

## **DO'S**

- Always keep your Debit card in a safe and secure place. Treat your card as you would treat cash.
- On the receipt of your card, kindly sign the back of the card on the place provided for the same immediately on receipt.
- Keep your PIN a secret. Memorize your Pin and destroy the PIN Mailer thereafter.
- It is recommended to change the PIN on 1st usage.
- Updating of passbooks or viewing your statement regularly will allow you to keep a track of your transactions and report any unauthorized or suspicious transactions to your Bank immediately.
- Monitor your transactions regularly by checking or text message/notification for selected transactions.
- Always ensure that the card is used in your presence when transacting at merchant establishments. Never sign an incomplete sale slip.
- For your safety please retain the sales slip issued at the Merchant establishment OR ATM slip issued for cash transaction on completion of transactions. Always preserve the cardholders copy and check the pay amount after purchase.
- When giving your card to a merchant, ensure that they have given back the correct card.
- Your card is for your exclusive use only. It should never be surrendered to anyone other than a designated Bank officer of SVC Bank.
- Prior to making any online purchase, register yourself for Verified by Visa (VBV) and secure your online transactions.
- Inform the Bank about any change in telephone number/mobile number or correspondence address.
- In case of loss of the card, inform the bank immediately.
- Please read the user manual received with your debit card for detailed information on debit card usage.

## **DON'TS :**

- Do not disclose your Pin number to anybody.
- Do not keep the card and Pin mailer together.
- Do not keep the card exposed or near any magnetic field like Mobile, Television and other such devices.
- Do not key in your PIN in presence of any onlooker. Enter the PIN by yourself.
- Do not seek any assistance from strangers.
- Do not attempt to use your card at merchant establishment that do not possess electronic point-of sale swipe terminals.
- Do not attempt to use your card for making purchases via telephone/mail
- Do not respond to any e-mails that require your bank account number, card number expiry date or PIN.
- Bank/IBA/RBI/GOVT agencies never ask for ATM card or ATM pin details. Do not provide these to anyone.