

FAQ on ATMs

Q. 1 What is an Automated Teller Machine (ATM)?

Automated Teller Machine is a computerised machine that provides the customers of banks the facility of accessing their accounts for dispensing cash and to carry out other financial transactions without the need of actually visiting a bank branch.

Q. 2. What type of cards can be used at an ATM?

The ATM cards/debit cards, credit cards and prepaid cards (that permit cash withdrawal) can be used at ATMs for various transactions.

Q. 3. What are the services/facilities available at ATMs?

In addition to cash dispensing ATMs may have many services/facilities such as:

- Account information
- Cash Deposit
- Regular bills payment
- Purchase of Re-load Vouchers for Mobiles
- Mini/Short Statement
- Loan account enquiry etc.

The services offered may vary from bank to bank, or may depend on the capacity of the machine to provide such services.

Q.4. How can one transact at an ATM?

For transacting at an ATM, the customer insert (swipe) their card in the ATM and enter their Personal Identification Number (PIN).

Q.5. Can these cards be used at any bank ATM in the country?

Yes. The cards issued by banks in India should be enabled for use at any bank ATM within India.

Q.6. What is a Personal Identification Number (PIN)?

PIN is the numeric password for use at the ATM. The PIN is separately mailed/handed over to the customer by the bank while issuing the card. This PIN has to be reset to a new PIN by the customer. Most banks force the customers to change the PIN on the first use.

The PIN number should not be written on the card/card pouch etc as in such cases the card can be misused if lost/stolen.

Q. 7. What should one do if he forgets PIN or the card is sucked in by the ATM?

The customer may contact the card issuing bank branch and apply for retrieval/issuance of a new card. This procedure is applicable even if the card is sucked in at another bank's ATM.

Q. 8. What should be done if the card is lost/stolen?

The customer may contact the card issuing bank immediately on noticing the loss so as to enable the bank to block such cards.

Q. 9. Is there any minimum and maximum cash withdrawal limit per day?

Yes, banks set limit for cash withdrawal by customers. The cash withdrawal limit for use at the ATM of the issuing bank is set by the bank during the issuance of the card. This limit is displayed at the respective ATM locations.

For cash withdrawals at other bank ATMs, banks have decided to maintain a limit of Rs 10,000/- per transaction. This information is displayed at the ATM location.

Q. 10. Do banks levy any service charge for use of other bank ATMs?

In SB A/C banks may restrict the number of free transactions to a maximum of five per month including financial as well as non financial transactions. Non financial transactions include balance enquiry, mini statements, PIN change, etc. For transactions beyond this, banks may charge maximum of Rs 20/- per financial transaction and Rs. 8/- per non-financial transaction. In CD/OD/CC A/cs, there is no such free limits.

Q. 11. What should be done if the cash is not disbursed, but the transaction amount is debited in the account due to ATM failure?

The customer may lodge a complaint with the card issuing bank preferably within 30 days from the date of failed ATM transaction. This process is applicable even if the transaction was carried out at another banks ATM.

Q.12. Is there any time limit for reversal of such failed transactions?

Yes. As per the extant RBI guidelines, banks shall reverse such wrong debits within a maximum period of 7 working days, from the date of receipt of customer complaint.

Q.13 Are the customers eligible for compensation for delays beyond 7 working days?

Yes. Effective from 1st July 2011, banks shall pay customers @ Rs 100/- per day for delays beyond 7 working days. This shall have to be credited to the account of the customer without any claim being made by the customer. However no compensation shall be made if the complaint is lodged after 30 days from the date of failed transaction.

Q.14. In case the compensation is not credited as mandated, what recourse does the customer have?

For all such complaints customer may lodge a complaint with the local Banking Ombudsman if the bank does not respond.