

FAQ on ATMs

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

Ans.1 Automated Teller Machine is a computerized machine that provides the customers of banks the facility of accessing their accounts for drawing 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?

Ans.2 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?

Ans.3 In addition to cash dispensing, **ING Vysya ATMs** have following services/facilities:

- Balance Enquiry
- Cash Deposit (in selected ATMs)
- Funds Transfer within ING Vysya Bank Accounts
- Prepaid Mobile Recharge
- Mini/Short Statement
- PIN Change (for IVBL customers only)

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

Q.4 How can one transact at an ATM?

Ans.4 For transacting at an ATM, the customer shall swipe his card in the ATM and enter his Personal Identification Number (PIN).

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

Ans.5 Yes, the cards issued by banks in India should be enabled for use at any bank ATM within India. **ING Vysya Bank** debit cards can be used on Mastercard ATMs, both in India and abroad.

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

Ans.6 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 advise the customers to change the PIN on the first use.

The PIN number should not be written on the card, in the wallet etc as in such cases the card can be misused if card is lost / stolen. Customer should not share the PIN with anyone and primarily its customer's responsibility to maintain the secrecy of the PIN.

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

Ans.7 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?

Ans.8 The customer may contact the card issuing bank immediately on noticing the loss so as to enable the bank to block such cards. **ING Vysya customer** can notify the loss of card to bank's branch or call the toll free number of ING Vysya Customer Service Line → **1800 425 9900**.

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

Ans.9 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. The daily withdrawal limit for **ING Vysya cardholder** is as follows:

Platina Accounts → Rs.100000
Formula -1 Accounts → Rs.50000
All other Accounts → Rs.25000

For cash withdrawals at other bank ATMs, banks have decided to maintain a limit of Rs 10,000/- per transaction effective 15th October 2009. This information is displayed at the ATM location.

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

Ans.10 No charges are payable for using other banks ATMs in India for cash withdrawal and balance enquiry, as RBI has made it free under its "Free ATM access policy" since April 01, 2009. But banks can restrict the number of such free transactions to a maximum of

five per month. For transactions beyond this minimum number of transaction, banks charge maximum of Rs. 20/- per transaction.

For transactions on ATMs in abroad, by **ING Vysya Bank** debit cardholder, the following charges are levied:

For Withdrawal – Rupee Equivalent of USD 2.5/-

For Balance Enquiry – Rupee Equivalent of USD 2.5/-

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

Ans.11 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. For filing the complaint, please download the Complaint Form here <http://www.ingvysyabank.com/pdfs/atmclaimformat.pdf>

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

Ans.12 As per the RBI instructions, w.e.f 1st July 2011, banks may re-credit such wrongly debited amounts within a maximum period of 7 working days from the date of complain. However, the customer has to lodge the complain with the bank within 30 days from the date of transaction.

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

Ans.13 Yes, w.e.f from 1st July 2011, banks shall have to pay customers Rs 100/- per day for delays beyond 7 working days, provided the customer has lodged the complain with the bank within 30 days from the date of transaction. 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.14 For all such complaints customer may lodge a complain with the local Banking Ombudsman if the bank does not respond within 30 days.