Terms and Conditions Applicable for Cardless Cash Withdrawal Facility

1. The use of Cardless Cash Withdrawal facility shall be subject to the Bank's prevailing laws, rules and regulations and/ or terms and conditions governing such service, and/or facilities and/or transactions.
2. The current transaction limits for own account withdrawal per transaction and per day maximum is Rs.50,000/= and third party withdrawal via Transaction Key (T-Key) per transaction and per day maximum limit is Rs.25,000/=. These limits are subject to change time to time as per the Bank's discretion.
3. Own account withdrawal and withdrawal via T-Key will be charged a service fee of Rs.5.00 and Rs.30.00 respectively.
4. The Bank shall reserve the right to revise the service charges at its sole discretion and will debit the account nominated by the applicant or any of his/her accounts held at any branch office of the bank for the service charges.
5. The Bank shall determine the privileges attached to the use of Cardless Cash Withdrawal and shall have absolute discretion to change, vary or amend these privileges, terms and conditions attached thereto from time to time, as the Bank deems fit and such amendments, supplement or variation shall be binding for such registration.
6. The Bank shall have the full discretion to cancel, suspend, withdraw or discontinue the Cardless Cash Withdrawal facility without any prior notice or any reasons given to the applicant.
7. Cardless Cash Withdrawals are performed using the One Time Password (OTP) received to mobile phone. Therefore, it is the responsibility of the applicant to secure the mobile phone by a login password and keeping the mobile phone in secured custody.
8. The applicant shall be aware that OTP received to his/her mobile in respect of Cardless Cash Withdrawal should not be disclosed to anyone.
9. If the mobile phone is stolen/lost, the applicant immediately should notify the mobile service provider and deactivate the number for fraudulent usage. Further bank should be notified through nearest branch or call center immediately if the mobile phone is stolen/lost/transferred or the number is changed.
10. The Bank is not liable for any failure to perform its obligations under this facility due to the failure of any machine, computer systems or transmission link, or any fault of the mobile phone and/or service providers or delay in data processing or due to any industrial dispute or to anything beyond control of the Bank and its employees and on any other failure.
11. The bank may terminate the service for any reason including limitation inactivity, violation of terms and condition of service or other policies that the bank may establish from time to time. Upon termination of the service the applicant shall remain liable for all payment transactions the applicant has executed before the official termination made by the Bank.
12. The bank shall not be responsible for any loss or damage incurred by the applicant as a result of using this facility.
13. It is the responsibility of the applicant to send T-Key to the correct third party person/s mobile when setting transaction Keys. The Bank is not liable for any losses/ damages due to third party withdrawals made due to the customer negligence.
14. Applicant should ensure that sufficient funds are available in the account at the time of generating T-Key to a third party. When generating T-Key without sufficient funds in the account will be subject to applicable charges time to time and suspension of the service.
15. Applicant shall aware that insufficient account balances will be notified to the third party, if transaction get rejected due to insufficient account balances, when using send money option for third party withdrawal via T-Key