

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 BoBL Cash Deposit Card issued to customer.
- b. "Bank" means Bank of Bhutan Limited (BoBL).
- c. "Cardholder" means customer of BoBL who has been issued a Card.
- d. "ATM/CDM" means Deposit Automated Teller Machine only/ Cash Deposit machine.
- e. "Merchant" means shops/outlets that are authorized to accept cards as a mode of payment.
- f. "POS" means Point of Sale Terminal at Merchant outlets, where the cardholder swipes the cards.
- g. "Account Number" means the account nominated by the cardholder that is to be credit for deposit via Card.
- h. "PIN" means Personal Identification Number, specific to each Cardholder.

2. Card

- a. The Card is a property of the Bank at all times.
- b. The Bank reserves the complete rights to seize/cancel the Card so issued to the Cardholder, if found at later date, the information submitted by the Cardholder is false and/or the Card has been misused.
- c. The card is nontransferable and shall be used exclusively by the cardholder only.
- d. The Bank reserves the right to terminate membership, withdraw the privileges attached to the Card or not renew the expired Card at any time and to call upon the Cardholder to surrender the Card.
- e. Upon termination of membership or withdrawal of privileges of the Card for any reason whatsoever, the Card shall be returned to the Card Division within 7 days, from the date of receipt of notice. The Cardholder shall be liable for payment of the bills arising out of use of the Card till Card is not surrendered to the Bank.
- f. Use of the Card after notice of withdrawal of the privileges or the termination of the membership is fraudulent and may be subject to legal action by the Bank in accordance with the prevailing law.
- g. The Cardholder shall provide written instructions to the Bank for the cancellation or nonrenewal 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 and the PIN issued to 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 with proper identification marked at the time of transaction.
- b. The Cardholder is advised in his own interest to change his/her PIN choice. For this purpose, he/she may use the PIN change option available at BOBL ATMs.
- c. Usage of a wrong PIN three times would invalidate your Card till activated by BoBL 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 BoBL 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. The Cardholder undertakes to indemnify the BoBL from and against all losses, damages, cost or expenses incurred /to be incurred by the BoBL arising out of Cardholder's failure to observe any of the terms and conditions mentioned herein.
- b. 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.
- c. 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.
- d. 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/02350201 or contact centre at 1095 (toll free). 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.
- e. The Cardholder shall remain fully liable to the Bank for any and all debits to the Card Account arising from any Card Transactions affected through the use of the Card by any person whether the same be with or without the knowledge of or authority from the Cardholder.
- f. The Bank may in its absolute discretion issue a replacement for any lost or stolen Card, subject to a applicable card replacement 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.
- g. 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 PIN after the Cardholder has reported to the Bank such PIN's disclosure to another person.

6. Debits to Cardholder's Account

- a. The BoBL has the express authority to debit/credit the designated account of the Cardholder for all transactions effected using the Card as evidenced by Bank's records which shall be conclusive and binding on the Cardholder. The Cardholder expressly authorizes the Bank to debit/credit the designated account.
- b. The BoBL shall debit/credit the account designated by the cardholder for all transactions initiated using the card. For this purpose, the cardholder irrevocably authorizes the Bank to debit/credit his/her nominated account(s) with the amount of transaction(s) and debit charges if any by use of his/her card.
- c. The BoBL shall debit the Nominated Account for all fees and charges as determined by the Bank relating to the Card and service thereby provided.

7. Deposit Limit

- a. Card can be deposit by the way of currency notes only
- b. Maximum amount of currency notes deposited can be up to 400 pieces per transaction
- c. Card can be used to do multiple deposit with no transaction limit

8. Transactions

- a. Cash withdrawal and POS purchase are restricted
- b. Card can be used in CMD or ATM which accept deposit for

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cash deposit

c. Card can be used to deposit of Cash (BTN) to designated account(s)

9. Dispute

- a. It shall be the sole responsibility of the Cardholder to reconcile the transactions with the account statement every month. Any dispute of the Card transactions shall be lodged within 15 days of statement date to Cards Division to avoid any delay.
- 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 BoBL and Cardholder, the matter shall be referred to the Court for adjudication in accordance with the relevant laws of the Kingdom. The Cardholder shall return this form after being signed as a token of having read and understood the above Terms and Conditions.

10. Others

- a. The BoBL shall not be responsible in any way for nonavailability

of ATM services for any reason whatsoever and howsoever arising as a result of malfunctioning of the Card or ATM, mechanical

or power supply failure or otherwise.

b. Where the ATM is not running online or some technical snags are there the transactions in the ATM transactions shall be accounted for on the same/next working day or with some delay.

c. The BoBL reserves the right to introduce new facilities/curtail facilities as and when warranted without assigning any reasons for the same. Delays in Card/PIN delivery may take place due to circumstances beyond our control.

d. The Cardholder undertakes to indemnify the Bank and to keep the Bank indemnified against all losses, damages, cost or expenses incurred and sustained by the Bank arising out of Cardholder's failure to observe any of the terms and conditions herein mentioned.

11. 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 read, understood and agree 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.

(Signature)

Date:

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