

## FAQs on ATMs

We are reproducing the document prepared by Corporation Bank for their customers. This is valid for all banks.

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

**Ans.** 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 visiting a bank branch.

**Q. 2.** What are the type of cards that can be used at Corporation Bank ATM?

**Ans.** The ATM cards/debit cards, credit cards and prepaid cards (that permit cash withdrawal) can be used at Corporation Bank ATMs for various transactions. Corporation Bank has tie up arrangement with VISA, MasterCard, Cash Net, NFS (National Financial Switch),

State Bank of India, Karnataka Bank, ING Vysya Bank, Dena Bank and Bank of Rajasthan.

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

**Ans.** Cash withdrawal and Balance Enquiry facility is available to all cardholders. In addition, Corporation Bank cardholders when transacting in Corporation Bank ATMs, can avail of following services/facilities:

- Mini Statement
- Funds Transfer between Own Accounts
- NEFT-National Electronic Funds Transfer
- Prepaid Mobile Recharge Facility
- LIC Premium Payment

- Direct Tax (select taxes) Payment through ATMs

**Q.4.** How can one transact at Corporation Bank ATM?

**Ans** For transacting at Corporation Bank ATM, the customer has to insert their card in the ATM and enter their Personal Identification Number (PIN).

**Q.5.** Can Corporation Bank cards be used at any bank's ATM in the country?

**Ans** 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)?

**Ans** **PIN** is the numeric password for use at the ATM. The PIN is separately posted/handed over to the customer by the card issuing branch. In case you do not receive your PIN within 7 working days from receiving your card, please contact your branch. For security reasons, this PIN has to be reset to a new PIN by the customer. The PIN number should not be written on the card etc as in such cases the card can be misused if card is lost/stolen.

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

**Ans** Corporation Bank Cardholders can visit the Nodal Branch within 2 days from date of capture and collect the card after producing valid Photo Identity Proof. The address of the nodal centre will be mentioned at the ATM site. Other Bank cardholders can also visit the nodal branch within 2 days from date of capture and collect the card after producing valid Photo Identity Proof. Alternatively, other Bank cardholders may contact the card issuing bank's branch and apply for issuance of a new card.

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

**Ans** The customer may contact the card issuing bank immediately on noticing the loss so as to enable the bank to block such cards. Corporation Bank Debit cardholders have to get their card blocked immediately if it is stolen/misplaced/captured in ATM by calling the following numbers Toll Free 1800 425 2407 (For select operators)  
For All lines 080 - 26602500 / 26600587

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

**Ans. 9.** Currently Corporation Bank cardholders transacting in Corporation Bank ATMs can withdraw Rs. 25,000 per day subject to a per transaction limit of Rs.15,000 or balance in your account, whichever is lower. Other Bank cardholders can withdraw maximum of Rs.10,000 per transaction.

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

**Ans** As per RBI guidelines, no charges are payable for using other banks' ATM for balance enquiry. However, the number of free cash withdrawals is restricted to five transactions per calendar month to savings bank account holders. For transactions beyond this minimum number of transaction for savings bank account holders and to **all other account holders**, banks charge maximum of Rs 20/- per transaction.

**Q. 11.** What should be done in case during the cash withdrawal process, cash is not disbursed but the account gets debited for the amount?

**Ans.** The customer may lodge a complaint with the card issuing bank. This process is applicable even if the transaction was carried out at another bank's ATM.

**Q.12.** How many days would the bank require to re-credit the account for such wrong debits?

**Ans.** As per the RBI instructions, banks may re-credit such wrongly debited amounts within a maximum period of 12 working days.

**Q.13.** Are the customers eligible for compensation for delays beyond 12 working days?

**Ans.** Yes. Effective from July 17, 2009, banks shall have to pay customers Rs 100/- per day for delays beyond 12 working days. This shall have to be credited to the account of the customer without any claim being made by the customer.

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

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