



DO'S AND DON'TS FOR ATM/CDM OPERATIONS







Do's:

- Please make sure to conduct any ATM transaction in complete privacy
- First use of the card must be on an ATM, else it will not be accepted at Point of Sale (POS)
- Memorize your PIN (personal identification number).
- Store your card in a secure place where you will immediately know if it is missing.
- Beware of "Shoulder Surfing" and Shield your PIN from onlooker by covering the keypad while entering the PIN.
- Always change the PIN as soon as you receive it. Preferably, change it every quarter
- Store the Debit card carefully so that the EMV chip does not get damaged
- Ensure to collect your Debit card, after completion of the transaction.
- Periodically verify the passbook entries to ensure its correctness. Any unauthorized card transaction in the account, if observed, should be immediately reported to the Bank.
- Please ensure that the card is swiped in your presence at POS terminal (Point of Sale)
- After completion of your transaction and before leaving the premises please ensure that 'Welcome Screen' is displayed in the ATM/Cash deposit machine (CDM).
- Register your mobile number with the bank for getting alerts for your Debit card transactions.
- Immediately inform the Bank if your ATM / Debit card is lost or stolen. If your card is held by any ATM, please inform the same to Helpline number :1860-258-1916 or email to customersupport@kvbmail.com
- Keep an eye on suspicious movements of people around ATMs/CDMs.
Beware of strangers trying to engage you in any suspicious transactions.



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Don'ts

-  Never lend your Debit card to anyone.
-  Do not write your PIN on the card or card wallet or do not store it mobile.
-  Never share your PIN with anyone or seek help from anybody by handing over the Debit card and revealing the PIN.
-  Never let anyone see you entering your PIN.
-  Never use a PIN that could be easily guessed. E.g your birthday or telephone number.
-  Never leave your Debit card in the ATM/CDM.

