



འབྲུག་གི་དངུལ་ཁང་ཚད་འཛིན།

### BANK OF BHUTAN FUEL CARD

Branch Name

Branch Code

### Customer Detail

Ministry/Corporate/  
Agency Name

Address

Account No.

Email ID:  
(For account statement)

Office No.:

Sl. No.	Vehicle Number											Card Limit
1		B	G	-	2	-	A	1	2	3	4	
2	R	B	G	-		-	1	2	3	4		
3				-		-						
4				-		-						
5				-		-						

\* For additional input, please use Form 2 Additional Fuel Card Request

### Fee

- One time issuance fee: Nu.250/- per card
- Renewal or Replacement Fee: Nu.150/- per card

### Ministry/Corporate/Agency Declaration

We confirm that the above information is true and correct. We agree to be responsible for any transactions through the card/s and abide by terms and conditions.

Authorized Signatory  
and Office Seal

Date

### FOR BANK USE ONLY

Created by:

Authorized by:

Date

Date

## Fuel Card Terms and Conditions

A. Whereas Bank of Bhutan Ltd (hereinafter referred to as the BANK), issues Fuel 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 Fuel 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 Fuel 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 Cardholders of any obligation contained herein.

### 1. DEFINITIONS

- 1.1 The "Card" means the Bank Fuel Card
- 1.2 The "Bank" means Bank of Bhutan (BoBL)
- 1.3 Payment Card Network means BANK or RMA Network.
- 1.4 "Fuel Card Account" means the special account attached to the specific Fuel card/s issued to the Cardholder.
- 1.5 "Cardholder" means the customer who has been issued any one or more of the BANK Cards and on whose name the Fuel Card Account
- 1.6 The "PIN" means the Personal Identification Number allotted by the BANK to the Cardholder.
- 1.7 "POS" means Point of Sales machine.
- 1.8 "Transaction" means fuel purchases made by the Cardholder.
- 1.9 "POS receipt/chargeslip" means a receipt handed to the Cardholder when effecting a successful purchase from POS
- 1.10 "RMA" means Royal Monetary Authority of Bhutan
- 1.11 "Applicant/Office" means govt. agencies/corporation/private offices applying for the card

### 2. PURPOSE OF THE CARD

- 2.1 The card is accepted for POS transactions at Fuel stations in Bhutan
- 2.2 The card shall not be used for any unlawful purpose, including purchase of goods or services prohibited by the law applicable in Bhutan.

### 3. PIN GENERATION AND MANAGEMENT

- 3.1 The Cardholder shall be provided with a PIN along with the Card
- 3.2 The PIN is essential to effect transactions use on a POS machine. The Cardholder shall, in his own interest, keep his PIN secret, not impart/discard 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.
- 3.3 If the PIN has become known to any person other than the Cardholder, the latter shall immediately block the card by notify the BANK Card Operation immediately or 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.
- 3.4 In the event of change in custodian of the Vehicle, the applicant/office should request for new PIN from the bank

### 4. USE OF THE CARD

- 4.1 The Card is property of the Bank at all times
- 4.2 The card is non-transferable and shall be used exclusively by Vehicle number printed on the card
- 4.3 The amount of each transaction effected through the use of the Card shall be debited automatically from the account linked with the Card. In the event of insufficient funds, the transaction shall not be accepted.

4.4 The Cardholder must ensure that the Card is protected at all times from misuse, damage and unauthorized use.

4.5 The Cardholder undertakes to exercise the utmost care to prevent the Card from being lost or stolen.

4.6 Before effecting any transaction the Cardholder must ensure that he has sufficient funds standing to the credit of his Fuel Card Account.

4.7 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.

### 5. LIMITS ON USE OF THE CARD

5.1 The Fuel Card shall be subject to a transaction limit set by concerned office otherwise 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. PAYMENT FOR FUEL

6.1 Payment shall be evidenced by a Chargeslip issued by the merchant and duly signed by the Cardholder.

6.2 The Cardholder shall sign a Chargeslip when using the Card to purchase fuel. 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 effect the payment aforesaid, whether or not the Cardholder signs it.

6.3 Any claims or disputes between the Cardholder and the merchant 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 merchant 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.

6.4 The BANK shall not be liable for the refusal by any retailer or any bank or financial institution, to accept or honor the Card.

### 7. LOSS OR THEFT OF THE CARD

7.1 The Cardholder should block the card immediately by reporting 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.

7.2 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.

7.3 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.

### 8. DURATION OF VALIDITY OF THE CARD

8.1 The Card shall be valid as from the start date up to the last day of the expiry date borne thereon i.e. 5 years from the date of issue.

8.2 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.

8.3 The Cardholder agrees to indemnify the BANK in respect of any outstanding debit balance on his Fuel Card Account and recovery process may be followed in case of failure to settle the amount due.

8.4 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

### 9. EXPIRY OF THE CARD

9.1 Following its activation, a Card shall be valid until the last day of the expiry date borne thereon.

9.2 It is the Cardholder's responsibility to destroy the expired Card by cutting across the card magnetic stripe

9.3 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.

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

10.1 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.

10.2 In case of Cardholder's complaint the BANK shall follow the rules and regulations set as per current Bank Norms in initiating and processing such complaint. Any resulting refund may take up to 180 days before being undertaken.

### 11. COMMUNICATION OF INFORMATION TO THIRD PARTIES

11.1 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.

11.2 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.

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

12.1 The Cardholder shall notify the BANK promptly in writing of any changes in official address or phone numbers or any changes

12.2 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.

### 13. GENERAL

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

13.2 Since the card is being issued in the name of Vehicle, it is applicant/office responsibility to authorized the use of the card.

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

14.1 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.

### 15 RECEIPT OF EXCESS FUNDS

15.1 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 from any account of the Cardholder with BANK or by payment to BANK.

15.2 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

### 16. CANCELLATION OF THE CARD

16.1 The Cardholder may request for the cancellation of the Card by submitting the cancellation request letter/application signed by authorized personal to the nearest bank office. 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.

I/We, \_\_\_\_\_ (agency/corporate/private company name) have carefully read and understood the above terms and conditions, which have also been explained to us by Bank officials clearly and we have been given a copy of the above TERMS AND CONDITIONS for our record. We undertake to comply with the above Terms and Conditions and the rules of BoBL in force from time to time governing the conduct of the Card/Account.

Place \_\_\_\_\_  
Date \_\_\_\_\_

Legal Stamp

Authorized Signatory  
Name \_\_\_\_\_