

C. ADDRESS DETAILS

I. Present Residential Address

Address 1			
Address 2			
Address 3			
Dzongkhag			
Telephone No.		Mobile No.	
Email Address*			

II. Permanent Residential Address

House No.		Thram No.		Village	
Gewog			Dungkhag		
Dzongkhag					

III. Office Address

Organization Name					
Location					
Dzongkhag					
Telephone/Mobile No.					

D. ADD-ON CARD DETAILS (IF REQUIRED ONLY)

Salutation (e.g. Mr/Ms, etc)*			
Name*			
Date of Birth*			
Citizenship ID No.*			

E. OTHER CARD DETAILS (DEBIT/CREDIT)

Do you have other cards?	<input type="radio"/> Yes	<input type="radio"/> No	(If Yes, please fill in the details below)	
Card Number	Issued by Bank	Expiry Date	Limit	
1				
2				
3				

Note: "Please provide only first 6 and last 4 digit of your card number"

Allotment of Annual Travel Scheme (ATS) for International Cards ONLY*

For example: RMA ATS limit of US\$3,000/- to either allotted in full into Card or by Cash.

Disclaimer: I undertake to abide by the rules and regulations of RMA and their requirement. I shall use the ATS strictly not exceeding the stipulated ATS limit in any case.

F. FINANCIAL INFORMATION*

I. Salaried Applicant Details

Gross Monthly Income	
Other Monthly Income	
General Deductions	
Loan Deductions and any other deductions	
Net Monthly Income	

II. Other than Salaried Applicant Details

Gross Yearly Income	
Other Yearly Income	
General Deductions	
Loan Deductions and any other deductions	
Net Yearly Income	

III. Loan Details

Do you have any loan?	<input type="radio"/> Yes <input type="radio"/> No (If Yes, please fill in the details below)		
Loan Type	Account Number	Outstanding Loan	
1.			
2.			
3.			
4.			

IV. FDR Details

Offer FDR?	<input type="radio"/> Yes <input type="radio"/> No (If Yes, please fill in the details below)		
Value of FDR			
Maturity Date			(DD/MM/YYYY)
Name of the Bank or BANK Branch			

V. Fixed Assets and Securities

Are you offering fixed assets and securities?	<input type="radio"/> Yes <input type="radio"/> No (If Yes, please fill in the details below)								
Type of Asset(Building, Land, Orchard)	Security Offered (New or Existing)	Mortgaged to which Branch	Owner	Reg. No.	Area	Location	Thram No.	Plot No.	Value
1.									
2.									
3.									
4.									

G. SETTLEMENT INSTRUCTIONS(FOR BANK CUSTOMERS ONLY)

Avail Auto Debit:	<input type="radio"/> Settlement Account Type	<input type="radio"/> Saving Account	<input type="radio"/> Current Account
Account No.*			
Branch Name:			
Payment Option*:	<input type="radio"/> Total Amount Due	<input type="radio"/> Minimum Amount Due	

Note: Statement will be send to your registered email ID

H. DOCUMENTS FURNISHED*

- Copy of Citizenship Identity Card;
- Copy of Citizenship Identity Card for Add on applicant;
- One passport size colour photograph;
- Authenticated and latest salary slip/ salary certificate by Department/ Organisation;
- Copy of latest PIT Assessment and PF statement (for private employee);
- Copy of latest BIT Certificate and renewed licence copy (for self-employed, professional and businessman);
- Contract letter (for contract employee);
- Letter of consent for extension of Existing Fixed Securities (if offered);
- Ownership Certificate for new fixed security (if offered);
- FDR receipt/Certificate endorsed and stamped with two signatures at the back (if offered);
- Copy of Valid Passport (for International Cards)



DECLARATION

I hereby declare that the information provided above is correct to the best of my knowledge and ability. I fully agree that Bank has the total right to accept or reject my application without assigning any reasons, whatsoever. I hereby irrevocably authorize Bank to debit my above-mentioned account for the settlement of transaction amount by utilization of Bank Visa Credit Card issued in the above name(s) including any add-on card (s) & re-issued card(s), and agree to undertake full liabilities for all the charges/interest fees applicable due to the utilization of the card to which you may be entitled in respect of the transactions. I acknowledge that I have carefully read and clearly understood all the terms & conditions governing the use of Bank Visa Credit Card and its consequences printed on the back of this form and agree to abide by these unconditionally. In the event I fail to abide by the stipulated terms and conditions herein, I shall bear all the damages and/or penalties, as a consequence thereof. I hereby undertake that use of my Visa Credit Card (International) shall be in strict compliance with the rules and regulations enshrined in the Foreign Exchange Regulations of Bhutan, Royal Monetary Authority of Bhutan. I hereby also give my full consent to Bank for sharing my personal information including security details relating to my loan account(s) with Royal Monetary Authority for Credit Information Bureau or any statutory authorities established by the laws of the Kingdom or required by the laws of the Kingdom.

To this effect, I declare that the above information along with the information given under ENCLOSURE is true, correct, and complete in all respect and I have not withheld any information. I confirm that I do not have:

- (a) Any criminal record with the Royal Bhutan Police;
- (b) Never been convicted by a court for breach of contract, tax malfeasance or other serious misconduct; and
- (c) Not been blacklisted with Bank/any other financial institutions in the Kingdom.

I authorized Bank or its agent/s to make references and enquiries relating to information in this application, which Bank may consider necessary and I shall not hold the Bank liable for use of this information. I undertake to inform Bank regarding any change in my residence/employment and to provide my further information that Bank may require and I shall be under an obligation to keep the Bank informed on the matters pertaining to the Visa Credit Card.

I am under a duty to inform the Bank of any change in the information furnished herein. I agree to pay all the schedule charges and fees attached with this form as applicable and any other additional charges including Credit Information Bureau (CIB) Report etc. charged by the Bank. I have read and clearly been explained on the terms and conditions relating to the Credit Card Scheme and I hereby agree to abide by these terms and conditions or I agree to adhere to the revised additional terms and conditions which may at any time hereafter be made while the credit card facility/loan obtained by me is still outstanding.

In the event of default on my part or my leaving the service of the Organization or in the other exigencies, if credit card bill or any other charges is still unpaid, I give my full consent to Bank to adjust the credit card bill or any other charges against me with interest from my provident fund balance / or gratuity payable to me and / or any other amount due to me. I also understand that the Bank will not be held responsible for any fraudulent transaction conducted using my card because of

- (a) Loss of card from my custody;
- (b) Theft;
- (c) Loss of card data or card data compromised while use at merchant location, ATM and Online sites.
- (d) Handing by unauthorized persons and I will be sole responsible for all dues & debt resulting from the above such usage, till such time the loss/theft/misuse/skimming is reported to the Bank and the necessary steps are taken by the Bank to block the card.

Till the credit card dues are fully adjusted or liquidated, no properties/post salary benefits/FDR will be released. In case if I fail to comply with the terms and conditions specified herein, the matter shall be referred to the court of law in the Kingdom which has competent to jurisdiction for adjudication and dispensation of justice.

After reading all the terms and conditions carefully and understanding them fully, I have signed this document understanding the full legal implications on me.

Affix
Legal
Stamp

(Signature of Applicant)

(Signature of Applicant)

Date:

D	D	M	M	Y	Y	Y	Y
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 (DD/MM/YYYY- Application Submitted On)

NOTE: Please collect your card within three months from date of card issuance, otherwise Bank shall cancel the card and fee is non-refundable.

SCHEDULE OF FEES AND CHARGES:

Sl. No.	Type of Fee	Gold Domestic	Gold International	Description
1.a	Joining fee - Primary Card	Nu. 500	Nu. 500	To be debited from account at the time of delivering the card. Joining fee revision w.e.f. 1st July 2019 till further notice
1.b	Joining Fee - Add on card	Nu. 500	Nu. 500	
2.a	Annual fee - Primary Card	Nu. 999	Nu. 999	Annual fee will be levied at the end of 1st year and 2nd year and 3rd year
2.b	Annual fee - Add on Card	Nu. 299	Nu. 299	
3.a	Renewal fee-Primary Card	Nu. 999	Nu. 999	If card is renewed and annual fee is paid for 3rd year then, no renewal fee is charged
3.b	Renewal fee-Add on Card	Nu. 299	Nu. 299	
4.	Interest on revolving credit facility (p.m)	2.5%	2.5%	Will be levied on the billing day
5.	Late payment fees (per occasion)	Nu 200 or 0.5% of Outstanding, whichever is higher (Over and above 2.5% regular interest for revolvers)		Will be levied on billing day, if minimum due is not paid in full till due date.
6.	Over limit charges	Nu 200 or 0.5% of over limit amount, whichever is higher		Will be levied on billing day, if at any point of time the usage - all debits (including opening outstanding) less credits - exceeds the credit limit during the billing period.
7.	Cash Advances/ Withdrawal	30% of card limit		Total withdrawal limit on card
		1.5% per month on withdrawal amount		Interest will be charge from the day of withdrawal till receipt of payment. However, no interest on withdrawal of cash from credit balances.
		i. Nu.300 or 3% of withdrawal amount, whichever is higher (at other Visa ATMs) ii.Nu.200 or 2% of withdrawal amount, whichever is higher (at BOB ATMs)		Cash withdrawal Fee
		Nu. 50 per transaction		Balance inquiry Fee
8.	Replacement card	Nu. 200	Nu. 200	Card replacement charges will be levied on any card being replaced.
9.	Forex Transaction Fees	NA	1.5 % on Transaction Amount	Forex transaction fees

***CIB report charge of Nu.500 (at the time of issuance of card and subsequently in every renewal of 3 years).**

A. ELIGIBILITY:

Minimum Net home pay

Criteria	Type of Card	Net Home Take Pay	Minimum Limit	Maximum Limit
	Gold Domestic	Nu. 10,040.00 or Nu.10,800.00(BIT only)	Nu. 25,000.00	Nu. 1,50,000.00
	Gold International	Nu. 10,040.00 or Nu.10,800.00(BIT only)	Nu. 25,000.00	As decided by Bank.
Age	All Cards	18 to 70		

INTEREST CALCULATION

If the cardholders does not pay total amount due on due date (as reflected in the monthly billing statement), then such account will be considered as revolving account.

In this scenario, entire outstanding amount would attract finance charges and all new transactions will also attract finance charges, till such time as the previous outstanding amount is paid in full.

The following would serve as an example for this. Actual calculation would vary from one cardholder to another based on the cardholders purchase and revolving behaviour.

Assume all previous dues are paid in full and there is no outstanding in your credit card account.

Statement date is 15th of every month. Below are the transactions in the account.

July 20	At M/s ABC Ltd	Nu 10000/-
Aug 15	Statement Date	Total Amt due = Nu 10000/- Min Amt due = Nu 2500 (25% of total amt due) Payment due date Aug 30
Sep 05	Payment recvd	Nu 2000/- (Late payment, hence will attract late payment charges)
Sep 10	At M/s XYZ	Nu 1000/-
Sep 12	Payment recvd	Nu 5000/-

Therefore on the statement dated Sep 15th, following will be the charges payable interest rate 2.5% p.m.

Interest calculated = outstanding amt * 2.5% * no. of days * 12/365
 Interest on Nu 10000/- from July 20 to Sep 5(47 days) = Nu 386.30
 Interest on Nu 8000/- from Sep 06 to Sep 12 (7 days) = Nu 46.03
 Interest on Nu 3000/- from Sep 13 to Sep 15 (3 days) = Nu 7.40
 Interest on Nu 1000/- from Sep 10 to Sep 15 (5 days) = Nu 4.11

Total Interest Payments = Nu 443.84

Late Payment charges = Nu 200 (0.5% of outstanding or min Nu 200 whichever is higher)

Card Skimming

'Card skimming' is the illegal copying of information from the magnetic strip of a credit or ATM card.

The scammers try to steal card details so they can access customer's accounts. Once scammers have skimmed card, they can create a fake or 'cloned' card with original card details on it. The scammer then uses the cloned card and run up charges on customer account.

Warning Signs

- A shop assistant takes your card out of your sight in order to process your transaction.
- You are asked to swipe your card through more than one machine.
- You see a shop assistant swipe the card through a different machine to the one you used.
- You notice something suspicious about the card slot on an ATM (e.g. an attached device).
- You notice unusual or unauthorised transactions on your account or credit card statement.

Protect yourself from Card Skimming

- Keep your credit card and ATM cards safe. Do not share your personal identity number (PIN) with anyone. Do not keep any written copy of your PIN with the card.
- Check your bank account and credit card statements when you get them. If you see a transaction you cannot explain, report it to Bank of Bhutan Ltd. immediately
- Choose passwords that would be difficult for anyone else to guess.
- Shop only at site you trust.
- Don't make online credit card purchases from a public place.
- Protect your computer from viruses and hackers.

Limit and Velocity Checks on Transactions

Bank of Bhutan Ltd. credit card system has in-built features to perform Velocity Checks to help prevent fraud; this feature puts a limit on daily transaction of a particular type, say air ticketing, online transaction, etc. The limit would be on number of transactions, as well as on total amount of transaction. If the transactions exceed these parameters, further transaction of that type will be rejected. This added security safeguard feature provides basic protection to cardholders in case of lost or stolen card.

Bank also has restriction on daily limit on the credit card usage to prevent high amount lost in case of the fraud transactions.

However, these restrictions and velocity checks can be by-passed at cardholder's own risk on written intimation to the BANK and BANK shall not be responsible for any loss due to this. For details of these limits, please contact with Cards Division.

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 Visa Credit 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).
- h. "Account Number" 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 (notwithstanding any lack of notice on the part of the Bank of the Cardholder's receipt of the Card).
- 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 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 to 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 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 with proper identification marked at the time of transaction.
- b. The Cardholder is advised in his own interest to change his/her PIN of choice. 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/02-334333 or contact center 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.
- 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 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.
- 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 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 Nominated Account for all fees and charges as determined by the Bank relating to the Card and service thereby provided.

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

Cardholder who have opted auto debit facility for credit card bill repayment, the Bank shall debit the nominated account on or before due date.

8. Transactions

- 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.
- 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.
- 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 Card Holder, 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

- It shall be the sole responsibility of the Cardholder to reconcile all the transactions with the account statement every month. Any dispute of the card transactions shall be lodged within 10 days of statement date to Card Division to avoid rejection due to delay in lodging the claim with Visa International. Failing to lodge complaint within the stipulated time-frame shall indemnify the Bank from all liabilities.
- In case of any dispute arising out of these Terms and Conditions, the same shall be mutually resolved to the extent possible.
- 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

- 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.
- 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 the provident fund/gratuity/any other retirement or post service benefits payable to me/us.
- 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.
- 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.
- 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.
- 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.

12. Others

- 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).
- The Bank reserves the right to introduce new facilities/curtail the existing facilities, as and when warranted, without assigning any reasons for the same.
- 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.

Affix
Legal
Stamp

(Signature)

Date:

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

