



## 1. FAQ on ATM

### 1. What are the facilities offered through ATM?

The facilities that will be offered through ATM as of now are :

- Cash Withdrawal
- Fast Cash
- Mini statement
- Balance Inquiry
- Pin Change
- Funds Transfer (between own accounts of the customer)
- Cheque Book request
- Account Statement request
- Coupon Dispensing

Apart from above, there are many more value added services in the pipeline.

### 2. How do I avail the ATM card facility?

All the new accounts opened with the bank have the ATM facility request included in the account opening form. In case you are an existing customer, kindly contact the branch to fill up the ATM facility application form.

### 3. What is the eligibility for ATM card facility?

All the literate accounts maintaining the minimum balance are eligible for the ATM facility.

### 4. What are the charges for ATM card?

The ATM facility is provided at very nominal charges of Nu 275 per year.

### 5. What is Coupon Dispensing facility?

Coupon dispensing is a unique facility introduced with the ATM which allows you to collect discount coupons from the ATM on your every fourth withdrawal in the month.

*(To be introduced shortly)*

### 6. How do I receive the ATM card?

The ATM card is to be collected from the branch personally.

### 7. What is Pre printed card?

Pre Printed card is the readymade ATM card provided with the welcome kit at the time of account opening. This card does not bear the name of the customer but allows you to avail the ATM services without any waiting period.

### 8. What are the steps in case the card is lost or stolen?

In case, the card is lost or stolen, immediately contact the ATM switch centre at phone number 05-254651 or Email at bobcard@bobltd.com.bt with a request to block the card.

### 9. How do I get the replacement card?

The replacement card can be requested from the branch by paying a one time nominal fee of Nu 200.

### 10. What is the daily cash limit?

You can withdraw cash up to Nu 25000 in a day from ATM.

### 11. What is Fast Cash?

Fast Cash menu is the first menu that appears on the ATM after validating your pin. It gives you the option to select the amount of cash withdrawal from the displayed amounts in order to expedite your transaction.

### 12. What is High Value Card?

High Value card is the unique card introduced by bank which provides the enhanced features of higher cash withdrawal limit (Nu 50000) and offline card based limit (Nu 5000). This card can be requested from branch in case you fulfill the criteria for the same.

### 13. How do I do fund transfer through the ATM?

The fund transfer through ATM can be done only between your own accounts that are linked to the card.

### 14. What is pre-embossed card?

Pre-embossed card is ready to use card that you can obtain over the counter by submitting the application form.



## 2. FAQ on Internet/Mobile Banking

### 1. What are the facilities offered through Internet/Mobile Banking?

The facilities available under Internet banking are :

- Account Enquiries
- Check book Request
- Stop Check
- Check Status Enquiry
- Own Account Fund Transfer
- Internal Fund Transfer
- Customer services
- Beneficiary Maintenance
- Loan Repayment

Facilities available under Mobile Banking are:

- Account Balance
- Adhoc Statement Request
- Cheque Book Request
- Stop Cheque Request
- Cheque Status Inquiry



### 2. How do I avail the Internet/Mobile banking facility?

The Internet/Mobile banking facility can be availed by submitting the application form at the branch.

### 3. What is the eligibility for Internet/Mobile banking facility?

All the literate accounts maintaining minimum balance are eligible for Internet/Mobile banking.

### 4. What are the charges for Internet/Mobile banking?

As of now, there are no charges for these facilities.

### 5. How do I receive the User ID/Password?

The User ID and password must be collected from the branch personally.

### 6. What if I forget my Internet banking User ID or Password?

In case you forget your User ID, send an email at [internet@bobltd.com.bt](mailto:internet@bobltd.com.bt) (to be finalized) mentioning your branch and account details. User ID will be E mailed to you.

In case you forget your password, send an email at [internet@bobltd.com.bt](mailto:internet@bobltd.com.bt) (to be finalized) mentioning your User ID and requesting for fresh passwords. The new passwords will be send to your branch which you can collect personally.

### 7. What is the Internet Banking website?

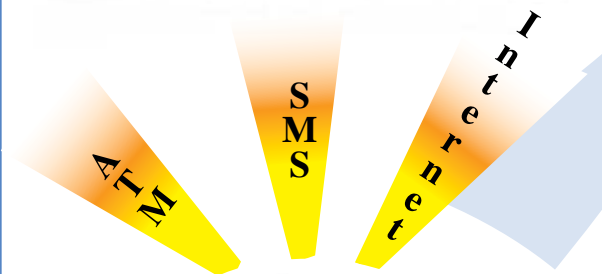
The Internet Banking website is [www.bob.bt](http://www.bob.bt)

For any other queries please contact:-  
 Customer Care Cell,  
 Bank of Bhutan  
 Phuentsholing  
 Phone: 153/135  
 email:[customer.care@bobltd.com.bt](mailto:customer.care@bobltd.com.bt)

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