

NOTICE TO CUSTOMERS

RESTRICTION ON INTERNATIONAL USAGE OF DEBIT CARDS

Dear customer,

RBI has advised Banks to ensure that transactions effected through Electronic Payment channels are safe and secure and not easily amenable to fraudulent usage. With cyber-attacks becoming more unpredictable and electronic payment systems becoming vulnerable to new types of misuse and fraudulent usage of debit cards through POS machines / ATMs located abroad, to minimize the damages to the customers, Reserve Bank has mandated Banks block all international usage for the debit cards and enabling the international usage will be permitted on specific request of the card holder.

Hence usage of Debit Cards is restricted to Domestic usage only and all international transactions are blocked to all the card holders of our bank. Any customer who wishes to avail the facility of international usage for their debit card is advised to submit their request for enabling international usage at POS / ATM abroad, by contacting our customer care number **1860 258 1916** (or) International flag can be enabled through KVB Dlite Mobile application. The facility will be made operational after 24 hours of the request received by the Bank through our customer care. Hence customers are advised to avail the above facility well in time before leaving for abroad.