | No. of Transactions | Limit (USD or equivalent) |
| ATM     | 3                   | 3000 *                    | No change           | No change                 |
| PoS     | 5                   | 5000 *                    | 20                  | 10000 *                   |
| e-comm  | 3                   | 5000 *                    | 20                  | 10000 *                   |

\*Limit includes manual cash withdrawal charges, other bank charges and surcharges if any, within the maximum daily limit.

xxii) **Load / Reload limit:**

**a. Minimum Amount:** USD 200.00 or prescribed in other Foreign Currencies.

**b. Maximum Amount:** As prescribed by the Reserve Bank of India/FEMA guidelines from time to time for the purpose of the Visit abroad.

**Note:** For more details, please visit our Prepaid site or Customer Portal at: <https://prepaid.sbi>.