Doc No: BoB-Cards-CCRRF-03

Version 1.3

BANK OF BHUTAN

PCI DSS, ISO 9001:2015 CERTIFIED

Branch: ___________________________

Date: | D | D | M | M | Y | Y | Y | Y |

CREDIT CARD REPLACEMENT/RENEW APPLICATION

Card Request (Tick one)	◯ Replacement ◯ Renew
Cardholder Name	
Account Number	
Cardholder Citizenship ID	
Old Card Number	_ _ _ _ _ _ X X X X X X _ _ _ _ **Please provide only first 6 and last 4 digit of your card number**
Reasons	
Collection Branch	

Replacement Fee: Nu. 315/- (Applicable for Replacement)
Renewal Fee: Nu. 315/
(Credit to 270 P&L ATM A/c No. 2700644200010679)

Note: 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)

Note: The Custodian should maintain the Form for Record.

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APPLICANT'S CONSENT, DECLARATION AND LEGAL UNDERTAKING

1. Accuracy & Application Decision

a. I declare that all information provided in this form and accompanying documents are true, complete, and correct to the best of my knowledge. I understand that submission of this application does not guarantee approval and that the Bank reserves the absolute right to approve or reject my application at its sole discretion without assigning any reason.

b. I acknowledge that this declaration constitutes a legally binding statement under the relevant laws of Bhutan.

2. Card Use & Account Debiting

a. I irrevocably authorize the Bank to debit my designated account for all transactions, charges, interest, and fees arising from the use of my Visa Credit Card, including any supplementary or reissued cards.

b. I am fully liable for all such amounts under the applicable Terms & Conditions and agree that the Bank shall not be held responsible for any unauthorized, erroneous, or disputed transaction unless proven to have occurred due to the Bank's direct negligence.

3. Terms and Conditions

a. I confirm that I have read, understood, and agree to be bound by the Bank's Visa Credit Card Terms & Conditions, Schedule of Fees & Charges, Interest Calculation Methodology, and Eligibility Criteria, as amended by the Bank from time to time.

b. I acknowledge that these documents are published on the official website of the Bank of Bhutan (www.bob.bt) and that any amendments or updates published therein shall form an addendum to this undertaking/agreement/contract.

c. I expressly agree that such Terms & Conditions and any future revisions or modifications shall be legally binding upon me under the laws of the Kingdom of Bhutan.

d. My acceptance of these Terms & Conditions constitutes a valid and enforceable contract between myself and the Bank.

4. Regulatory Compliance (Bhutan)

a. I shall ensure that all card transactions fully comply with Bhutan's Foreign Exchange Regulations and rules issued by the RMA.

b. I shall ensure that all domestic and international transactions made using my Visa Credit Card strictly comply with the Foreign Exchange Rules and Regulations, Foreign Exchange Operational Guidelines, and other directives issued by the Royal Monetary Authority of Bhutan (RMA).

c. I acknowledge and agree that these regulations and guidelines, governing permissible international spending limits, card usage, and reporting requirements are published on the official website of the RMA (www.rma.org.bt).

d. I further agree that any amendments or updates duly published by the RMA or communicated/published in the website, social media by the Bank shall form an intergal part of this contract/agreement/undertaking and be legally binding on me.

e. I understand that any breach of the RMA's foreign exchange provisions, including unauthorized cross-border use or non-compliant transactions, shall render me solely liable for any penalties, reversals, or sanctions as may be imposed under the laws of the Kingdom of Bhutan.

5. Information Sharing & Verification

a. I consent to the Bank sharing my personal and account information with the RMA, Credit Information Bureau (CIB), and other competent authorities.

b. I authorize the Bank and its agents to verify any information provided and obtain necessary references.

c. I undertake to promptly inform the Bank of any change in my personal, residential, or employment details.

d. I hereby provide my pre-consent to BoBL to use my personal information/data submitted herein this document today and hereafter by the BoBL for official requirement within its jurisdiction.

6. Declarations on Conduct

a. I hereby declare and confirm that:

b. I have no criminal record with the Royal Bhutan Police or any other law enforcement agency.

c. I have never been convicted of, nor am I under investigation for, any offence involving dishonesty, breach of trust, fraud, corruption, money laundering, terrorist financing, or tax evasion; and

d. I am not blacklisted, suspended, or restricted by the Bank of Bhutan or any other licensed financial institution within the Kingdom of Bhutan.

e. I further undertake that I shall not use the Bank's Visa Credit Card for any purpose that contravenes the Anti-Money Laundering and Combating Financing of Terrorism (AML/CFT) laws, Foreign Exchange Rules and Regulations, or any directives issued by the Royal Monetary Authority of Bhutan (RMA).

f. I agree to promptly notify the Bank should any of the above declarations cease to remain true at any time during the validity of my credit card

7. Fees & Charges

a. I agree to pay all applicable fees and charges (including CIB report fees) as per the Bank's published schedule of Fees & Charges, which may be revised from time to time.

8. Lost/Compromised Card & Liability

a. I acknowledge that I remain responsible for any transactions resulting from loss, theft, or misuse of the card, compromise of card data at PoS/ATMs/online platforms, or unauthorized handling by third parties until the Bank is formally notified and the card is blocked.

b. The Bank shall not be held liable for any financial loss arising from delay in reporting, system compromise outside its control, merchant-related fraud and recurring transactions to genuine merchants.

9. Dispute handling

a. I agree that any disputes regarding transactions, billing, or charges shall be resolved in accordance with the Bank's internal dispute resolution policy and, where applicable, the Visa International dispute framework.

b. The Bank's findings in such matters shall be final and binding unless superseded by a directive from the Royal Monetary Authority of Bhutan or a competent court of law.

c. I further agree that the Bank shall not be held responsible for:

- Merchant disputes relating to goods or services;
- System failures or processing errors beyond the Bank's control;
- Unauthorized use of the card prior to proper notification; or
- Any consequential loss, damage, or expense arising out of such disputes.

10. Recovery on Default

a. In the event of default, in the payment of any amount due under the credit Card, including the outstanding principal, accrued interest, charges, fees, or any other charges, the Card holder irrevocably authorizes the Bank to recover such outstanding amounts by debiting any accounts/term deposit accounts maintained by the Card holder with the Bank.

b. I authorize the Bank to recover any outstanding dues, including interest and penalties, from any amount payable to me — including salary, provident fund, gratuity, securities or other proceeds held with the Bank.

c. The Bank may exercise its right of set-off or lien over any deposits or other funds held by the Bank in the card holders name for the purpose or recovering any outstanding credit card dues.

d. The rights of recovery under this clause are in addition to any other remedies available to the Bank, including suspension or cancellation of the Credit Card, recovery through legal proceedings or enforcement of any securities or guarantee provided in connection with the Credit Card facility.

e. No property, fixed deposit, or post-employment benefits shall be released until all dues are fully settled.

11. Card Usage Restriction fro Overdue Payments

a. If the credit card bill remains unpaid for more than sixty (60) days from the payment due date, the Bank may suspend or restrict the Credit Card, and no transaction shall be permitted until the overdue amount is paid and the account is regularized. Such suspension or restriction shall not affect the Cardholder's obligation to repay all outstanding amounts, including principal, interest, fees, charges, penalties and any other amount payable to the Bank.

12. Governing Law & Jurisdiction

a. This declaration, together with the Terms & Conditions governing the Visa Credit Card, shall be governed by and construed in accordance with the laws of the Kingdom of Bhutan.

b. Any dispute arising hereunder shall be subject to the exclusive jurisdiction of the competent courts of Bhutan.

Affix Legal Stamp

(Signature)

Date: | D | D | M | M | Y | Y | Y | Y |

Witness

(Signature)

Name: ....

A/C No: ....

CID No: ....

Contact No: ....

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APPLICABLE FOR RENEWAL

Documents Required:

- Copy of Citizenship Identity Card or other RGOB issued Photo Identity Proof.
- Latest passport sized color photograph.
- For Govt or corporate– Authenticated and sealed Latest salary slip.
- For private employees - Copy of latest PIT Assessment and PF statement.
- For self-employed, professional and businessman - Copy of latest BIT Certificate and renewed license copy
- 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)

PRE-CUSTOMER CONSENT FOR USAGE OF PERSONAL INFORMATION/DATA

I hereby provide my pre-consent to CIB/BoBL to use my personal information/data submitted herein this document today and hereafter by the CIB/BoBL for official requirement within its jurisdiction. This consent clause constitutes waiver of my right to make any objection for using my personal information/data hereafter by CIB/BoBL until I withdraw the same in writing.

All information provided is correct and true to my best knowledge. The Bank reserves the right to accept or reject the application. Accepting the application by the bank would not guarantee the sanction of credit card.

Signature of Applicant

Date: ....

Place: ....