

Dos

- Sign on the rear side of your Card as soon as you receive it.
- Destroy the PIN-MAILER communication after memorizing the PIN.
- It is advisable to change PIN at the first instance itself. Prefer changing the password frequently for enhanced security.
- Memorize your PIN (personal identification number)
- Store your card in a secure place where you will immediately know if it is missing
- Store the ATM-cum-debit card carefully so that the magnetic stripe does not get damaged
- Please ensure that the card is swiped in your presence at POS (Point of Sale)
- Always remember to collect your card after use.
- Always remember to collect the cash from ATM before leaving the ATM room
- Immediately inform the Bank if the ATM / Debit card is lost or stolen.
- Periodically verify the passbook entries/account statement to ensure its correctness. Any unauthorized card transaction in the account, if observed, should be immediately reported to the Bank
- For any doubts regarding ATM, please contact your branch or call in our toll free number 1800 843 1800 / 1800 425 1809
- Immediately report lost/stolen card to 91-484-3939345, 91-484-2771343 or 91-9446475458

Donts

- Never keep the PIN and Card together.
- Never lend your card to anyone or reveal your PIN
- Do not write your PIN on the card.
- Do not record the PIN in any other media.
- Do not share your PIN through SMS / Email etc.
- Do not dispose statements, charge slips and bank mails without destroying.
- Do not allow the card to be taken out of your sight in a merchant location for POS(Point Of Sale) transaction.
- Do not get distracted in any way while using the ATM.
- Do not litter the Cabin.
- Do not wear Helmet when you are entering in to the ATM cabin.

Awareness against frauds

- Do not accept any personal assistance offered to you during ATM transactions.
- Exercise caution on unsolicited calls / e-mails relating to the ATM cards and please note that Bank will never ask for your confidential details through such medium.
- In a room with single ATM, do not allow the presence of any other person as doing so you may be compromising your confidential details.
- Beware of shoulder surfing during ATM transactions.
- Be cautious on anything strange and suspicious about ATM machine or the premises like signs of tampering or attachment or additional fixtures etc.
- If you find anything suspicious in the ATM site, please inform the branch immediately.