



## **Terms & Conditions of Debit Card with Grievance Redressal & Compensation Framework.**

### **1. Customer Responsibilities**

The cardholder must keep the debit card, PIN and OTP strictly confidential.

Any loss, theft, or misuse of the debit card must be reported to the bank immediately.

The cardholder shall be responsible for all transactions conducted using the card until the time of reporting unauthorized use. Customers can report unauthorized debit card transactions through visiting nearest Bank branch or by customer care number/mail.

### **2. Customer Liability**

Customer liabilities are as below

**Zero Liability of Customer:** If the fraud happens due to bank/system failure or third-party breach then amount shall be credited to the customer's account within 10 working days from reporting.

**Limited Liability of Customer:** If delay in reporting is within RBI-prescribed timelines, then liability will be restricted as per RBI norms.

**Full Liability of Customer:** If the customer shares card details, PIN, OTP or acts negligently then it is total customer's liability.

### **3. Grievance Redressal Mechanism**

Customers can lodge complaints regarding:

- Unauthorized or failed transactions.
- Excess debit / non-receipt of cash.
- Incorrect charges or fees.

Complaints will be acknowledged within 3 working days and resolved within:

7 working days for failed transactions

10 working days for unauthorized electronic transactions

### **4. Escalation of Complaints**

Customer can report unauthorized transaction through visiting nearest Bank branch or by

1) Customer care / helpline no- 0231 2991837 or mail id - atm@ajarabank.com

2) Websites complaints management portal.

Timely reporting is essential to limit customer liability as per RBI guidelines. If the customer is not satisfied with the resolution, then complaint may be escalated to the bank's Grievance Redressal Officer - Mr. Tanaji G. Goilkar (Mob. No.-8380057814, mail id-agm@ajarabank.com)

### **5. Compensation for Failed / Unauthorized Transactions**

If a failed debit card transaction is not reversed within the stipulated timeline, then Customer shall be compensated at ₹100 per day or as per RBI instructions.

Compensation will be credited automatically without requiring customer follow-up.

No compensation shall be payable where delay is attributable to customer negligence or incorrect information.

### **6. Blocking / Deactivation of Card**

Bank reserves the right to block or deactivate the debit card in case of Suspected fraud and Security concerns.

### **7. Fees and Charges**

All applicable fees, including annual charges, replacement card fees, and transaction charges, shall be transparently disclosed, no charges shall be levied for reporting fraud or lodging grievances.