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### **Know your SIB Travel Card**

#### **Front**

1. Card number: This is your exclusive 16-dlgt card number Please quote this number in all communication/correspondence with the Bank.
2. Valid Thru (MM-YY format): Your card is valid until the last day of the month of the year

indicated on the Card.

3. Visa logo and hologram: Any merchant establishment displaying this logo accepts your Travel Currency Card worldwide.

4. Electronic Usage Sign: In case of purchase transactions, this card can only be used at merchant outlets 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 transaction.

### **Back**

5. Magnetic Strip: Important information pertaining to your card is encoded here. Please protect your Card from scratching or exposure to magnets and magnetic fields as they can damage the strip.

6. Signature panel: Please sign this panel immediately on receipt of your Card with a non erasable ball point pen(preferably in black ink).You must use the same signature to sign charge slips at merchant outlets.

7. Personal Identification Number (PIN): You will receive a confidential PIN for use of your card at ATMs

8. Card Validation Code 2 (CVC2): It is a security feature that protects the card against counterfeit.

9. 24-Hour Customer Service Number: For any queries or assistance call us any time on 91-22-6798 7700.

10. E-Mail Address: You can mail your queries or request to [travel.currency@axisbank.com](mailto:travel.currency@axisbank.com)

### **Important Information on usage of the SIB Travel Card**

#### **Activation of the card and change of PIN:**

Please check the balance in your card at any Axis Bank ATM before embarking on your journey.

A Personal Identification Number is enclosed in the sealed letter for using this card at ATMs. You can use this card along with the PIN at any Axis Bank ATM to:

- a. Change the PIN
- b. Check the balance

The usage of the card shall be a deemed acceptance of the terms and conditions of the SIB Travel Currency Card.

### **Usage Guidelines**

You can use this card to:

- a. Pay at Merchant Outlets
- b. Withdraw cash from ATMs

### **International Usage**

Your card is valid for use worldwide (except India, Nepal and Bhutan).

All your transactions (purchase as well as cash withdrawals) overseas must be made in strict accordance with the Exchange Control Regulations of the Reserve Bank of India prevailing from time to time.

In the event of your failure to do so, you will be liable for action under the Foreign

Exchange Management Act 1999.

To be in compliance with the Exchange Control Regulations, you may choose to have your passport endorsed by an Authorised Dealer when you avail of foreign exchange under the Basic Travel Quota (BTQ). If you wish, you can select South Indian Bank to be your Authorised Dealer.

### **Merchant Outlet Transaction**

This card can be used for making purchases at any of the 26 million merchant outlets worldwide displaying the Visa logo. Follow these simple steps to ensure total shopping satisfaction.

- 1) Look for a Visa sign at the Point-of-sale merchant establishment. The merchant must have a Point-of-Sale card-swiping terminal.

- 2) Present your card at the time of making payment for your purchases.
- 3) The merchant will swipe the card on an Electronic Data Capture Terminal (EDC terminal) for authorization.
- 4) After a successful authorization, funds in the Card Account will be debited for the transacted amount. Axis Bank maintains a purchase limit of USD 10,000 equivalent for all merchant transactions.
- 5) In case the card is used for a transaction in any currency other than the base currency of the card, the Bank will levy a cross-currency markup of 3% on the transaction amount. The conversion from the base currency to the transaction currency will be done by VISA and the exchange rate will be applied by VISA for this conversion.
- 6) A charge slip will be generated.
- 7) Please check amount before signing the charge slip. Your signature must match that on the Card.
- 8) Your purchase transaction is now complete. Ensure that your Card is returned to you.
- 9) Preserve your copy of the charge slip for future reference.

**Please Note:**

- At a few Merchant Establishments abroad, you may have to ask the cashier to swipe your Travel Card as a Credit Card. This is because in some countries "Debit" is connected only to the local network and the transaction may be declined, as it would not reach VISA network. Your Travel Card will continue to function as a Pre-paid Debit Card.
- Since signature verification is essential for your card transactions, you need to be physically present along with your Card at the time of purchase.
- This card cannot be used for Mail Order or Telephone Order transactions.

**ATM Usage**

This card can be used at any Visa /Plus ATM.

VISA has a network of 1.65 Million VISA/Plus ATMs worldwide. This allows you 24-hours access to cash, whenever you require money. To locate VISA ATM in the city/country of visit, please visit the website [www.VISA.com](http://www.VISA.com). At VISA ATMs, you can perform Cash Withdrawal and Balance Inquiry transactions.

At the time of cash withdrawal at VISA/Plus ATMs abroad the screen displays 3 option for the type of account that you can effect the transaction in: 1) Credit 2) Savings 3) Checking. Please choose the Checking option. If this option is not available, choose the Credit option.

Cash withdrawal and balance inquiry overseas will attract a transaction fee as mentioned in the tariff sheet and will be directly debited to your card.

Axis Bank has set a daily limit of USD 10,000 equivalent individually for usage of the card at ATMs and Merchant establishments. However, the Bank/entity that manages the overseas ATM may set a separate limit for usage of the card at its ATM/network. In such a case, the limit set by the overseas Bank will apply and take precedence.

In case the card is used for an ATM transaction in any currency other than the base currency of the card, the Bank will levy a cross-currency markup of 3% on the transaction amount. The conversion from the base currency to the transaction currency will be done by VISA and the exchange rate will be applied by VISA for this conversion.

**Please Note:**

- All VISA ATMs may not have a Balance Inquiry option.
- In some state/countries additional charges are levied on non-domestic cards by local banks as per their country specific guidelines.
- In case you are unable to withdraw the cash from any VISA ATM, try keying a lower amount (as some ATMs have a cash disbursement limit) or try after a few minutes (as the network server may be down).

**Dynamic Currency Conversion:**

- In certain countries, the acquiring Banks may choose to activate the feature of “Dynamic Currency Conversion” on their ATMs and POS machine network. As per this facility, the ATM/POS machine identifies the Travel Currency Card as a card issued from a foreign country and prompts the customer to transact in their “home currency” (in the case of Indians, this would be Indian Rupees). If a customer selects the “home currency/INR” option, additional cross-currency charges are levied by the acquiring Bank (the Bank that runs the ATM/POS machine).
- We urge you to note that as the Travel Currency Card is purchased and loaded with the purpose of using the card in the respective foreign currency, the customer must avoid selecting any option that prompts for a change in usage currency, to avoid any adverse exchange rate.

- The “dynamic currency conversion” feature may appear with differing terminology depending on the overseas Bank.
- Axis Bank is not responsible for any “dynamic currency conversion” related charges and will not be able to refund any such charges in case they are levied on account of wrong usage of the card.

## **Advantages of SIB Travel Card**

### **24-hour Customer Service**

Voice: You can reach us 24 Hours at any time of the day or night at 91-22-67987700.

Email: You can also email your queries to [travel.currency@axisbank.com](mailto:travel.currency@axisbank.com) and we will be happy to assist you. The email helpdesk work 24x6

### **Statements**

A monthly transaction statement will be sent to your email id (as provided in the application form). Your transactions will be reflected in currency in which the Card was purchased.

Please contact the Bank to change your email ID.

### **Internet Banking Access**

Your Welcome Kit also contains your Internet Banking ID and password. You can view your transaction details and the balance on your card anytime you want free of cost.

### **Lost Card Liability**

If your card is lost or stolen please do the following

1. Call us on 91-22-67987700 immediately.
2. It is mandatory to lodge a police complaint/FIR for making a claim in the event of loss or misuse of the card
3. Submit a written claim request to Axis Bank about the fraudulent use of your lost/stolen/ counterfeit card within 30 days from the date of transaction. The Bank will not be responsible if the claim is not processed due to delay in submitting the claim request.

## **Replacement Card**

South Indian Bank /Axis Bank will arrange to replace your Card as soon as we receive instructions from you. A new Card will be couriered to the address indicated by you within 48 hours of receiving your request. Please note that a new Card will only be provided if there is sufficient balance on your Card to cover the replacement fee and postage and handling charges. Your balance on your previous Card minus charges will be applied to the new Card that is couriered to you along with the new PIN. Please mention complete address to deliver the replacement card at the earliest. If you recover your Card after you have reported its loss, please do not attempt to use it. Instead, please destroy the Card by cutting it into several pieces through the magnetic strip.

## **Expiry of your Travel Currency Card**

- The Travel Currency Card is valid for a period of 5 years and the expiry date is mentioned on the front of the card.
- Prior to the expiry of the card, the Bank sends across an alert email & SMS to all registered email IDs and mobile numbers (details which are provided at the time of purchase of the card and not details that are updated online). You are requested to either encash your unspent balance, or request for a replacement card before the expiry of your card.
- On expiry of the card, the Bank will wait for a minimum of 15 days before proceeding to transfer all unutilized balances from the Card in respective foreign currency to Indian Rupees as per the prevailing exchange rate on the date of balance transfer. Thereafter, the Bank will only be able to refund in Indian Rupees amount that was transferred post the expiry of the card, on a case-to-case basis.
- The Bank will not be held responsible if customer email id or mobile number was not provided at the time of issuance of the card

## **Global Customer Assistance Service (GCAS)**

This is priced service provided by VISA

SIB Travel Card holders can receive assistance from VISA Global Customer Assistance Service 24 hours a day, 7 days a week. GCAS can be used for lost / stolen card reporting, emergency cash assistance, emergency card replacement or miscellaneous information that you may require overseas. These services are available to you at the following toll free numbers: Australia 1800-450346, Canada: 1-866-639-1911, France: 0800-904349, Germany: 08001822891, Hong Kong: 800-900-782, Japan: 00531-44-002, Singapore:

8004481-250, United Kingdom: 080-169-5189, United States: 1-866-765-9644.

In case you are traveling in any other part of the world, you may avail of these services by placing a collect call to 61-2-92513704. Please note that these services are charged as follows.

- Miscellaneous Customer Service Inquiries. US \$ 5 per enquiry
- Lost / Stolen Card reporting: US \$ 35 per card
- Emergency Card Replacement (Upto USD 2000): US \$ 25
- Emergency Cash Assistance : US \$ 175(Upto USD 5000); Additional handling charges USD 25 on disbursement.

### **Reload Facility**

Your Card is valid till the month and year indicated on your card. During this period you can reload your card with additional Foreign Currency as and when you want. All you need to do is fill up a reload application form and make payment in Indian Rupees for the currency to be loaded and we will top up your existing Card. Charges will be levied as per the tariff sheet.

### **Care of your SIB Travel Card**

Please follow these simple guidelines for a pleasant usage experience.

Treat your card in the same way you treat cash. Keep it with you at all times and never leave it unattended.

- Your card is for your exclusive use only. It should never be surrendered to anyone other than a designated bank Officers at a Axis Bank /South Indian Bank Branch and that too only after cutting it into several through the magnetic strip.
- Never reveal or surrender your Personal Identification Number (PIN) to anyone. Please destroy all evidence of the PIN number after memorizing it and never keep a written copy of it in close proximity to your Travel Currency Card. It is also recommended that you change your PIN (at an Axis Bank ATM) to a number of your choice as soon as possible.
- Keep a photocopy of the front & back of your card.
- If your Card is Lost/Stolen, or if you suspect that your Card has been used fraudulently, Call the Axis Bank 24-Hour Customer Service immediately to report

the loss.

- In case you need your Card to be re-issued or terminated, please send in your request in writing to the SIB Branch where you have availed your Card or e-mail your request to [travel.currency@axisbank.com](mailto:travel.currency@axisbank.com)
- A replacement Card shall be provided to you at applicable tariffs. Upon Card expiry or closure of your account, please cut your Travel Currency Card into several pieces through the magnetic strip.
- Always ensure that the card is used in your presence when transacting at merchant establishments. Never sign an incomplete charge slip.
- SIB Travel Currency Card is issued in individual name and cannot be shared with any other individual.

Do not attempt to use card at merchant establishments that do not possess electronic point-of-sale swipe terminals.

Do not attempt to use your card for making purchases via telephone/ mail, or the Internet or in any other 'Card not present', situation.

- Please promptly notify Axis Bank, in writing, of any changes in your telephone numbers or mailing address or email address.

### **Guidelines for International Usages**

All expenses incurred overseas must be strictly in accordance with the Exchange Control Regulations of the Reserve Bank of India (RBI). Please note that the aggregate expenses that you incur overseas (i.e. Through cash/Traveller's Cheques / your Bank account/Travel Card/Credit Card) should not exceed the limit set by RBI, as prevailing from time to time. Foreign Exchange Entitlement as per RBI regulations existing on date of print.

### **Basic Travel Quota**

Resident Indian are allowed BTQ entitlement not exceeding US \$ 10,000 or its equivalent per person in one financial year for one or more private visits to any country (except Nepal and Bhutan).

## **Business Travel and Entertainment Allowance**

Exchange not exceeding US \$ 25,000 or its equivalent per trip, irrespective of the period of stay, for business purpose or for participating in conferences or seminars.

Any violation of the Exchange Control Regulations arising out of utilization of this card is the responsibility of the individual cardholder (Primary/additional) and he/she will be liable for action under the provisions of the Foreign Exchange Management Act (FEMA) 1999 and any other regulations in force from time to time. Please also note that the onus of ensuring compliance with the regulations is with the holder of the card.

To be in compliance with the Exchange Control Regulations. You may choose to have your passport endorsed by an Authorised Dealer when you avail of foreign exchange under the Basic Travel Quota (BTQ). If you wish, you can select South Indian Bank to be your Authorised Dealer.

If you have any balance remaining on your Card after your trip you can choose any of the following options:

- 1) **Maintain The Balance:-**You can choose to let the balance on your Card remain (up to \$ 2000 or its equivalent as per RBI rules), which can be utilized in any future trips to abroad. till the expiry of the card
- 2) **Get a Refund:-** You can choose to surrender your Card and get a refund only from the outlet from where the card was purchased or from any Axis Bank Branch.

Please note the balance your card can be encashed only after your return to India. Furthermore, the last transaction done on the card should be more than 10 days prior to the date of encashment.

## **Terms & Conditions governing the SIB Travel Card.**

Important - Please make sure you have read these terms and conditions carefully before using the SIB Travel Card. By using the card you are unconditionally accepting the Terms & conditions listed hereunder and will be bound by them and you accept the onus of ensuring compliance with the relevant Reserve Bank of India (RBI) Regulations, Exchange Control Regulation of the RBI, Foreign Exchange Management Act ,1999 ('The Act'), all the rules and regulations framed under the Act as amended / modified/ applicable from time to time and any other corresponding enactment from time to time.

## **Definitions:**

1 "The Bank", "**Axis Bank**" means Axis Bank Ltd., a company incorporated under the governing laws of republic of India and registered under the Companies Act, 1956 and carrying on business of banking in terms of license issued by Reserve Bank of India under Banking Regulation Act, 1949 and having its registered office at 'Trishul', 3rd floor, opposite Samartheshwar Temple, Law Garden, Ellis Bridge, Ahmedabad - 380006 and corporate office at Axis House, C-2 Wadia International Centre, Pandurang Budhkar Marg, Worli, Mumbai - 400 025.

The Bank "South Indian Bank" means South Indian Bank Ltd., a company incorporated under the Companies Act, 1956 and carrying on the business of Banking under the Banking Regulation Act, 1949, having its registered office at Thrissur, Kerala

2 "VISA" means a trademark owned by and normally associated with VISA international.

3 "Card", "Pre-Paid Card", "SIB Travel Card" refers to the Pre-Paid VISA International Travel Card issued by Axis Bank to a Cardholder.

4 "Funds" or "Balances" refers to the aggregate net of the primary amount purchased including any specified amount as the case may be, (which does not include any sales commission, fees, charges, conversion fee, commission and any other expenses incurred in connection with the SIB Travel Card).

5 "Cardholder", "You", "Your" "Him" or similar pronouns shall, where the context card do admit, refer to customer of the bank to whom a Travel Card has been issued by Axis Bank to operate on a nominated account. All reference to the cardholder in the Masculine gender will also include feminine gender.

6 "ATM" refers to Automated Teller Machine on shared network, at which amongst other things, the card holder can use his SIB Travel Card to access his funds held with SIB.

7 "VISA / Plus ATM Network" means ATMs that honor the SIB Travel Card and that display the VISA/PLUS or symbols.

8 "Merchant" or " Merchant Establishments " shall mean establishments wherever located which accept / honour the card and shall include amongst other stores, shops, restaurants, airline, organizations etc. honouring the VISA Card.

9 "PIN" means the Personal Identification Number (Requested to Access ATM's) allocated and issued to the Cardholder by Axis Bank.

10 "Transaction" means any instruction given, by a cardholder by using his card directly or indirectly, to Axis Bank to effect a particular action on his specified account. (Examples of transactions can be retail purchases, cash withdrawals, balance inquiries)

11 "Statement" means a periodic statement of account sent by Axis Bank to a Cardholder setting out the transactions carried out by the Cardholder during the given period and the balance on that account standing as on the date specified in such statement of account. It may also include any other information that Axis Bank, may at its sole discretion deem fit necessary to include.

The Travel Card ("The Card") is issued by the Axis Bank Limited, having its registered Office at 'Trishul' , 3rd floor, opposite Samartheshwar Temple, Law Garden , Ellis Bridge, Ahmedabad -380006 , India and corporate office at at Axis House, C-2 Wadia International Centre, Pandurang Budhkar Marg, Worli, Mumbai – 400 025, India ("Axis Bank Ltd") on the following terms & conditions as prescribed by the Bank.

12 You agree and understand that no release of foreign exchange is admissible for travel to Nepal and Bhutan and/or in countries where the Bank does not have tie-up or services and hence it shall be your duty to inquire or become aware of whether such services are available or not and make your own arrangements in such cases / countries where such services are not available .You also agree that your Bank is offering these services in countries ( Other Than India, Nepal, or Bhutan or such other countries as deemed fit by the Bank from time to time) on best effort basis and that your Bank will not be liable or be held liable for non-availability of services at any of the countries due to any reason whatsoever.

### **Card Validity & Cardholder Obligations**

1) The issue and use of the Card in addition to the present terms and conditions shall be subject to the rules and regulations in force from time to time as issued by the Reserve Bank of India, FEMA1999 and Axis Bank.

2) An individual or corporate for the use by its authorized employees and /or representatives of the corporate can purchase the SIB Travel Card subject to legal and regulatory restrictions in force from time to time.

3) Utilization of the Card must be in strict accordance with the Exchange Control Regulations of the Reserve Bank of India (RBI) and the terms and conditions hereof and of Axis Bank. In the event of your failure to comply with the same, you shall be solely responsible and liable for any action under the Foreign Exchange Management Act 1999 and may be debarred from holding any / all consequences, losses, costs, expenses, claims, damages, and liabilities of what so ever nature arising from your not complying with

Exchange Control Regulations of the RBI and other applicable laws for the time being in force.

4) The Card may be purchased and held by residents of India only, after completing an application form and submission of necessary documents that are required by the Bank.

5) The card shall not be valid for the use in India, Nepal and Bhutan

6) The acceptance of VISA Cards is guided by VISA International and information about the same is available on its website [www.visa.com](http://www.visa.com) Cardholders are expected to check the acceptance of the VISA Travel Card in the Countries/Cities where they wish to use the card. The Bank is not responsible for acceptance/non acceptance of the Travel Card at a merchant establishment or an ATM in any country.

7) Each SIB Travel Card shall be subject to a maximum limit of US\$10,000 (Ten Thousand only) under the Basic Travel Quota or its equivalent or any other amount specified by the Reserve Bank of India. Individuals traveling for business purpose are allowed to load up to US\$ 25,000 per trip to its equivalent under LERMS quota.

8) Purchase of multiple SIB Travel Cards of the same currency is not permitted

9)The card is and shall be at all times the absolute property of Axis Bank and shall be returned to Axis Bank unconditionally and immediately upon Axis Bank's request. The cardholder is requested to ensure that the identity of the Bank's officer is established before handing over the card.

10) The card is not transferable or non-assignable to any other person by the cardholder under any circumstances.

11) You must put your valid specimen signature on the card immediately upon receipt. You shall agree not to permit any other person to use it and shall take all necessary precautions and measures to safeguard the card from any misuse of the card and shall keep or retain the card under your personal control at all times.

12) The cardholders shall acknowledge and agree that Personal Identification Number (PIN)

issued by the Bank to the cardholder for use with the card shall be known only to the cardholder and is for the personal use by the cardholder and is non-transferable and strictly confidential. The Cardholder further agrees that a written record of the PIN number shall not be kept in any form, place or manner that may facilitate its use by a third party.

The PIN shall not be disclosed to any third party, either to staff of the banker to merchant establishments, under any circumstances or by any means whether voluntary or otherwise.

13) The Cardholder is not entitled to earn any interest in connection with his Funds and these funds do not constitute a deposit by the cardholder with Axis Bank and the card does not entitle the Cardholder to any Overdraft / Credit Facility.

14) The Cardholder will be responsible for transactions affected by the use of the card, whether authorized by the Cardholder or not, and shall indemnify Axis Bank against any loss or damage caused by any authorized use of the card or related PIN, including any penal action arising there from on account of any violation of RBI guidelines or rules framed under the Foreign Exchange Management Act 1999 or any other law being in force in India and / or any other country / State / Continent / Territory wherever located in the world at the time, notwithstanding the termination of this agreement..

15) You undertake and agree not use the card for masking payment for any illegal purchases i.e. purchase of items / services not permitted by the RBI as per Foreign Exchange regulations.

16) You agree and acknowledge that the SIB Travel Card is valid upto the last day of the month / year indicated on the card issued by the Bank to you. You hereby undertake to surrender / renew the card before it expires at the nearest South Indian Bank / Axis Bank branch in India.

17) All available amounts at the time of expiry of the card not claimed /en-cashed within 15 days from the date of expiry of the card shall lapse to the Bank.

18) In case you have applied for an additional Card (Add-on Card) available for a Resident India parent, spouse, brother, sister or child over 12 years of age or for your own self, you will receive the transaction details done using Add-on card along with the primary card. The facility of an Additional Card being a special facility continuation of the Additional card member will be dependent on the continuation of your Membership

### **Merchant Establishment Usage**

1) The card is accepted at all electronic point-of sale terminals at merchant establishments, (outside India, Nepal, and Bhutan) which display the VISA logo. Please check the countries for VISA card acceptance before use.

2) The card is for Electronic Use only and will be accepted only at Merchant Establishments that have an electronic point-of sale swipe terminal and/or pin pad terminal. Any usage of the card other than electronic use will be deemed unauthorized and the Cardholder will be

solely responsible for such transactions. Please note that the PIN is not required for use of the SIB Travel Card at the electronic Point-Of-Sale swipe terminals or pin pad terminals at Merchant Establishments recognized by VISA.

3) You must sign the sales slip and retain your copy of sales slip whenever the Card is used at Merchant Establishments. Axis Bank will not furnish copies of the sales slip. Any sales slip not personally signed by you but which can be proven, as being authorized by you will be deemed to be your liability.

4) The Travel Card is accepted at all VISA recognized merchant outlets worldwide, Axis Bank will not be held responsible for usage of the card at any such recognized VISA Merchant Establishment and will also not accept any responsibility for any dealings the merchant may have with you, including but not limited to the supply of goods and services so availed or offered. Should you have any complaint relating to any VISA Merchant Establishment, you should resolve the matter with the Merchant Establishments independently at the cost and consequences solely borne by you and failure to do so will not relieve you from any obligations to Axis Bank.

5) In case the card is used for a transaction in any currency other than the base currency of the card, the Bank will levy a cross-currency markup of 3% on the transaction amount. The conversion from the base currency to the transaction currency will be done by VISA and the exchange rate will be applied by VISA for this conversion.

6) Axis Bank accepts no responsibility for any charges over and above the values / Cost of transaction levied by any Merchant Establishments and debited to your account along with the transaction amount.

7) A purchase and a subsequent credit for cancellation of goods / services shall be treated as two separate transactions. The refund, if any, so entitled to you will only be credited to your account (less cancellation Charges) as and when it is received from the merchant if the credit is not posted to your card accounts within 30 days from the day of refund, you must notify Axis Bank, also with a copy of the credit note / void slip from the merchant. Axis Bank accepts no responsibility and or liability for any delay caused in this regard for any reason whatsoever.

8) The card is prohibited from being used over any Internet/Mail .Order/Phone purchases and any such usage shall be considered as unauthorized.

9) The Cardholder would be solely liable for all unauthorized acts and transactions.

## **ATM Usage**

- 1) The Card is accepted at VISA / Plus ATM's worldwide.
- 2) As per the VISA Dispute Management Rules, transactions done at Merchant establishments which pertain to travel and entertainment (including restaurants) cannot be disputed by the Cardholder/s if the limit does not exceed USD 25 and the Bank cannot dispute the same as a chargeback. The Bank will not be liable for any card transaction which the Cardholder may raise a dispute upon if the disputed amount is less than USD 25 and the Cardholder shall be solely liable for the same without any liability to Axis Bank whatsoever.
- 3) In case of Chargeback, customer need to submit the charge slip generated while processing the transaction at ATM or POS terminal.
- 4) Cash withdrawals and balance inquiries performed by the Cardholders at VISA / plus ATMs shall be subject to a fee, as per prevailing tariff or charges specified by the Bank as annexed herewith and may be subject to change as per the Bank's discretion, without any prior information.
- 5) In case the card is used for a transaction in any currency other than the base currency of the card, the Bank will levy a cross-currency markup of 3% on the transaction amount. The conversion from the base currency to the transaction currency will be done by VISA and the exchange rate will be applied by VISA for this conversion.
- 6) Axis Bank will not be liable for any failure to provide any service or to perform any obligation there, under where such failure is attributable (whether directly or indirectly) to any malfunction of the ATM or the card .temporary, insufficiency of funds, any dispute or other circumstance beyond its control.
- 7) In case of Debits in excess of funds held by the cardholder, the cardholder permits the bank to debit his accounts(s) with the Bank and/ or reimburse the Bank subsequently on return, in case he does not have any operating account with the Bank.
- 8) Axis Bank will not be liable for any consequential or indirect loss or damage arising from or related to the loss/ issue of the card and related PIN, howsoever caused.
- 9) The availability of ATM services in a country other than that in which the card was issued is governed by the local regulation in force in the said country. Axis Bank shall not be liable if these services are withdrawn without notice thereof.

10) The Cardholder agrees that the records of transaction/s generated by VISA International or the Bank shall be final and binding upon the Cardholder.

### **Limits of Usage**

1) Axis Bank reserves the right to limit the principle/ primary purchase amount and reload amount onto the principal / primary purchase amount.

2) Axis Bank also reserves the right to limit amount that maybe transacted using the card, each day or over a specified period. However Axis Bank shall not be liable in case such a limit is exceeded.

3) ATM owners and operations may have set limits to restrict the number of withdrawals or / and the amount of money you can obtain through the use of the card. These limitations vary between different ATMs and ATM operators. Axis Bank in no way shall be held responsible for any loss or inconvenience caused by these restrictions or because of the lack of uniformity in these restrictions or facilities available at ATMs.

### **Charges, Fees, Currency Conversion:**

1) Transaction fees for cash withdrawals / balance enquiry and / or any other charges, will be deducted from your SIB Travel Card funds at the time of posting the cash withdrawal / balance enquiry or whenever applicable.

2) The Charges / Fees applicable on the usage of the card maybe revised / changed by Axis Bank from time to time without prior intimation to the Cardholder and the Cardholder waives notice to itself for the same.

3) A minimum charge as decided by Axis Bank from time to time and informed to the Cardholder via the schedule of charges will be deducted from the funds at the time of posting the cash withdrawal / balance enquiry transaction. Any fees assessed by the ATM owner or operator over and above this will be subsequently deducted from the Travel Card funds.

4) All charges, cash withdrawals at ATM's, payments at Merchant Establishments where the transaction is in a currency other than currency in which the card was issued, shall be billed to the Cardholder's funds in the currency in which the card was issued.

5) You hereby authorize Axis Bank and VISA to convert the charges incurred in the foreign currency equivalent to the currency in which the card was issued thereof at rates as per the policy of VISA/ Axis Bank from time to time.

6) VISA International will use the procedure set forth in its applicable policy in effect at the time the transaction is processed. Currently VISA'S policy provides that the transaction is processed on the same day you withdraw / utilize funds and the currency conversion rate used is either a wholesale market rate or a government - mandated rate in effect the day before processing , increased by a percentage established from time to time by VISA International / Axis Bank.

### **Reload, renewal, Surrender of the Card**

1) The SIB Travel Card can be reloaded at any designated SIB branch in India only in the same currency in which the Card was issued by filling in a reload form and furnishing the required documents at a reload fee as per the Schedule of charges specified by SIB from time to time. SIB reserves the right to limit the reload amount onto the primary / principal Purchase amount.

2) The total funds availed on the Travel Card cannot exceed US\$ 10,000 (LERMS for business) or its equivalent in a financial year as per the prevailing Basic Travel Quota specified by the Reserve Bank of India or any other amount specified by the RBI.

3) The Travel Card is valid up to the last day of the month/year indicated on the card. You hereby undertake to surrender the card before it expires and avail Indian rupees equivalent to the residual funds on the card at a currency conversion rate specified by SIB from time to time.

### **Features**

1. Axis Bank may from time to time, at its discretion, tie -up with various agencies to offer various features on your Travel Card. All these features would be on a best effort basis only, and Axis Bank does not guarantee or warrant the efficacy, efficiency, usefulness of any of the products or services offered by any service providers/merchants/outlets/agencies. Disputes (if any) would have to be taken up with the merchant/ agency, etc. directly, without involving Axis Bank

### **Statements and Records**

1) The records of Card transactions will be available on the periodic account statement issued by Axis Bank through email. The Bank reserves the right to discontinue sending of such statements at any time. Such account statements shall be sent to the Cardholder on a periodic basis to the email indicated by the Cardholder in the application form.

2) The ATM receipt received after completing an ATM transaction will record the transaction amount and the available balance (in equivalent of local currency) on the Travel Card. The Charges / fees etc. as are being levied by Axis Bank may be deducted subsequently.

3) Axis Bank's records of transactions processed by the use of the Card shall be conclusive and binding for all purposes.

4) Axis Bank shall not be held responsible for the failure on the part of the Cardholder to make use of the card even though authorized by the Cardholder.

### **Loss of Stolen Card**

1) In the event that the Card / PIN has been misused, lost or stolen, or the PIN has become known to someone else, the occurrence must be reported immediately by calling the 24 Hour Customer Service Number maintained by Axis Bank.

2) The misuse, loss or theft of the Travel Card/PIN should be reported to Axis Bank immediately. Although loss or theft may be reported by means of the 24-Hour Customer Service Helpline maintained by Axis Bank, you must confirm the same in writing to Axis Bank within 30 days from the date of transaction. A copy of the acknowledged police complaint must accompany with the said written confirmation.

3) Should transaction be received by Axis Bank after the Card has been lost or stolen but before receipt of your written confirmation you shall be liable for all amounts debited to your funds.

4) However, if prior to the receipt of the written confirmation, if it can be proven that the card was safeguarded, the lost / theft promptly reported and that you acted in good faith and with reasonable care and diligence, then your lost card liability for purchase transactions will be as per the available insurance plan (once the loss is reported in writing). There will be no such coverage provide on cash withdrawals done through ATMs, as such transactions require the use of a PIN, which is required to be kept confidential to you.

5) You hereby indemnify Axis Bank fully against any liability (civil or criminal), cost, expenses or damages that may arise due to loss or misuse of the card in the event that it is lost and not reported to Axis Bank, or lost and misused before Axis Bank is informed.

6) Provided you have in all respects complied with the terms and conditions, a replacement Card may be issued at the sole discretion of Axis Bank at an applicable fee.

7) Should you subsequently recover the card, the card cannot be used as it has been hot-carded on report of loss / theft. Please destroy the card by cutting it into several pieces through the magnetic strip.

**Insurance:**

- 1) The Lost Card Liability, insurance coverage is provided to Cardholders by Bajaj Allianz General Insurance Company Limited (or similar, the agency being subject to change), whose terms, conditions and decisions, for which Axis Bank is not liable, will apply.
- 2) You acknowledge that the insurance benefit provided on the Card will be available to you as per the terms of the relevant insurance policy in force and only so long as you are and remain an active Cardholder of Axis Bank with your account conduct being deemed satisfactory and in an event of the Card being terminated for whatever reason, the benefit of such insurance cover shall automatically and ipso facto cease to be available from the date of cessation of membership.
- 3) Axis Bank reserves the right to discontinue the insurance facility so offered at any time. In such an event cardholders shall be informed about the cut-off date. Any decision of Axis Bank in this case shall be final.
- 4) Axis Bank does not hold any warranty and/or make representation about quality or delivery of the cover, claims processing or settlement of the claim by Bajaj Allianz General Insurance Company Limited in any manner whatsoever.
- 5) The following documents are mandatory requirements while raising an insurance claim:
  - a. **Insurance Claim Form**
  - b. **Copies of the passport (first & last page)**
  - c. **Copy of visa**
  - d. **Ticket Copies / Boarding Passes / Immigration Stamping upon arrival in the destination country**
  - e. **Letter from the Claimant narrating the circumstances of the fraud duly signed by him/her**
  - f. **Copy of First Information Report (FIR) duly registered with the police authorities**
  - g. **PML Global Currency Card highlighting the fraudulent transactions**
  - h. **Original card (only in case of counterfeit transactions)**

You may be asked to submit additional documents, as per the requirements of the case. Axis Bank will not be liable for any delayed settlement of the claim.

- 7) The Lost Card Liability insurance policy with Bajaj Allianz General Insurance Company Limited will consider claims for fraudulent transactions on lost/stolen cards that happen upto 48 hours prior to reporting and 7 days post reporting of the loss of the card to Axis Bank and the hotlisting of the same. In the case of counterfeit transactions on the card, the insurance policy will consider claims for fraudulent transactions on counterfeit cards that happen upto 38 days prior to reporting and 7 days post reporting of the counterfeit transactions to Axis Bank and the hotlisting of the card.
- 8) The insurance claim documents must be submitted within 14 days from the date of reporting. In case of any delay in submission, we shall raise the request with the concerned insurance company but may not be able to commit on the timelines
- 9) The Insurance provider will settle the claim in Indian Rupees for the Indian Rupee equivalent amount of the claim considering the prevalent exchange rate on the date of the fraud taking place.

7) Further queries or assistance regarding the policy, exclusions, and claim settlements can be directed to: **Bajaj Allianz General Insurance Company Limited, 952,954, Appasaheb Marathe Marg, Prabhadevi, and Mumbai- 400025**

## **Disputes**

- 1) In case of purchase transactions, a sales slip with the signature of the Cardholder together with the Card number noted there on shall be conclusive evidence, between Axis Bank and the Cardholder as to the extent of the liability incurred by the Cardholder and Axis Bank shall not be required to ensure that the Cardholder has received the goods purchased / the service has been availed to the Cardholder's satisfaction.
- 2) In case of any disputes concerning transactions on ATM, Merchant establishments or on the internet, the Cardholder must inform Axis Bank in writing within 30 days from the date of the transaction of any irregularities or discrepancies that exist in the transaction details at an ATM / Merchant Establishment. . If no such notice is received during this time, Axis Bank will assume the correctness of both the transactions and the card statement.
- 3) Axis Bank shall make bonafide and reasonable efforts to resolve an aggrieved Cardholder's disagreement with an applicable charge indicated in the account statement or as otherwise determined by the customer within 2 months of the receipt of notice of disagreement. If after such efforts, Axis Bank determines that the charge is correct, then it

shall communicate the same to the Cardholder.

- 4) Axis Bank accepts no responsibility for the refusal / non use of any merchant establishment/ATM to honour the card.
- 5) This agreement will be constructed in accordance with and governed by the laws of India. All disputes are subject to the exclusive jurisdiction of the courts of Mumbai, India only.
- 6) The Cardholder will be liable for all the costs associated with the collection of dues, legal expenses, (should it become necessary to refer the matter to any agent), or where legal resources have been utilized in the resolution of a dispute.

### **Disclosure of Information**

1. When requested by Axis Bank, you shall provide any information, records or certificates relating to any matters that Axis Bank deems necessary .You will or authorize Axis Bank to verify the veracity of the information furnished by whatever means or from whichever source deemed necessary if the data is not provided or if incorrect, Axis Bank may at its discretion refuse renewal of the Card or cancel the Card forthwith.
2. Axis Bank reserve the right to disclose customer information to any court of competent jurisdiction, regulatory authorities, quasi-judicial authorities, law enforcement agencies and any other wing of Central Government or State Government.
3. Axis Bank reserves the right to disclose, in strict confidence, to any other institution/ entity, such information concerning the Cardholder as may be necessary or appropriate in connection to data processing and participation in any Electronic Fund Transfer network.
4. Axis Bank reserves the right to report to the RBI expenditure undertaken by its Cardholders in foreign currencies to ensure that the Basic Travel Quota/other permissible entitlements are not exceeded by the Cardholder and that the Foreign Exchange Management Act. 1999 is not contravened.

### **General:**

1. You will promptly notify Axis Bank in writing of any change in your employment and/or office and/ or residential address and telephone numbers.
2. Important alerts pertaining to your card including but not limited to card expiry, suspected fraudulent transactions, changes in card usage guidelines, technical disturbances, card transactions shall be sent to you via the registered email id and/or SMS on your registered mobile number that you have provided to the Bank in the application

form. In the event there is any change in your email id and/or your mobile number, you need to promptly notify Axis Bank in writing about such modification(s) and the Bank shall not be liable whatsoever in this regard. Axis Bank shall not be liable for any loss, damage or inconvenience caused to you in case you do not receive such alert(s) due to any technical or firewall reasons at your end or for any reason not within the reasonable control of the Bank.

3 . Axis Bank reserves the right to add to, delete or vary any of the terms and condition, policies, features and benefits upon notice to the Cardholder. Use of the Card after the date upon which any of these alterations are to take effect will be taken to be evidence of the acceptance, without reservation by the Cardholder of such changes.

4.Any notice hereunder sent by post will be deemed to have been received by the Cardholder within 7 days from the posting of the notification to the address last given to Axis Bank in writing by the Cardholder. Publication of charges by such means as Axis Bank may consider appropriate will constitute effective notice to the Cardholder thereof.

5.Important notifications and modifications in the card usage rules/guidelines and terms and conditions pertaining to your card will be uploaded from time to time at Axis Bank's website [www.axisbank.com](http://www.axisbank.com)<sup>1</sup> and you are requested to regularly check the website and keep yourself updated regarding such notifications and modifications. Such publication on the website will be deemed to constitute effective notice to the Cardholder of any modifications(s) thereof. The Bank shall not be liable in the event any loss or inconvenience is caused to you due to any failure in receiving such information.

6 . If a Cardholder, by using the card draws an amount in excess of the balance available or overdraft limit permitted by Axis Bank, the account holder will pay Axis Bank and unconditionally the entire amount overdrawn with interest and penalties, if any at a rate to be decided by Axis Bank. However this should not be construed as an agreement, either expressed or implied that Axis Bank is bound to grant any overdraft facility whatsoever.

7. Axis Bank makes no representation or warranties about the quality fitness or authenticity the goods and services offered by third parties providing benefits such as discounts to Cardholders. Axis Bank will not be responsible if the service is in any way deficient or otherwise unsatisfactory.

**Termination:**

1) Axis Bank reserves the right to cancel/withdraw the Card or any of the other service offered at any time without prior notice and without assigning any reason whatsoever.

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2) In the event that the Cardholder decides to surrender the Travel Card, the Card would automatically stand cancelled upon such surrender. The Cardholder must immediately cease to use his card and destroy and return all his/additional Cards (if any) that are linked to this funds. In case of any outstanding Card transaction that have not yet been debited to the account, the same will be netted off from the balance prior to Axis Bank returning his funds to him.

3) The Cardholder will be responsible for all the card Facilities and related charges incurred on the Card after the Cardholder claims to have destroyed the Card, notwithstanding the termination of the applicability of these Terms and Conditions. The Cardholder will be responsible for all the charges incurred on the Card whether or not the same are a result of misuse/ fraudulent use and whether or not the Bank has been intimated of the destruction of the Card.

4) The Card is the absolute property of Axis Bank and must be returned to the loan officer of Axis Bank immediately and unconditionally upon request. Please ensure that the identity of the Bank Officer is established by you before handing over your Card.

5) Axis Bank shall be entitled to terminate the Card facility with immediate effect and the Card shall be returned upon the occurrence of any of the following:

i. Failure to comply with the terms and condition herein set forth.

ii. An event of default under an agreement or commitment (contingent or otherwise) entered into with Axis Bank.

iii. The Cardholder becoming the subject of any bankruptcy, insolvency proceedings or proceeding of a similar nature.

iv. Death of the Cardholder.

v. The Bank reserve the right to withdraw Travel Currency Card program for any other reason whatsoever.

The Card should be returned to Axis Bank prior to the date upon which any changes are to take effect, in case of the Cardholder's rejection of any of the proposed changes to the features, change or terms and conditions applicable to the Card.

## Tariff Sheet

CHARGES							
Particulars	USD	EURO	GBP	AUD	CAD	CHF	JPY
INITIAL SALE FEE	Rs. 100.00 + Taxes						
RELOAD / RENEWED CARD FEE	Rs. 75.00 + Taxes						
ADD-ON CARD FEE	Rs. 100.00 + Taxes						
ENCASHMENT CHARGES	Rs. 75.00 + Taxes						

AXIS BANK ATMS	
PIN CHANGE	Nil
BALANCE INQUIRY	Nil

INTERNATIONAL VISA ATMS							
CASH WITHDRAWAL	\$ 2.00	€ 1.50	£ 1.25	AUD 2.50	CAD 2.50	CHF 2.50	JPY 250.00
BALANCE INQUIRY	\$ 0.50	€ 0.50	£ 0.50	AUD 0.65	CAD 0.65	CHF 0.70	JPY 65.00

MISCELLANEOUS REQUESTS							
REPLACEMENT CARD FEE*	\$ 3.00	€ 3.00	£ 2.00	AUD 5.00	CAD 5.00	CHF 3.75	JPY 350.00
STATEMENT REQUEST	\$ 2.00	€ 1.50	£ 1.00	AUD 2.00	CAD 2.00	CHF 2.50	JPY 250.00
NEW ATM PIN	\$ 2.00	€ 2.00	£ 1.50	AUD 3.00	CAD 3.00	CHF 2.50	JPY 250.00
NEW ICONNECT PASSWORD	\$ 1.00	€ 1.00	£ 1.00	AUD 2.00	CAD 2.00	CHF 1.25	JPY 125.00
CHARGE SLIP RETRIEVAL	\$ 3.00	€ 2.50	£ 1.50	AUD 3.50	CAD 3.50	CHF 3.75	JPY 350.00
CHARGEBACK FEE	\$ 2.00	€ 2.00	£ 2.00	AUD 2.50	CAD 2.50	CHF 2.50	JPY 250.00
<i>* No interest will accrue to the customer for the balances stored on the card.</i>							

CURRENCY CONVERSION	
SALE/RELOAD AND REFUND	As per Bank's Card Rate
USAGE (CROSS CURRENCY)	3.00 %

"Exclusive of Postage and Handling.