

\_\_\_\_\_ BRANCH Date: \_\_\_/\_\_\_/\_\_\_\_\_

**CREDIT CARD RENEW APPLICATION FORM**

Card Request (Tick one):  Renew (Mandatory to enclose the Terms and Conditions)

Cardholder Name \_\_\_\_\_

Account Number 

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Cardholder Citizenship ID 

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Old Card Number 

						X	X	X	X	X	X				
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*Please provide only first 6 and last 4 digit of your card number*

Reasons \_\_\_\_\_

Collection Branch \_\_\_\_\_

*Note: Kindly activate the card after receiving by calling our contact center 1095  
 Please collect your card within **three months** from date of card issuance, otherwise Bank shall cancel the card and fee is non-refundable.*

I, hereby accept and authorize the Bank to debit the applicable fees and charges from my account.

**(Cardholder Signature)** \_\_\_\_\_ **Contact No.** \_\_\_\_\_

FOR BANK USE ONLY	
Name	_____
Card Reissued Date	___/___/_____
Bank Officer Signature	_____

FOR CARDHOLDER USE ONLY	
I, hereby declare that I have received a new Card for the above request from the Bank	
Card Received Date	___/___/_____
Cardholder Signature	_____

**TERMS & CONDITIONS ON THE USAGE OF THE CARD BY THE CARDHOLDER**

The Terms and Conditions under which the Card is issued are mentioned below for his/her guidance related to the usage of the Card by the Cardholder on his/her designated Account No.:

1. The abbreviations used in these terms and conditions shall be construed and understood as:
  - a. "Card" means Bank Visa Credit card issued to the customer.
  - b. "Bank" means Bank of Bhutan Limited.
  - c. "Cardholder" means customer of Bank who has been issued the Card.
  - d. "Merchant" means shops/outlets that are authorized to accept cards as a mode of payment.
  - e. "ATM" means Automated Teller Machine.
  - f. "POS" means Point of Sale Terminal at Merchant outlets, where the cardholder swipes the cards, which are authorized to accept the cards as payment mode.
  - g. "Add-on" means card issued to your immediate family member(s) linked to your account number.
  - h. "Account" means the account nominated by the cardholder that is to be debited for use of Card.
  - i. "Skimming" means illegal copying of information from the magnetic strip of a credit Card.
2. **Card**
  - a. The Card is a property of the Bank at all times.
  - b. Upon receipt of the Card, the Cardholder shall sign the Card immediately and such signature and/or use of the Card will constitute conclusive evidence of the agreement of the Cardholder to be bound by these Terms and Conditions
  - c. The Bank reserves the complete rights to seize or cancel the Card so issued to the Cardholder, if later found that the information submitted by the Cardholder is false, fabricated or certain information has been concealed and/or the Card has been misused.
  - d. The card is non-transferable and shall be used exclusively by the Cardholder only and the Cardholder shall solely be responsible and liable for any lapses or offences arising out of the use of the Card. The Cardholder shall not allow the Card or the PIN to be used by any other person. The Cardholder shall not use or allow any person to use the Card as security or collateral for any purpose. The Bank reserves the right to terminate membership, withdraw the privileges extended through the use of the Card or shall not renew the expired Card at any time and can call upon the Cardholder to surrender the Card.
  - e. Upon termination of membership or withdrawal of privileges of the Card for any reasons whatsoever, the Card shall be returned to the Card Division within 7 days, from the date of receipt of notice. However, the Cardholder shall be liable for payment of all the outstanding bills or unsettled amount arising out of use of the Card.
  - f. Use of the Card after notice of withdrawal of the privileges or the termination of the membership is and shall be fraud and shall be subject to legal actions by the Bank in accordance with the prevailing laws of the Kingdom.
  - g. The Cardholder shall provide written instructions to the Bank for the cancellation or non-renewal of the Card one month prior to the expiry date specified in the Card.
3. **Validity of Card**
  - a. The Validity of the card remains by the end of the month mentioned in the card in MM/YY format
4. **PIN**
  - a. The Card issued and the PIN generated by the Cardholder are entirely at the Cardholder's risk and responsibility. The Cardholder shall not disclose the PIN or permit possession of the Card to any other person. The Cardholder undertakes full responsibility for any or all transactions made by the use of the Card.
  - b. The Cardholder is advised in his own interest to change his/her PIN of choice upon receive of the new Card. For this purpose, he/she may use the GENERATE GREEN PIN option provided in our Bank website.
  - c. Usage of a wrong PIN three times would invalidate your Card till activated by Bank with proper verification.
  - d. The Card should remain in Cardholder's possession and shall not be handed over to anyone else.
  - e. The Card is issued on the condition that the Bank bears no liability for the unauthorized use of the Card. This responsibility is fully that of the Cardholder. The cardholder undertakes not to carry Card and PIN in his/her Wallet/Purse and leave card unattended in any places.
  - f. The Cardholder shall change the PIN immediately if it is accidentally divulged.

- g. The Cardholder undertakes not to pass the card or disclose the PIN to any other persons or to a Third Party. Any such disclosure or inadequate protection of the confidentiality of the PIN is entirely at the Cardholder's risk.
  - h. The Cardholder agrees to inform the Bank in writing regarding lost/stolen, damage of card and disclosure of PIN. The Cardholder will be liable for all the transactions received prior to the receipt and record of such notification by the Bank.
5. **Loss of Card and PIN /Skimming of Card data**
    - a. Any financial loss arising out of unauthorized use of the lost /skimmed card till such time the Bank records the notice of loss/skimming of the Card shall be to the Cardholder's account and the Cardholder shall be fully be responsible and liable.
    - b. The Cardholder undertakes to indemnify the Bank from and against all losses, damages, cost or expenses incurred /to be incurred by the Bank arising out of Cardholder's failure to observe any of the terms and conditions mentioned herein.
    - c. The Cardholder shall be fully liable for all Card Transactions affected via the corresponding PIN as such Card Transactions are deemed effected by or in behalf of the Cardholder.
    - d. The Cardholder shall use all reasonable precautions to prevent the loss or theft of the Card and shall not disclose any PIN to any person.
    - e. In the event that the Card is lost or stolen or card data is compromised, the Cardholder shall immediately notify the Bank of the loss, theft or compromised data together with particulars thereof at **card\_team@bob.bt/+975-02-334333 or contact center at 1095 (toll free) /+975-02-349903**. The Cardholder shall also notify the Police or equivalent authority of the country or jurisdiction where such loss or theft or disclosure occurred. Any transactions incurred prior to proper report of the loss, theft or disclosure shall be for the Cardholder's account.
    - f. The Cardholder shall remain fully liable to the Bank for any and all debits to the Card Account arising from any Card Transactions, Cash Advances or ATM transactions effected through the use of the Card by any person whether the same be with or without the knowledge of or authority from the Cardholder.
    - g. The Bank may in its absolute discretion issue a replacement for any lost or stolen Card, subject to an applicable card fee for each Card replaced, or a new PIN for the relevant Card, all on such terms and conditions as the Bank may deem fit.
    - h. In the event that the Cardholder recovers the lost or stolen Card, he shall immediately return it to the Bank without using it. The Cardholder shall not use the same PIN after the Cardholder has reported to the Bank such PIN's disclosure to another person.
  6. **Termination**

The Cardholder may at any time notify the Bank of his intention to close the Card Account and terminate the use of all Cards. The Card Account shall be closed only after full payment of all charges and liabilities under the Card Account.
  7. **Debits to Cardholder's Account**

The Bank shall debit the Account for all fees and charges as determined by the Bank relating to the Card and service thereby provided.
  8. **Transactions**
    - a. The transaction record generated by the ATM/POS shall be conclusive and binding, unless verified otherwise and corrected by the Bank. The verified and corrected amount shall be binding on the Cardholder to be paid at the earliest.
    - b. Any sales slip signed by the Cardholder shall be the conclusive proof of the charges recorded therein any incurred by the Cardholder himself/herself and shall be charged by the Bank to the Cardholder.
    - c. The Transaction Log of ATM transactions shall be the conclusive proof of the charges recorded therein as incurred by the cardholder himself/herself. The verification of PIN confirms the authenticity of the cardholder and the transaction.
  9. **Add-On Card**

The usage of the Add-On Cards shall be deemed acceptance of these Terms and Conditions. The holder of any Add-On Cards and the Primary Cardholder, authorising its issuance, are jointly and severally bound /liable by these Terms and Conditions / for payment, however it shall be the Primary Cardholder's responsibility to ensure payment of all charges due and payable under the Add-on Card. The Primary Cardholder shall indemnify the Bank against any loss, damage, liability, costs and expenses whether legal or otherwise incurred by the

Bank by reason of any legal disability or incapacity of the Add-On Cardholder or any breach of these Terms and Conditions by the Add-On Cardholder.

**10. Dispute**

- a. It shall be the sole responsibility of the Cardholder to reconcile all the transactions with the account statement every month and be vigilant of any unauthorized transaction alert. Any dispute of the card transactions shall be lodged on the date of incidence or finding to Cards Division or Bank's Contact Center to avoid rejection due to delay in lodging the claim with Visa International Payment Scheme.
- b. In case of any dispute arising out of these Terms and Conditions, the same shall be mutually resolved to the extent possible
- c. In the event that disputes cannot be resolved mutually between the Bank and Cardholder, the matter shall be referred to the Court for adjudication in accordance with the terms and Conditions enshrined herein and the relevant laws of the Kingdom. The Cardholder shall return this document after duly signed to authenticate that the Cardholder has carefully read and clearly understood all the terms and conditions stipulated herein and he consents to be fully/totally liable for violating the terms and conditions or misusing the Card.

**11. Default**

- a. That in the event of default, the Bank shall take any action as deem appropriate to realize the dues with interest from the sale proceeds of security(s) charged/pledged with the Bank.
- b. I agree that the Bank shall take such action as it may deem necessary to realize the dues in the event of my/our default in repayment on due date mutually agreed between us, or if I quit the service from my Ministry/Department/Company/Corporation/Agency, the Bank is hereby authorized to recover the amount from any of my account with the bank/provident fund/gratuity/any other retirement or post service benefits payable to me/us.
- c. That in the event of death before this loan is repaid in full, this document shall empower the Bank to realize from the aforesaid post service benefits payable to me/us or from my/our securities or from any other properties in my/our names.

- d. That this instruction shall become attached to my beneficiary(s) who wish(s) to claim my/our post service benefits/titles of my/our securities or any other properties in my/our names for liquidating the entire dues to the Bank.
- e. That for the purpose of foreclosing the mortgaged (fixed) properties charged with the Bank, the borrower, guarantor or mortgager or owner of the securities hereby has given undisputed rights/consents to the Bank to foreclose the properties in accordance with the provisions enshrined in the Movable and Immovable Property Act of the Kingdom of Bhutan 1999.
- f. That in the event of failure to pay the amount dues, the Bank shall have right to recall the entire loan amount outstanding, including interest accrued thereon relating to all movable and immovable assets hypothecated/pledged/mortgaged with the Bank. For this purpose, the Bank shall seize the assets accordance with the Movable and Immovable Property Act of the Kingdom of Bhutan, 1999.

**12. Others**

- a. The Bank shall not be responsible in any way for non-availability of ATM services or POS terminals at Merchant outlets for any reason whatsoever and howsoever arising as a result of malfunctioning of the Card or ATM or POS, insufficiency of funds in such machines, mechanical or power supply failure or for the Act of God (such as disruption of service caused by the earthquake, flood, storm, landslides or any act which is beyond the control of the Bank).
- b. The Bank reserves the right to introduce new facilities/curtail the existing facilities, as and when warranted, without assigning any reasons for the same.
- c. The Cardholder undertakes to indemnify the Bank and to keep the Bank indemnified against all losses, damages, costs or expenses incurred by the Bank arising out of Cardholder's failure to observe any of the terms and conditions mentioned herein.

**13. Amendments**

The Bank reserves the right to amend these Terms and Conditions at any time with prior notice to the Cardholder and such amended Terms and Conditions shall be binding on the Cardholder.

I, Mr./Mrs./Ms. \_\_\_\_\_ have carefully read and understood the above terms and conditions. I undertake to comply with the above Terms and Conditions and the rules of Bank in force from time to time governing the conduct of the Card/Account.



(Signature)

Date: \_\_\_\_\_

- **The application should be signed at the end of all the pages by the cardholder**