

**INR PREPAID CARD REPLACEMENT/RENEWAL APPLICATION FORM**

Card Request (*Tick one*):  Replacement  
 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 \_\_\_\_\_

**Renewal/Replacement Fee: Nu. 150/-**  
**(Credit to 270 P&L ATM A/c No. 2700644200011072)**

**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	_____

## Prepaid Card Terms and Conditions

A. Whereas Bank of Bhutan Ltd (hereinafter referred to as the BANK), issues Prepaid Cards to its customers whose application to this effect shall have been received and accepted.

B. Whereas the customers (hereinafter referred to as the Cardholders) to whom the Prepaid Cards are issued and who shall be bound formally by the present Terms and Conditions and subsequent Amendments thereto.

C. Whereas the Cardholders unreservedly accept that the present terms and conditions may be amended from time to time and at any time, they shall be notified of such amendments 30 days beforehand and that unless the Prepaid Cards are returned by them within 15 days of such notification, they shall be deemed to have accepted the said amendments and shall be bound thereby.

D. Whereas the BANK shall have the right to terminate this agreement, with immediate effect upon any material breach or violation by The Cardholder of any obligation contained herein.

### 1. DEFINITIONS

- 1.1. The Prepaid Card means the BANK Reloadable Prepaid Card.
- 1.2. Payment Card Network means MasterCard.
- 1.3. "Reloadable card" means a prepaid card, which can be replenished by the Cardholder.
- 1.4. The Payment Card Network Rate is the rate applied by the Card Provider to convert transactions' amounts to the settlement amount or billing amount.
- 1.5. "Prepaid Card Account" means the special account attached to the specific prepaid card/s issued to the Cardholder.
- 1.6. "Cardholder" means the customer who has been issued any one or more of the BANK Cards and on whose name the Prepaid Card Account 1.7. The "PIN" means the Personal Identification Number allotted by the BANK to the Cardholder.
- 1.8. "ATM" means Automated Teller Machine.
- 1.9. "POS" means Point of Sales.
- 1.10. "Transaction" means any purchase or withdrawal made by the Cardholder.
- 1.11. "Cash Withdrawal Voucher" means a receipt handed to the Cardholder when effecting a cash withdrawal from ATM.
- 1.12. "RMA" means Royal Monetary Authority of Bhutan

### 2. PURPOSE OF THE CARD

- 2.1. The card is accepted ONLY in India
- 2.2. To pay for goods and services on MasterCard accepted POS terminals at merchant's locations and MasterCard e-commerce sites.
- 2.3. The card shall not be used for any unlawful purpose, including purchase of goods or services prohibited by the law applicable in Bhutan.
- 2.4. The card can be used to withdraw INR from ATMs in India, subject to any limits prescribed by RMA, from time to time

### 3. PIN GENERATION AND MANAGEMENT

- 3.1. The Cardholder will have to register for Bank Customer Web Module (CWM) at <https://web.in.worldline.com/BANKCWM/> through Bank website ([www.bob.bt](http://www.bob.bt)) on receipt of the card. (Separate manual/instruction on registration, PIN creation and management will be issued with the Card).
- 3.2. After registration, Cardholder can create and manage his/her own PIN by logging in Bank Prepaid CWM
- 3.3. The PIN is essential to effect transactions both for withdrawal of INR Currency from ATMs or use on a POS machine. The Cardholder shall, in his own interest, keep his PIN secret, not impart/disclose it to any person whatsoever, memories and destroy the PIN notification promptly. Accordingly, the Cardholder shall never write the PIN on the Card or on anything usually kept with it.
- 3.4. If the PIN has become known to any person other than the Cardholder, the latter shall immediately block the card by logging CWM or notify the BANK Card Operation immediately by visiting the nearest branch or by calling the BANK's Call Center 1095. The Cardholder shall nevertheless be liable to the BANK for any transactions effected with the use of the Card by any other person who acquired possession of it with or without the Cardholder's consent before the BANK Card Centre receives such notification as if he had used it himself.

### 4. RELOADING

- 4.1. The Cardholder may only reload funds onto a Reloadable Card at any BANK branch, subject to the compliance of all applicable laws, rules and regulations in force from time to time.
- 4.2. In all cases that the Cardholder intends to reload the Card, the BANK may exercise its rights as follows:
  - (1) it may limit the amount of funds that may be reloaded onto the Card;
  - (2) it may limit the number of times the funds may be reloaded onto the Card;
  - (3) it may use its discretion to decline a reload request.
- 4.3. The reloading of the Card shall take place in the Ngultrum In the exercise of reloading the Card, the Cardholder shall fill in the prescribed form of the BANK.
- 4.4. In the absence of the Cardholder, a duly authorized person may reload the amount on the Card.
- 4.5. Upon clearance of the financial instrument used, reloaded funds shall be available to the Cardholder on the following day.
- 4.6. Cheque Deposits by the Cardholder will only be acceptable for reload of the Card when such effects are cleared.
- 4.7. The Bank will be charging reload/top-up fees for every reload. The applicable fees will be subject to changes from time to time and at the discretion of the Bank.

### 5. USE OF THE CARD

- 5.1. The amount of each transaction effected through the use of the Card or withdrawal of the funds through ATMs shall be debited automatically from the funds available on the Card. In the event of insufficient funds, the transaction shall not be accepted.
- 5.2. No interest or any other benefit is payable by the BANK to the Cardholder regarding the funds available on the Card.
- 5.3. The Cardholder must ensure that the Card is protected at all times from misuse, damage and unauthorized use.
- 5.4. The Cardholder undertakes to exercise the utmost care to prevent the Card from being lost or stolen.
- 5.5. Before effecting any transaction, the Cardholder must ensure that he has sufficient funds standing to the credit of his Prepaid Card Account.
- 5.6. The amount withdrawn by the Cardholder, such as it is recorded by the ATM, shall be debited from the Cardholder's Prepaid Card Account.
- 5.7. If any fee is levied by Bank in India, whose ATM is being used in India to withdraw cash, also known as Access Fee, the such fee will be debited to Customer's Prepaid Card account
- 5.8. The Card shall not be used for any unlawful purpose including the purchase of goods or services prohibited by the law of the Kingdom of Bhutan.

### 6. LIMITS ON USE OF THE CARD

- 6.1. The BANK may exercise its discretion, on security grounds to limit the amount of funds that may be used for effecting any transaction through the use of the Card per day or over as specified period.
- 6.2. The Prepaid Card shall be subject to a daily transaction limit. Such limits shall be communicated to the Cardholder and the BANK reserves the right to amend such limits from time to time.
- 6.3. The Bank hereby informs the Cardholder that ATMs or merchant establishments may also limit or restrict the number of transactions and amount that may be affected through the use of the Card. Consequently, the Bank cannot be held responsible for such limits or restrictions through the use of the Card.

### 7. SPECIAL PROVISIONS RELATING TO THE RUNNING OF THE ATMS

- 7.1. The ATMs' records or their reproduction on a computer-based medium shall be conclusive and irrefutable evidence of the amounts withdrawn by the Cardholder entitling the BANK to debit such amounts to the Cardholder's Prepaid Card Account.
- 7.2. The BANK shall in no circumstances be liable for the malfunction, temporary breakdown or misuse of the ATM, which may result in the retention of the Card or it being torn or destroyed.

### 8. PAYMENT FOR GOODS AND SERVICES

- 8.1. Payment shall be evidenced by a Charge Slip issued by the merchant and duly signed by the Cardholder.
- 8.2. The Cardholder shall sign a Charge Slip when using the Card to purchase goods and services. However, failure to do so shall not relieve him from liability for payments effected by the BANK for his account through the use of the Card, and the POS terminal voucher shall entitle the BANK to affect the payment aforesaid, whether or not the Cardholder signs it.
- 8.3. Any claims or disputes between the Cardholder and the supplier of goods or services supplied with the use of the Card shall be deemed to be irrelevant to the BANK's claim and right to receive payment from the Cardholder in terms hereof. Under no circumstances shall the Cardholder have a claim against the BANK or the right to refuse payment for any reason whatsoever in the event of a dispute arising between the Cardholder and the supplier of any goods or services acquired with the use of the Card or card number. In such case, the BANK shall provide all necessary information relating to the use of the Card to the Cardholder.
- 8.4. The BANK shall not be liable for the refusal by any retailer or any bank or financial institution, to accept or honor the Card.

### 9. LOSS OR THEFT OF THE CARD

- 9.1. The Cardholder should block the card immediately by login in Bank CWM or immediately report to the BANK either on its Call center telephone number 1095, or visit nearest BANK's branch for any loss or theft of his Card, including any suspected abstraction of the Card even if it were by a member of the Cardholder's family.
- 9.2. The BANK shall in no way whatsoever, be held liable for any loss, damage resulting from loss or stolen card transaction before blocking the Card or notification received by the Bank.
- 9.3. Report of the loss, theft, suspected theft or abstraction of the Card, shall in no way affect any transaction affected prior thereto or those already settled by the BANK.

### 10. DURATION OF VALIDITY OF THE CARD

- 10.1. The Card shall be valid as from the start date up to the last day of the expiry date borne thereon i.e. 3 years from the date of issue.
- 10.2. The Card shall remain the property of the BANK which may in its absolute discretion terminate its validity at any time or refuse to renew it on expiry without having to assign any reason thereof. The Cardholder, in such an eventuality shall stop using the Card from the time such request is made to him and undertakes to return the Card to the BANK at the earliest. Such request shall be addressed to the Cardholder.
- 10.3. The Cardholder agrees to indemnify the BANK in respect of any outstanding debit balance on his Prepaid Card Account and recovery process may be followed in case of failure to settle the amount due.
- 10.4. In the event of death or bankruptcy of the Cardholder or breach of any of the conditions of this agreement for the time being in force by the Cardholder, the BANK shall, in addition to any other remedies it may have, take such steps as are necessary to stop any operation by means of the Card/s and to withdraw the Card/s.

### 11. EXPIRY OF THE CARD

- 11.1. Following its activation, a Card shall be valid until the last day of the expiry date borne thereon.
- 11.2. It is the Cardholder's responsibility to destroy the expired Card by cutting across the card magnetic stripe and/or chip.
- 11.3. Any expired Card will not be renewed automatically and a request for a new Card shall have to be initiated by the Cardholder at his convenience. However, the BANK may at its discretion print cards prior the Cardholder's consent.
- 11.4. Before the expiry of the Card, the Cardholder may request a full or partial refund of any outstanding balance on the Card by:
  - (1) Withdrawing cash at an ATM (subject to the withdrawal limits at ATMs)
  - (2) Initiating a refund request at a BANK branch
  - (3) Filing a cancellation request form
- 11.5. Following a request from the Cardholder for a refund of the outstanding balance on a card, the amount shall be paid in Ngultrum.
- 11.6. It is the Cardholder's responsibility to ensure that any remaining balance on the card is claimed.
- 11.7. If the cardholder does not redeem the balance within three months from the date of expiry, the same would lapse to the Bank of Bhutan.

### 12. KEEPING OF DOCUMENTS AND INFORMATION RELATING TO OPERATIONS BY MEANS OF CARDS - TIME LIMIT FOR CLAIMS

- 12.1. The Cardholder shall inform the BANK as soon as reasonably practical if he notices an item, which seems to be wrong on his statement. No claim or action whatsoever relating to a transaction shall be entertained after the expiry of 30 days from the date of the statement of account whereon the transaction is borne.
- 12.2. In case of Cardholder's complaint, the BANK shall follow the rules and regulations set by MasterCard in initiating and processing such complaint. Any resulting refund may take up to 180 days before being undertaken.

### 13. COMMUNICATION OF INFORMATION TO THIRD PARTIES

- 13.1. The BANK shall be entitled, should it deem necessary, to pass on to any commercial bank, financial institution or merchant, any information relative to the Cardholder in case of improper or fraudulent use of the Card by him, or in order to facilitate the recovery of same in case of loss or theft.
- 13.2. The BANK shall be entitled, subject to the applicable laws and regulations of the COUNTRY, to pass on to any other entity, any information relative to the Cardholder.

### 14. COMMUNICATION OF INFORMATION BETWEEN THE CARDHOLDER AND THE BANK

- 14.1. The Cardholder shall notify the BANK promptly in writing of any changes in employment or in his official residential address or phone numbers or any changes whatsoever in his civil status.
- 14.2. Any notice or correspondence sent to the Cardholder by email/message shall be delivered to the latest address and telephone number provided by the Cardholder to the BANK in writing and shall be deemed to have been received within 48 hours of sending.

### 15. GENERAL

- 15.1. The BANK may refuse any request for authorization of a transaction in the case it has reasonable doubt that such transaction is fraudulent.

### 16. MODIFICATIONS TO CONDITIONS OF THE PRESENT AGREEMENT

- 16.1. The BANK may at any time, change any terms of this agreement, including, fees and other charges, the statement date or introduce new terms. The Cardholder who uses the Card after receiving such notification or does not return the Card to the BANK within 15 days of such notification shall be deemed to have accepted the said changes or amendments and shall be bound thereby.

### 17. RECORDS, BALANCE AND TRANSACTIONS DETAILS

- 17.1. ATM Receipts: It is the responsibility of the Cardholder on completion of a transaction through an ATM to ensure that he obtains a corresponding receipt/record.
- 17.2. Card Information: The Cardholder can log in to CWM at <https://web.in.worldline.com/BANKCWM/> and view all Cards details or by calling on the BANK's call center 1095.

### 18. RECEIPT OF FUNDS IN EXCESS OF THE FUNDS THAT WERE TO BE LOADED

- 18.1. In all cases where the Cardholder receives excess funds, the Cardholder agrees to repay to the BANK the said excess funds as may be specified by BANK, or may be deducted from the funds available on the Card upon such terms and conditions as the BANK shall specify or from any account of the Cardholder with BANK or by payment to BANK.
- 18.2. BANK reserves the right to debit any excess funds credited to Customer's Card Account by mistake or oversight or otherwise, with prior intimation/approval by the Cardholder

### 19. CANCELLATION OF THE CARD

- 19.1 The Cardholder may request for the cancellation of the Card by filing the cancellation request form available at Banks website ([www.bob.bt](http://www.bob.bt)) or any BANK branch together with any additional documents as may be required by BANK. It is understood by the Cardholder that the BANK shall only process any request for cancellation of the Card when all transactions effected through the use of the Card will have been settled. In case of outstanding amount on the Card, BANK will refund such amount after deduction of any processing charges, commission or other fees as per bank's tariffs of charges to 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.

Place \_\_\_\_\_

Date \_\_\_\_\_

Affix  
Legal  
Stamp

(Name & Signature)

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