

Terms and conditions

Definitions

- i. **Bank:** State Bank of India (SBI).
- ii. **Card:** SBI Vishwa Yatra Foreign Travel Card, issued to the customers by SBI in association with *VISA International*
- iii. **Add-on Card:** Additional Card(s) issued to a Card holder.
- iv. **Card Holder:** An applicant who has been issued a SBI Vishwa Yatra Foreign Travel Card
- v. **ATM:** Automated Teller Machines. In particular, all networked ATMs of State Bank Group in India and those of other Banks displaying VISA logo abroad (except in India, Nepal and Bhutan)
- vi. **PIN:** The computer generated 4 digit Personal Identification Number which will be handed over along with the card(s) in a secured and sealed Welcome Pack
- vii. **Password:** The 6 digit computer generated password used for accessing the statement of account over Internet handed over along with the Card.
- viii. **Merchant Establishments (MEs):** Shall include shops, stores, restaurants, hotels and commercial establishments, etc. abroad (except India, Nepal & Bhutan) advertised as handling the cards by displaying *VISA* logo.
- ix. **POS terminals:** Point of Sale (POS) electronic terminals at a ME abroad (except India, Nepal & Bhutan) at which the customer can use the card to make payments.
- x. **International transaction:** A transaction entered into by the Card Holder through his card outside India, Nepal and Bhutan at ATMs, MEs
- xi. **Transaction:** Transaction includes cash withdrawals, making payment for purchases made/services availed at merchant establishments, availing other services by utilizing the card at ATMs, MEs.
- xii. **Cross border Transaction:** A cross border transaction is a transaction for which the Merchant country code differs from the Issuer country code regardless of whether the transaction currency is different from the cardholder's billing currency or not
- xiii. **Single Currency Transaction:** A cross border transaction for which the billing currency is same as the card currency.
- xiv. **Cross border currency conversion rate:** It is the exchange rate applied by VISA for processing cross border transactions where the billing currency is different from the card currency

A) **PIN:** The PIN is used for cash withdrawals and balance enquiry at ATMs as also for making payments at some of the MEs. The PIN should be safeguarded carefully. Please note that the PIN cannot be changed by the card holder. Usage of wrong PIN three times would invalidate the Card for the rest of the day. The Bank bears no liability for unauthorized use of the Card. It is the Cardholder's responsibility to ensure that the knowledge of the PIN/PIN Mailer does not fall into any other person's hands. In case the customer requests for new PIN a new card will be issued by the Bank at a cost.

B) **Loss of Card (s):** The Cardholder should immediately notify the Call Centre regarding the loss of the card (s) by telephone at SBI Helpline (if in India) 1800-11-2211 / 91-22-27566598/91-22-27580506 (if outside India). The Call Centre will ascertain the following additional information about the cardholder viz. Type of Card (Card holder to mention as SBI Foreign Travel Card) mother's maiden name, date of birth, passport no., to establish the identity of the cardholder. The cardholder is advised to record the card number (s) and the telephone number in a place readily accessible and remember the personal information,

furnished by him in the application form, for such eventualities. Any financial loss arising out of unauthorized use of the Card (s) till such time as the Bank hot lists the card(s) (blocking the card) will be to the Cardholder's account.

(ii) **Replacement of Card:** The Card holder can send his request for blocking of the Card and issue of a replacement Card to the SBI Helpline (in India) /branch from where the Card was issued. On verification of the security information, the card will be blocked and a replacement card will be sent on the address furnished by the Card holder. The usual charges of USD5 / EURO 5 / GBP 5 for issue of replacement card together with actual courier charges will be debited to the card account. In case the Customer has subscribed to Add-on Card (s) he may use the Add-on Card(s).

C) **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.

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 will be binding on the cardholder and it will be conclusive unless verified otherwise and corrected by the Bank.

E) **Surrender of Card:** The Card Holder wishing to surrender the SBI Vishwa Yatra Card will give the Bank notice in writing and surrender the Card along with the notice. The Card Holder will be entitled to receive balance in the Card after six working days from the date of returning to India.

F) **Validity of Card:** Expiry date of SBI Vishwa Yatra Card is printed on Card itself. On expiry of the validity period, Card Holder is advised to surrender the original card/Add-on Card (s) and request for issuance of 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.

H) **Balance Enquiry:** Cardholder can view the balance in the designated account and also obtain a transaction receipt indicating the balance from any SBI ATM in India free of cost or any VISA ATM (at a certain cost mentioned in the schedule of charges). One can check the balance online too, by going to www.onlinesbi.com/ftc1.html. Card holder should use the ID (16 digit Card no.) and Password provided in SBI Vishwa Yatra Welcome Kit to check his / her balance. One can also send an email to vishwayatra@sbi.co.in requesting for his/ her card balance, the email ID used should be the same as recorded in the application form.

I) **Currency conversion Process and Fees:** The transactions on the card will be in the currency of the country in which it is transacted. However the debits to the card holder'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 rate 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 SBI has a mark-up of 2% over such cross border currency conversion rate, other than on Single currency transactions.

J) Travel & Entertainment transactions: As per International Practice and approved by VISA the MEs, are authorized to settle transactions over and above the authorizations upto 3% (Travel) and upto 20% (Entertainment – Hotel, Restaurants etc.,). Accordingly, effective from 2nd April 05 the Cardholder's account will be blocked up to 3% on account of all Travel related transactions and up to 20% in respect of Entertainment transactions over and above the authorizations and the balance amount, if any, will be released to the cardholder on settlement of the transaction.

K) Transactions at ATMs

Cash withdrawals (except in India, Nepal & Bhutan)

Minimum: USD100/EURO 80 / GBP 50

Maximum: USD1000 /EURO 800 / GBP 500 per day

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 charge on ATM transactions as per local regulations and it is clearly displayed to the customers before he proceeds with the transaction. Cardholders are advised that such charges not exceeding USD 5 / 5 Euros / 5 GBPs in any case 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 travel Card can be used at merchant establishments with electronic point of sale swipe terminals. Please do not try and use your Card at merchants with paper imprinters or for mail / telephone / internet order transactions

Minimum : No limit

Maximum: Upto the balance available in the card

N) Other important conditions governing the transactions:

- i) The SBI Vishwa Yatra 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 fulfill and abide by all Exchange Control regulations / guidelines issued by the Reserve Bank of India and Government of India regarding outward remittances. The Cardholder should carry out international transactions at ATMs or at POS 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.
- iii) The Bank at its discretion may amend the Terms and conditions governing SBI Vishwa Yatra cards. Suitable notification for such changes will be placed in newspaper or Bank's website or any other mode by the Bank, and the same will be binding on the Cardholder.

- 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 card holder, 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 become 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 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 the ME to the cardholder.
- ix) The Cardholder will collect from the ME the Cardholder's copy of the transaction receipt and will preserve the same for his personal record.
- x) The Bank at its discretion will approve/reject any card transaction.
- xi) A transaction put through by utilizing the card in ATM or POS terminal 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 non-transferable.
- xv) In the event of death of the Card holder 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.