



STATE BANK OF SIKKIM

(A Government of Sikkim Undertaking)

Head Office, NH 10, Opposite STNM Hospital, Gangtok, East Sikkim, India
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Customer

Terms and Conditions

The Terms and Conditions under which the SBS ATM Card has been issued are mentioned below.

- (a) Terms used here:
Card means SBS Instant ATM Card and SBS ATM Card issued to customer.
Bank and SBS means State Bank of Sikkim.
Cardholder means customer who has been issued ATM Card.
- (b) Joint Accounts
In case of joint account(s) Either or Survivor /anyone or Survivor, all the authorized signatories are to submit separate application forms. The applications forms are to be submitted jointly and personally. Individual ATM cards will be issued to all the authorized account holders. Charges per card will be deducted from the account.
In case of joint accounts where only one card is issued/is to be issued to a joint account holder, the other joint account holder(s) shall expressly agree with and give his/her consent on the application form for issue of ATM card. In case any of the joint account holder(s) gives "stop payment stop transactions" instructions in respect of operations through the use of ATM card, on any of the accounts held jointly by them, no operations will be allowed on such account(s) through the use of ATM card. The "stop payment stop transactions" instruction can be given only in respect of such accounts in which he/she is a joint account holder.
- (c) Multiple Cards
In case of joint account(s) Either or Survivor /anyone or Survivor where more than one person has been issued ATM Card, all the Card-holders put together, shall withdraw only up to the permissible limit allowed to single card account(s), within the cycle time of 24 hours.
- (d) ATM facility will not be provided to those persons who are illiterate and use thumb impression for withdrawal purposes.
- (e) The Card
The card is the property of the SBS 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.
- (f) The PIN
The cardholder is initially allotted a computer generated 4 digit PIN (Personal Identification Number) which will be received by the cardholder in the form of OTP or will be in a secured and sealed PIN Mailer. The PIN Mailer will have to be received by the cardholder personally. For the OTP generated and received by the cardholder, the PIN will have to be changed by the cardholder on first use. The cardholder who receives PIN through PIN mailer in his own interest is advised to change the PIN to any other four digit number of his/her choice. For this purpose, he may use the PIN change option available at SBS ATMs. While selecting a PIN, the cardholder is advised to avoid a PIN which can be easily associated with him/her (e.g. Telephone number, date of birth etc.) Besides, the selected PIN value should not comprise of:- (1) A sequence from the associated account number (2) String of the same number (3) Historically significant dates.
- Please remember that an unauthorized 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 unauthorized use of the Card. The responsibility is fully that of the Card Holder. Further the Bank will not be responsible for any loss direct or indirect on account of ATM failure/malfunctioning.
- (g) Loss of Card
(1) The Card Holder should immediately notify the Branch from where he/she has obtained the card, if the card is loss/stolen.
(2) Any financial loss arising out of unauthorized use of the card till such time the Bank record the notice of loss of Card will be to the Card holder's account.
(3) Fresh card will be issued in replacement of lost/damaged card at charge of Rs. 200/- incl. of GST.
- (h) 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 service charges from time to time.
- (i) 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 Cardholder's Deposit (cash and or cheques etc.) and will be verified by the officials of the Bank and their account will be deemed to be correct.
- (j) Closing of Accounts
The Card Holder wishing to close the designated account or surrender the ATM facility will have to surrender the Card along with the account closure application.
- (k) Validity of Card
The Card upon expiry of the validity is to be renewed. The cardholder can submit request for the same in the branch from where the card was issued.
- (l) 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.
- (m) The Bank at its absolute discretion may amend the Terms and Conditions governing ATM services.
- (n) The cost of first time card issue or repin request is Rs. 100/-