

Welcome to the State Bank Multi-Currency Foreign Travel Card



FIND OUT HOW TO;

● USE YOUR CARD OVERSEAS

● RELOAD YOUR CARD

● MANAGE YOUR BUDGET

● AND MUCH MORE...



● USER GUIDE

Welcome to your new

State Bank

Multi-Currency Foreign Travel Card MasterCard®

The CHIP and PIN protected prepaid card

Here are some easy to follow instructions on using your Card



On possession of your Card -

- Please sign on the back of your Card as soon as you get it, and memorise your Personal Identification Number (PIN) (please note that you cannot change the PIN - for a PIN reminder, you can call Card Services to access the automated PIN read back service, at any time).
- Register your Card on 'My Account' at www.sbitravelcard.com, by following the instructions on the screen. Load up to four Currencies^b onto one easy-to-use Card, in whatever combination suits you*.

Please note: The Card may not be used in India, Nepal and Bhutan¹.

How to use your State Bank Multi-Currency Foreign Travel Card

Just like a debit card, you can use your State Bank Foreign Travel Card at ATMs worldwide^{1 a}, displaying the MasterCard Acceptance Mark. Simply enter your PIN and the amount you want to withdraw. After that, all you have to worry about is what to spend the money on. You can also use your Card at merchants worldwide^{1 a} (including restaurants, shops and online), displaying the MasterCard Acceptance Mark. Simply enter your PIN or sign the receipt as usual.

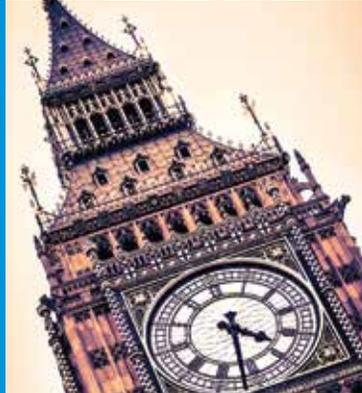
If you are entitled to a refund for goods or services purchased using the Card, or another credit for any other reason, this will be made to the Card and a foreign exchange rate may be applied (For example: you use your State Bank Multi-Currency Foreign Travel Card to buy a SG\$5,000 watch, but you only have money in the EUR and GBP Currencies on your Card, so you use this money for the purchase. If you return the watch, the refund transaction is separate to the original purchase currency, so in this case the refund will be made to USD, the first Currency on the Card).

* Until the Card expires and subject to FEMA or other regulations and reload limits (see the Fees and Limits section).

¹ Due to FEMA regulations, the State Bank Foreign Travel Card cannot be used at ATMs or merchants in India, Nepal and Bhutan, or for internet purchases where the website is registered in India, Nepal or Bhutan, or at websites accepting payment in Indian Rupees or the currencies of Nepal and Bhutan. In addition, there may be some other countries where usage of the Card is prohibited. The list of prohibited countries is available at www.sbitravelcard.com

^a Some ATM operators and merchants may charge a fee or set their own withdrawal or purchase limits. Please confirm whether any fees or limits apply before making a withdrawal or purchase.

^b The Currencies made available on the Card may vary from time to time and not all Currencies may be available at all times. Please check with the Purchase Location or on www.sbitravelcard.com for up-to-date details of the available Currencies.



Checking your balance

Simply go to 'My Account' at www.sbitravelcard.com, register your State Bank Multi-Currency Foreign Travel Card and you'll be able to see your Card balance(s) and view any recent transactions. Alternatively, you can call Card Services to use the automated balance enquiry service. Some ATMs also provide balance enquiry services, although availability is dependent on the country and the ATM used. If an ATM displays a balance for the Card Fund, then there is a possibility that the balance may be displayed in USD or in a different currency and may differ from the actual balance on the Card, as the exchange rate applied by the ATM may be different. That's why it is recommended to use 'My Account' at www.sbitravelcard.com or call Card Services. Please note: An ATM will not display a balance for each Currency on your Card and there may be a fee, charged by the ATM operator, for such balance enquiry services.

Reload your Card

Disputed Transactions

It is recommended that you check your transaction history and Card balance at least once a fortnight. If you have any queries about your State Bank Multi-Currency Foreign Travel Card balance or you notice a Card transaction that you do not recognise, please notify the 24 hour Card Services team without undue delay, and in any event no later than 30 days after the transaction debit date. They will be happy to check and confirm the transaction details for you. If there is a transaction which is not authorised by you, the Card Services team can start the dispute process on your behalf and may request you to provide additional written information concerning any unrecognised transaction, or to complete a dispute form (see terms and conditions for further information). Please help them to assist you, by providing as much information as you can.

Want to put more money onto your card?

Just take your State Bank Multi-Currency Foreign Travel Card, valid passport and Form A2 (available at branches) to any participating branch of State Bank and they can reload it for you, subject to FEMA guidelines and other regulations.



● **Manage your budget**

What if there isn't enough money on your State Bank Multi-Currency Foreign Travel Card to make a payment in the local currency of the country you are in?

If you have insufficient funds in a particular Currency to pay for a transaction, the balance of the transaction will automatically be deducted from any other available Currencies on your Card, in the following order of priority: USD, GBP, EUR and SGD, subject to the applicable exchange rate and Cross Currency fee (see Fees and Limits section). If you don't have enough funds available in the other Currencies on your Card, you may be able to use your Card for partial payments, if supported by the merchant, and pay the difference with another card or some other form of payment. Just make sure you tell the cashier before paying. The cashier should process your State Bank Multi-Currency Foreign Travel Card payment first, and then accept the other form of payment you are using to settle the remainder of the transaction amount.

Pre-authorisation – Using your Card to “hold” a purchase or payment

It is not recommended that you use your State Bank Multi-Currency Foreign Travel Card as a guarantee of payment (usually for hotels, car hire and cruise lines). These companies may estimate the bill, and if you use your Card as a guarantee for the estimated amount, the funds will be temporarily unavailable for spending. You can, of course, use your State Bank Multi-Currency Foreign Travel Card to settle your final bill. For more information, visit www.sbitravelcard.com

What if your State Bank Multi-Currency Foreign Travel Card is declined?

Normally, the only time this will happen is if you don't have enough funds on your Card to cover the cost of a purchase. You may be able to use the balance on your State Bank Multi-Currency Foreign Travel Card for part payment and complete the purchase with another payment method. In some countries, there may be daily or

weekly withdrawal limits set by ATM operators, which may be lower than the limit on your State Bank Multi-Currency Foreign Travel Card. For more information, visit www.sbitravelcard.com

Should you pay in your own currency or local currency?

Dynamic Currency Conversion (DCC) is an optional service that is sometimes offered by retailers and ATM operators abroad, giving cardholders the choice of paying in either the local currency of the country they are visiting or their own domestic currency. You should not use your State Bank Multi-Currency Foreign Travel Card to make a purchase or ATM withdrawal in Indian Rupees (as you are prohibited from doing so by law) and you should choose to

pay in the local currency. Please note that there will be an additional cost if the point of sale transaction or ATM withdrawal is in a currency other than the available Currency on the Card, or if more than one Currency on your Card is used to pay for the transaction. Please refer to the Fees and Limits section for further information.

Contact details

If you have any general Card queries, or want to pass on any comments about using your Card, please get in touch at cardservices@sbitravelcard.com

If you have a specific query relating to your State Bank Multi-Currency Foreign Travel Card, like PIN, balance or transaction details, please call Card Services.

Useful telephone numbers for 24/7 assistance, Card Services, lost or stolen Cards.

If your State Bank Multi-Currency Foreign Travel Card is lost or stolen, please contact Card Services immediately, so that they can block your Card and offer assistance, including emergency cash replacement up to the available balance on your Card (subject to availability in the relevant location[†]).

Country	Toll Free Number^{††}
Australia	1800 098 231
Germany	0800 181 4595
Hong Kong	800 966 321
India	000 800 100 7960
Japan	00531 780 221
New Zealand	0800 444 691
Singapore	800 441 1379
South Korea	00798 4434 1279
Switzerland	0800 834 918
Thailand	001800 442 212
UK	0800 056 0572
USA/ Canada	1 877 465 0085

A full list of freephone numbers from over 50 countries is available on www.sbitravelcard.com Alternatively, you can use the number below ("Other Countries") to contact Card Services.

Other Countries^{†††} **+44 207 649 9404**

[†] The emergency cash service may not be available in every country – depending on the availability of the money transfer network.
^{††} There may be a charge for calls to these numbers, if a call is made from a hotel or mobile phone.
^{†††} Please remember to add the international prefix of the country you are in at the beginning of this number (in most cases this is 00, for example 0044 207 649 9404). Calls to this number are not free of charge.

Fees and Limits

The following fees, limits and taxes apply and are subject to change, in accordance with the terms and conditions. The current table will be displayed on www.sbitravelcard.com

FEES	INR
Initial purchase and load fee [^]	INR 100
Reload fee [^]	INR 50
Additional Card linked to the same funds [^]	INR 100
Cash out fee [^]	INR 100
	USD / GBP / EUR / SGD
ATM fee per withdrawal ^{^,*,a}	US\$1.75 / £1.25 / €1.50 / SG\$2.00
ATM Balance enquiry fee ²	FREE
Purchase from merchant (e.g. shops and restaurants) ^a	FREE
Monthly inactivity fee - debited from your Card if it has not been used for 12 months ^{+,^}	US\$1.50
Shortfall fee	US\$15
Cash over the counter fee [^]	US\$7.50 / £4.00 / €6.00 / SG\$10
Replacement Card fee	FREE
Cross Currency fee ^{-,^}	3%
LIMITS ³	USD (or Currency equivalent)
Minimum amount you can load on your Card	US\$200
Maximum load/reload and maximum balance allowed on your Card at any one time	As prescribed by the Reserve Bank of India/FEMA guidelines from time to time, for the purpose of the visit abroad
Maximum load over 12 month period ^{**}	As prescribed by the Reserve Bank of India/FEMA guidelines from time to time, for the purpose of the visit abroad
Maximum amount you can withdraw from ATMs in any 24 hours ^a	US\$10,000
Maximum amount that you can spend at merchants in any 24 hours ^a	US\$10,000
Maximum amount you can withdraw as cash over the counter at banks in 24 hours	US\$500
	OTHER
Maximum number of Additional Cards linked to the same funds	1
Maximum number of active accounts that can be held at any one time	1
Card life	See Card for expiry date
Maximum PIN tries	3 per 24 hours

^a Service Tax as applicable shall be charged.

^{*} If the Currency of your transaction matches one of the Currencies on the Card and there are sufficient funds in that Currency to cover the whole transaction, the ATM fee for that Currency will be applied. If the Currency of your transaction does not match one of the Currencies on the Card or there are insufficient funds in the relevant Currency to cover the whole transaction, then the USD ATM fee will be applied and will be converted into the last Currency being used to fund the transaction, at a foreign exchange rate determined by MasterCard[®] on the day the transaction is processed.

² A fee may be payable to the ATM operator for balance enquiries.

³ Some ATM operators and merchants may charge a fee or set their own limits. Please confirm whether any fees or limits apply, before making a withdrawal or purchase.

^a If, following the debit of any monthly inactivity fee, the Card Fund is less than the fee, we will waive the difference.

⁻ Where purchases and ATM withdrawals are made in a currency other than a Currency available on the Card or where there are insufficient funds in the relevant Currency to cover the whole transaction, the transaction currency will be converted to the available Currency (or Currencies) on the Card at an exchange rate determined by MasterCard on the day the transaction is processed, increased by 3% (the Cross Currency fee).

³ The limits shown refer to the USD equivalent of the total limits available on the Card (when combining all Currencies).

^{**} The total amount you may load onto all prepaid cards issued to you by us during any twelve (12) month period.

State Bank Multi-Currency Foreign Travel Card is issued by State Bank of India, pursuant to license by MasterCard Asia/Pacific Pte. Ltd. MasterCard is a registered trademark of MasterCard International Incorporated.

Important information about Cross Currency transactions:

If you make a purchase or an ATM withdrawal abroad, and the transaction currency is either not one of the Currencies on your Card or you don't have a sufficient balance in the Currency of the transaction, but your overall Card Fund balance is sufficient for the transaction, the transaction will be automatically fulfilled with the funds available on the Card, in the following order: USD, GBP, EUR, SGD, at an exchange rate determined by MasterCard on the day the transaction is processed. In addition, a Cross Currency fee of 3% of the transaction value, over and above of the applicable exchange rate, will be charged for the Currencies different from the transaction currency.

Example of how the Cross Currency fee is applied:

If you make a purchase or an ATM withdrawal in France for EU €50.00 with your State Bank Multi-Currency Foreign Travel Card, which only has a balance of US\$100, and the prevailing exchange rate on the day of the transaction, determined by MasterCard, is EU€1.00 = US\$1.43, the US\$ equivalent amount for the transaction (before the Cross Currency fee is applied) would be US\$71.50 (i.e. EU€50 x 1.43 = US\$71.50). The Cross Currency Fee of 3% will be applied (US\$71.50 x 3% = US\$2.15) and a total of US\$73.65 (US\$71.50 + US\$2.15), plus applicable fees and service tax, will be debited from the Card.

Please refer to clause 8 of the Terms and Conditions for further details on foreign currency transactions.

State Bank Multi-Currency Foreign Travel Card Terms and Conditions

By accepting and using the State Bank Multi-Currency Foreign Travel Card (the “**Card**”), you agree to comply with the Terms and Conditions and the Fees and Limits section in the User Guide (together the “**Agreement**”). The issuance of the Card is also subject to the Card applicant complying with all provisions of applicable laws, including the Foreign Exchange Management Act, 1999 (“**FEMA**”), rules, regulations and directions as issued by The Reserve Bank of India or other appropriate authority under any law in force from time to time. This is a copy of the Agreement for you to keep. A further copy is available on request (see ‘Contact details’).

1. Definitions

In these Terms and Conditions:

Additional Card means an additional Card that may be purchased by you, to use as a backup for security purposes, in accordance with clause 2.4;

ATM means an automated teller machine;

Card means the ‘State Bank Multi-Currency Foreign Travel Card’;

Card Services means any services, including call centre services, provided by us or our third party service provider, MasterCard Prepaid Management Services Limited (the “**Programme Manager**”), in connection with the Card;

Card Fund means the aggregate sum of the funds loaded onto the Card in each Currency and available for transactions;

Chip means the electronic chip contained on each Card;

Cross Currency fee has the meaning set out in the Fees and Limits section in the User Guide;

Currency means, subject to clause 2.2, any one (1) or more of USD, GBP, EUR and SGD and any additional currency that we may make available in connection with the Card, from time to time;

EUR, EU€ means Euro, which is the lawful currency of the Eurozone;

GBP, GB£ means Great British Pound (or Sterling Pound), which is the lawful currency of Great Britain;

INR means Indian Rupee, which is the lawful currency of India;

My Account means the web application at www.sbitravelcard.com, which gives access to information about the Card;

PIN means a unique Personal Identification Number allocated to each Card;

Purchase Location means any participating branch of State Bank of India, or the authorised agent appointed by State Bank of India, from where you have purchased the Card, within India;

Shortfall occurs in certain circumstances when the Card Fund drops below zero (0);

SGD, SG\$ means Singapore Dollar, which is the lawful currency of Singapore;

USD, US\$ means United States Dollar, which is the lawful currency of the United States of America;

we, us, our means The State Bank of India;

working day means any day of the week, excluding Saturdays,

Sundays and statutory holidays in India and/or England and Wales;

you, your means the purchaser of the Card;

and any references in this Agreement to ‘Card’ also include any Additional Card, where appropriate.

2. The State Bank Multi-Currency Foreign Travel Card

2.1 State Bank Multi-Currency Foreign Travel Card is a prepaid currency card, which, subject to FEMA regulations, can be (re)loaded with the available Currencies on the Card. Payment will be in INR and the exchange rate will be applied by the Purchase Location. Please check with the Purchase Location or on www.sbitravelcard.com to find out how you can reload the Card. You may only use the Card in accordance with the Agreement.

2.2 The available Currencies in respect of the Card may vary from time to time. Before you purchase the Card, please check with the Purchase Location or on www.sbitravelcard.com for details of the available Currencies and their priorities. We may introduce new Currencies from time to time. If we introduce a new Currency(ies), the Agreement shall apply to such new Currency(ies), and unless otherwise notified to you, the Fees and Limits section in the User Guide shall be deemed to be amended to apply to such new Currency.

2.3 Subject to clause 3.4 and FEMA regulations, you are responsible for determining the amount held in each Currency and for ensuring you have sufficient funds for all transactions.

2.4 At the time of purchase, you may request one (1) Additional Card, which can be used as a backup by you. The Additional Card is linked to the Card Fund and only you can use it and its PIN. The Additional Card must not be given to another person to use as this may lead to the Card being suspended. You may be charged a fee, as set out in the Fees and Limits section in the User Guide, for the Additional Card.

2.5 There is no interest payable to you on the Card balance.

2.6 Except as otherwise set out in this Agreement, any liability we have to you is equal to the balance on the Card at any given time. Card loads or reloads will only be credited to the Card balance, once we, or our authorised agent, have received cleared funds from you. The Card balance will be debited and will decrease as a result of transactions and any applicable fees as set out in this Agreement, as soon as we authorise the relevant transaction. Where a fee applies, that fee will be deducted from the Card and the Card balance will decrease accordingly. Please see clause 9 for an explanation of how to redeem any unspent balance on the Card.

2.7 The Card is not a credit Card and all use is limited to the amount pre-loaded and standing to the balance on the Card and any other limits referred to in this Agreement.

3. Using the Card

3.1 There may be a delay of up to four (4) business hours (or as advised by the Purchase Location) before you are able to use the Card.

3.2 The Card can be used worldwide (other than in India, Nepal and Bhutan or for payment of goods in INR or the currencies of Nepal and Bhutan), wherever you see the MasterCard Acceptance Mark at ATMs and merchants, including shops, restaurants and online (except where the website is registered in India, Nepal or

Bhutan, or at websites accepting payment in Indian Rupee or the currencies of Nepal or Bhutan), provided there are sufficient funds available on the Card for the transaction, including any applicable fees. There are a number of other countries where the State Bank Multi-currency Foreign Travel Card cannot be used. If you attempt to withdraw cash from an ATM, or use your Card at shops, restaurants, hotels and online in any of these countries, your request will be declined and the reason given as 'Decline, prohibited country'. Please check www.sbitravelcard.com for an up-to-date list of restricted countries.

- 3.3 Subject to clauses 3.4 and 8.3, the applicable Currency balance (and therefore the total Card Fund) will be debited with the amount of each cash withdrawal or transaction plus any associated fee, and these debits will reduce the balance of the applicable Currency (and therefore the total Card Fund). Merchants that accept the Card are required to seek authorisation from us for all the transactions that you make, and we cannot stop a transaction once authorised. Some merchants may not be able to authorise your transaction if they cannot obtain an online authorisation from us; examples include some in-flight purchases, car park vending machines and toll booths.
- 3.4 If there are insufficient funds in a particular Currency on your Card to pay for a transaction, or the transaction currency is not one of the available Currencies on your Card, the payment for the transaction will be automatically processed using other Currencies held on the Card, in the following order of priority: USD, GBP, EUR and SGD. If, following use of the available balances of all Currencies, there are still insufficient funds to pay for a transaction, the Card may be declined or the merchant may allow you to pay the balance by some other means.
- 3.5 We may change the Currencies available to you in connection with the Card, without prior notice, and will notify you of the new order of priority for the purposes of the Agreement, through www.sbitravelcard.com
- 3.6 When using the Card at certain merchants, including bars and restaurants, an additional amount (in the form of a percentage typically between 10%-20% of the transaction value) is automatically added to the amount of the transaction as an anticipated service charge or tip, thus temporarily reducing the balance on the Card. Similarly, when the Card is used to purchase fuel at an automated fuel pump, the Card must have a minimum balance of typically between GB£10-£50 or currency equivalent. This is to ensure that there are sufficient funds available to cover the final cost of the transaction and to reduce the risk of a negative balance arising on the Card. The additional amount in the form of a percentage or fixed amount added to the transaction amount is called 'tolerance'. If your actual service charge or tip is less than the additional amount added or you spend less than the minimum amount when purchasing fuel, it may take up to seven (7) days from the date of the transaction before the difference is available to spend. Only the actual amount of the final bill agreed between you and the merchant will be deducted from the Card. If the value of the final bill exceeds the relevant available Currency balance on the Card, the remaining amount will be funded by converting that amount into the next available Currency in the order of priority (see clause 8). For example, when the Card is used for payment at a restaurant and the total bill is US \$50.00, US\$60.00 (\$50 + 20% tolerance (\$10) = \$60.00) will be debited from the Card for this transaction. However, you will only be charged for the actual and final amount of the transaction that was approved by you,

using signature or by entering valid PIN and the remaining amount will be available for spending within seven (7) days from date of transaction. For more information on tolerance, please refer to the FAQs in the 'Help Centre' section at www.sbitravelcard.com

- 3.7 We do not recommend using the Card as: (i) a guarantee of payment, for example as a deposit for hotels, cruise lines or car rental, as merchants such as these may estimate the final bill and this amount will be temporarily unavailable to access or spend, or as (ii) an arrangement for periodic billing, as any debits to the Card as a result of such arrangements will be considered to have been authorised by you. A transaction or payment cannot be stopped once you authorise the use of the Card.
- 3.8 The Card is only for your use and expires on the date on the front of the Card. Upon expiry, you will still be able to obtain a refund of the balance in accordance with the Agreement.
- 3.9 If the Card is damaged, lost or stolen while you are travelling, you may contact Card Services to request a replacement Card ("**Replacement Card**"). If you are in your home country and require a Replacement Card because your Card has been damaged, lost or stolen, you need to visit the Purchase Location. Any request for a Replacement Card must be made on or before the expiry of the Card (see clause 10) and the balance of the Card will be transferred to the Replacement Card. A Replacement Card will be provided free of charge.
- 3.10 If you have not used or reloaded the Card for twelve (12) consecutive months, i.e. it is an inactive Card; a fee will be charged for each month that the Card remains inactive after the initial twelve (12) month period. The monthly inactivity fee is deducted from the Card Fund. If a foreign exchange conversion takes place, the foreign exchange rate used is the rate determined by MasterCard to be the wholesale rate in effect on the day the fee is applied.
- 3.11 You will be responsible and liable for all transactions made using the Card. You are also responsible for ensuring that every Card is used only in accordance with these Terms and Conditions. You are not permitted to use the Card for (i) money transfers (i.e. the sending of funds to a third party) or to access money transfer services; (ii) accessing or purchasing goods from adult or gambling locations or internet sites; (iii) transactions or ATM withdrawals in India, Nepal and Bhutan or for payment of goods in INR or the currencies of Nepal and Bhutan (iv) online or telephone purchases where the website or merchant is registered in India, Nepal or Bhutan, or at websites accepting payment in Indian Rupee or the currencies of Nepal or Bhutan; (v) to obtain cash over the counter at a bank, any other financial institution or retailer India, Nepal and Bhutan when making a purchase; or (vi) for any unlawful activity. You must comply with all applicable laws and regulations (including any Foreign Exchange Control Regulations) in respect of the Card in the country of purchase and/or use. We reserve the right to suspend the Card, terminate the Agreement and exercise any other remedies available to us due to your failure to comply with any part of this provision.
- 3.12 The Card can only be used if it is in credit, i.e. it has a positive balance. However, under exceptional circumstances, if a Shortfall arises, i.e. the Card Fund drops below zero (0) following any transaction authorised by you, the resulting debit balance immediately becomes a debt, payable by you to us and we retain the right to recover this debt in accordance with clause 3.13. In case of a Shortfall, the debit balance becomes a debt payable by you to us, and you agree to reload the Card Fund to bring the

balance back to zero (0) or above, within thirty (30) days of written request. A Shortfall fee may also be payable if the Card Fund drops below zero (0) (see Fees and Limits section in the User Guide). The Shortfall fee will be charged in USD and will be payable by you at the time you reload the Card to bring the balance back to zero (0). You should also ensure that you comply with the authorised limits set out by the Reserve Bank of India in the Foreign Exchange Management Act, 1999 and regulations thereunder.

- 3.13 We are entitled to set off any sum of money on the Card due from you to us against any positive balance on any other card / accounts held by you with us.
- 3.14 Any usage of the Card inconsistent or in contravention with the usage described in the Agreement is not permitted.
- 3.15 If you are entitled to a refund for goods or services purchased using the Card, or another credit for any other reason, this will be made to the Card and a foreign exchange rate may be applied.
- 3.16 You acknowledge that we may be unable to provide you with our services during unforeseen circumstances, for example if power outages occur which affect our facilities, electronic terminals, service providers or supporting networks and we hereby give you notice of unavoidable delays in the performance of our services if this occurs.
- 3.17 Except as otherwise set out in these terms and conditions or in the event we acted with gross negligence or fraudulent intent, any liability we have to you is equal to the balance or the value on the Card at any given time.

4. Keeping the Card and PIN secure

- 4.1 You must sign on the back of the Card, as soon as you receive it.
- 4.2 You must do all that you reasonably can to keep the Card safe and the PIN and other security details secret and safe at all times and not disclose them to any third party.
- 4.3 You must never: (i) allow anyone else to use the Card, PIN or other security details; (ii) write down the PIN or any other security information together with the Card; or (iii) give the PIN to anyone, authorised or unauthorised.
- 4.4 We will never ask you to reveal any PIN.
- 4.5 The PIN may be disabled if an incorrect PIN is entered three (3) times. If the PIN is disabled, please contact Card Services for assistance. There may be a twenty-four (24) hour delay in reactivating your PIN for ATM use and we may not be able to reactivate the PIN for use at merchants. You will subsequently be required to sign for any transactions at merchants, provided that this is supported by and acceptable to the merchant.
- 4.6 You must call Card Services immediately and without undue delay if you lose a Card or believe it could be misused or you suspect that someone else knows your PIN or any other security details. We will suspend the Card to prevent further use. If a lost Card is subsequently found, it must not be used unless Card Services confirm it may be used.
- 4.7 You will be required to confirm details of any loss, theft or misuse to Card Services in writing/by email, and you must assist us and the police in any enquiries.
- 4.8 We may suspend the Card, with or without notice, if we think the Card has been or is likely to be misused, if you have breached the Agreement or if we suspect any illegal use of the Card. If we do suspend the Card, we will inform you of our decision, unless such

disclosure is prohibited by law or would otherwise compromise fraud prevention or security measures.

- 4.9 Please memorise the PIN. **This is very important, as you cannot change the PIN issued with the Card.** For security purposes, you should not keep the PIN written anywhere near the Card. If you forget the PIN, you can obtain a PIN reminder by calling Card Services at any time, and answering the security questions you supplied at the time of application.

5. Liability for unauthorised transactions

- 5.1 We recommend that you check your transaction history and balance at least once a fortnight. If you notice an error in any Card transaction, or a Card transaction that you do not recognise, you must notify Card Services immediately and in any event within thirty (30) days of the transaction debit date. We will request that you provide additional written information concerning any such Card transaction and you must comply with such request.
- 5.2 Except to the extent that we acted fraudulently or with gross negligence, you will be liable for all Card transactions which you have authorised. You may also be made liable for transactions if:
 - (a) you have acted fraudulently;
 - (b) you have failed to use the Card in accordance with the Agreement;
 - (c) you have failed to notify Card Services in accordance with clause 4.6 on becoming aware of the Card loss, theft, or misuse;
 - (d) you have failed to take all reasonable steps to keep the Card's security features safe; or
 - (e) you have failed to notify Card Services in accordance with clause 5.1 on becoming aware of a transaction on the Card that you do not recognise.
- 5.3 Subject to clauses 5.1 and 5.2, you will not be liable for any unauthorised Card transactions. Where you are not liable for an unauthorised transaction, we will refund the value of that transaction and will have no further liability to you for any other losses you may suffer. However, if our investigations conclude that the transaction you have disputed has been authorised by you or on your behalf, or you have acted fraudulently, we will not refund the value of the transaction and we may charge you an investigation administration fee of up to US\$80. If there are insufficient funds available on the Card in USD, the amount will be funded by converting the outstanding amount into an available Currency balance on the Card and a foreign exchange rate will be applied (see clause 8). The foreign exchange rate used is the rate determined by us in effect on the day the investigation administration fee is applied.

6. Fees and Limits

- 6.1 Fees and limits apply to the Card, as indicated in the Fees and Limits section in the User Guide. Please note that fees apply to the purchase of the Card, reloading of funds to the Card, Card usage (for example ATM withdrawals), refund/cash out of unspent funds and when you use the Card to make a purchase or withdrawal in a currency other than those loaded onto the Card. Service Tax on the fees, as applicable, shall also be charged. The fees we charge are subject to change from time to time, in accordance with the Agreement. For details on the current applicable fees, please refer to the Fees and Limits section on www.sbitravelcard.com

- 6.2 You agree to pay and authorise us to debit the Card Fund for the fees set out in the Fees and Limits section in the User Guide. These fees may be debited from the Card Fund as soon as they are incurred. If there are insufficient funds in the transaction Currency to pay such fees, or the transaction currency is not a Currency available on the Card, then we will automatically deduct funds from the available Currencies on your Card, in the following order of priority: USD, GBP, EUR, SGD. Any such deduction of funds may be subject to a Cross Currency fee (refer to the Fees and Limits section in the User Guide).
- 6.3 From time to time, we may change the amount you can load on to the Card, or the amount you can withdraw from ATMs or spend at merchants over certain time periods. Some ATM operators may also impose their own limits on the amount that can be withdrawn over a specific time period.
- 6.4 Certain merchants may charge an additional fee if the Card is used for the purchase of goods and/or services. These fees are determined and charged by the merchant. Please check for such fees before making a purchase of goods and/or services
- 6.5 For details on the current applicable Card fees and limits, please refer to the Fees and Limits section on www.sbitravelcard.com

7. Card Fund

- 7.1 Until the expiry of the Card or termination of the Agreement, you can, subject to the Reserve Bank of India guidelines and FEMA regulations, add additional funds to each Currency through the Purchase Location (who will advise you of the acceptable methods of payment) or through other methods made available from time to time, which are set out at www.sbitravelcard.com, subject to a fee (refer to the Fees and Limits section in the User Guide).
- 7.2 You may also be able to make a balance enquiry at some ATMs, although availability is dependent on the country and the ATM used. No fees will be charged by us, however, there may be a fee charged by some ATM operators for such balance enquiries.
- 7.3 If an ATM displays a balance for the Card Fund, then there is a possibility that the balance may be displayed in USD or in a different currency and the same may differ from the actual balance on the Card, as the exchange rate applied by the ATM may be different. That's why it is recommended to use 'My Account' at www.sbitravelcard.com or telephone Card Services for balance enquiries. Please note: An ATM will not display a balance for each Currency on your Card and there may be a fee charged by the ATM operator for such balance enquiry services.

8. Foreign currency transactions

- 8.1 The following are instances where a foreign exchange rate or fee will apply:
- initial load or reloads of your State Bank Multi-Currency Foreign Travel Card;
 - point of sale, telephone or internet transactions, where the transaction is in a currency that is not one of the Currencies available on the Card or where there is an insufficient balance available in the transaction Currency;
 - ATM withdrawals where the local currency withdrawn is not one of the Currencies available on the Card or where there is an insufficient available balance in the withdrawal Currency;
 - where you end the Agreement or request a refund of the balance on the Card under clause 9; and

v) when a Shortfall fee, an investigation administration fee or a monthly inactivity fee is charged and there are insufficient funds available in USD.

The method for calculating the foreign exchange rate or fee for each scenario is as set out below.

- 8.2 The foreign exchange rate used for the initial load and reloads of your Card varies by Purchase Location. When funds are loaded onto the Card, the payment is made by you in INR and we convert that amount into the Currency or Currencies of your choice. You can ask the Purchase Location for the exchange rate beforehand. Foreign exchange rates are subject to variation and the rate that applies one day will not necessarily be the same on any other day.
- 8.3 If an ATM withdrawal or point of sale, telephone or internet transaction is made in a currency which is different to any of the available Currencies on the Card, or exceeds the relevant available Currency balance on the Card, the amount will be funded by converting the transaction amount into the next available Currency balance on the Card, in the following order of priority: USD, GBP, EUR, SGD. The foreign exchange rate used is the rate determined by MasterCard to be the wholesale market rate or the government mandated rate in effect on the day the transaction is processed by MasterCard, plus the Cross Currency fee (see the Fees and Limits section in the User Guide) and any applicable service tax.

The example below explains:

a) how the ATM withdrawal fee, the foreign exchange rates and the Cross Currency fee will be applied if you use a Card with only US\$100 loaded to withdraw EU€50 cash from an ATM in France; and

b) how the balances are utilised across Currencies and how the Cross Currency fee will be applied if you use a Card to make a point of sale purchase in the United States for US\$150.00 and you have the following Card Fund balances: US\$50, GB£0, EU€60 and SG\$100

Example of how the Cross Currency fee is applied for ATM and point of sale transactions:

- a) If you make a purchase or an ATM withdrawal in France for EU€50.00 with your State Bank Multi-Currency Foreign Travel Card, which only has a balance of US\$100, and the prevailing exchange rate on the day of the transaction, determined by MasterCard, is EU€1.00 = US\$1.43, the US\$ equivalent amount for the transaction (before the Cross Currency fee is applied) would be US\$71.50 (i.e. EU€50 x 1.43 = US\$71.50). The Cross Currency Fee of 3% will be applied (US\$71.50 x 3% = US\$2.15) and a total of US\$73.65 (US\$71.50 + US\$2.15), plus applicable fees and service tax, will be debited from the Card.
- b) if you make a point of sale purchase, using your Card overseas for US\$150.00, and you have the following Card Fund balances: US\$50, GB£0, EU€60, SG\$100, then the following application of funds will take place:

Currency balance before transaction	Amount to debit from Card Fund	Running purchase balance	FX Rate excluding margin	FX Rate including margin 3%	Currency balance after transaction
US\$ 50.00	US\$ -50.00	US\$ 100.00	-	-	US\$ 0.00
GB£ 0.00	GB£ 0.00	US\$ 100.00	-	-	GB£ 0.00
EU€ 60.00	EU€ -60.00	US\$ 15.80	US\$ 1: 0.6919 EU€	US\$ 1: 0.7126 EU€	EU€ 0.00
SG\$ 100.00	SG\$ -20.66	US\$0.00	US\$ 1: 1.27 SG\$	US\$ 1: 1.3081 SG\$	SG\$ 79.34

- 8.4 Where you end the Agreement, or request repayment of the Card Fund under clause 9, these funds will be converted into local currency (INR). The foreign exchange rate used for this is set and determined by the Purchase Location and varies each day.
- 8.5 Where a Shortfall fee or an investigation administration fee is charged and if there are insufficient funds in USD, the amount will be funded by converting the outstanding amount into an available Currency balance on the Card. The method for calculating this is described in clauses 3.12 and 5.3.
- 8.6 Where a monthly inactivity fee is charged, a foreign exchange rate may be applied. The method for calculating this is described in clause 3.10.

9. Redeeming unspent funds

You may redeem any unspent funds on the Card through the Purchase Location. Payment will be in INR and the exchange rate will be determined by the Purchase Location. You can contact the Purchase Location for information on the applicable exchange rate. Please note: The applicable fee, as set out in the Fees and Limits section in the User Guide may be charged by the Purchase Location to close the Card or to refund the balance available on the Card.

10. Ending the Agreement

- 10.1 Subject to clause 10.6, the Agreement shall terminate in the event of the expiry of the Card ("**Termination Date**").
- 10.2 Subject to clause 10.4, we may end the Agreement prior to the Termination Date by giving you at least thirty (30) days' prior written notice by letter or email sent to the address you have provided us.
- 10.3 You may end the Agreement at any time prior to the Termination Date, by surrendering the Card at a Purchase Location and writing to or emailing to Card Services.
- 10.4 We may ask for the return of the Card and end the Agreement prior to the Termination Date, with or without notice, if you materially breach any of these terms and conditions.
- 10.5 Upon ending the Agreement in accordance with this clause 10, you will no longer be able to use the Card. Upon ending the Agreement you must destroy the Card by cutting it in half diagonally, ensuring the Chip is destroyed, and dispose of it securely. The ending of the Agreement will not affect your right (if any) to redeem unspent funds in accordance with clause 9.
- 10.6 For the purposes of clause 10.1, the Termination Date shall mean the later of either the expiry of the initial Card (including any Replacement Card) issued to you under the Agreement, or the Additional Card.

11. Changing the terms

- 11.1 We may amend the Agreement (including bringing in new terms and fees or changes in the fees and services we offer) at any time, at our discretion, by giving you at least thirty (30) days' notice. We will notify you of changes to the Agreement by email, or in writing, to the contact details provided by you at the time of application. The latest version of the Agreement shall be available on www.sbitravelcard.com
- 11.2 We may amend the Agreement without notice, in order to comply with local laws and regulations.

- 11.3 We will notify you of any changes at least thirty (30) days before the change is implemented. If you are dissatisfied with any change, you can end the Agreement by surrendering the Card at a Purchase Location and contacting Card Services within thirty (30) days of such change taking effect.

12. Personal Data

- 12.1 You agree that we may contact you by telephone, letter or email at the contact details you have provided us. You must let us or Card Services know immediately if you change your personal details.
- 12.2 By purchasing the Card and using it, you consent to us and our service providers processing the information we collect about you ("**Personal Information**"), solely for purposes of providing you with the Card Services, under the Agreement.
- 12.3 You understand and agree that, subject to applicable law, we may disclose your Personal Information to third parties (including the Programme Manager and other third party providers) to enable us to provide the Card Services and for data analysis (including market research), anti-money laundering, detection of crime, legal compliance, enforcement and fraud prevention purposes.
- 12.4 Subject to applicable law, your Personal Information may be processed and stored outside of the country of purchase. However, adequate safeguards are in place to protect your Personal Information.
- 12.5 To aid us in the provision of the Card Services and improve our service, telephone calls may be recorded and/or monitored. By using this service, you consent to this recording and/or monitoring.
- 12.6 We may contact you about other products and services provided by us, if you opt to receive promotional messages. If you no longer wish to receive this information, please contact Card Services.

13. Liability

- 13.1 Unless otherwise required by law or as set out in the Agreement, we will not be liable to you in respect of any losses, whether direct or indirect, that you or any third party may suffer in connection with the Card, except where such losses are due to a breach by us of the Agreement or due to our negligent or fraudulent conduct.
- 13.2 We are not responsible for the quality of goods or services purchased with the Card or any additional fees charged by the merchants / operators of the terminals (for example when you withdraw currency from an ATM, the ATM operator may charge you an additional fee for the service).
- 13.3 To the extent permissible in law, you agree to pay us for any reasonable losses, damages, claims or expenses (including reasonable legal fees), which we incur due to your failure to comply with the Agreement.

14. Law, Jurisdiction and Language

- 14.1 The Agreement is governed by, and will be construed according to the laws of India, and the Courts in Mumbai will have the exclusive jurisdiction to adjudicate any dispute between the parties.
- 14.2 We will communicate with you in English and the Agreement is available in English only.

15. Third Party Rights

Except for any party referred to in clause 16, nothing in the Agreement gives any third party any benefit or right (including any enforcement right).

16. Transferring our rights

We may assign any of our rights and obligations under the Agreement, without your prior consent, to any third party, subject to such party continuing the obligations in the Agreement to you.

17. Contact details

- 17.1 If you have any queries regarding the Card, please refer to **www.sbitravelcard.com**
- 17.2 If you have any further queries, are dissatisfied with the standard of service, you think we have made a mistake in operating the Card or you require information about your Personal Information, please contact Card Services.
- 17.3 We can be contacted by using the details in the 'Contact details' section in the User Guide or by writing to: FTC Helpdesk, State Bank of India, 3rd Floor, Global IT Centre, Sector -11, C.B.D Belapur, Navi Mumbai - 400614, India.
- 17.4 Any notice sent by either party under the Agreement by email shall be deemed to be given on the day the email is sent, unless the sending party received an electronic indication that the email was not delivered; and if by post, shall be deemed given three (3) working days after the date of posting.
- 17.5 We will try to resolve any problems as quickly as possible and in accordance with the complaints procedure, which can be found on **www.sbitravelcard.com** or is available on request.

18. Additional information

The Card is a prepaid card facility issued by the State Bank of India.



State Bank Multi-Currency Foreign Travel Card is issued by State Bank of India, pursuant to license by MasterCard Asia/Pacific Pte. Ltd. MasterCard is a registered trademark of MasterCard International Incorporated.