

CUSTOMER ADVISORY

MOBILE ALERTS: SMS CHARGES

Karur Vysya Bank has introduced SMS charges for Savings and Current accounts with effect from **1st October 2014**. (RBI Circular No. DBOD.No.Dir.BC.67/13.10.00/2013-14 dated **November 26, 2013 on Charges Levied by Banks for Sending SMS Alerts**)

Category	Proposed Charges
Savings Bank Accounts	Rs.0.50/- per SMS alert inclusive of Service Tax
Current Accounts	Rs.20/- per quarter inclusive of Service Tax

The charges will be debited from the account on quarterly basis. The following accounts are excluded for levy of SMS charges:

1. Kalpatharu Accounts
2. Grama Jyothi Savings Bank Accounts
3. Senior Citizen Accounts

We request you to kindly take note of the new changes that are being introduced. In case, any clarification is required please feel free to contact your home branch or our HELPLINE number 1860-200-1916 (local call charges applicable)

CUSTOMER ADVISORY DATED 22, FEBRUARY 2014

INTERNET BANKING SERVICES: ONLINE PASSWORD RESETTING

Karur Vysya Bank as part of strengthening the Internet Banking Channel has introduced 'Secret Questions and Answers' that helps you to re-activate your account, in case you forget your password/Transaction PIN(TPIN) and your account gets locked.

As per the new functionality you will be prompted to set 'Secret Questions and Answers' as a onetime process. Please select and set answer for three questions out of the ten questions prompted by the system.

The below mentioned situations can be resolved instantly by answering any one of the three secret questions and the proposed initiative is scheduled to take effect from **1st March 2014 (Saturday)** onwards.

- Resetting your login password.
- Resetting your Transaction Password (TPIN) or RSA PIN.
- Unlocking your account.

We request you to kindly take note of the new changes that are being introduced. In case, any clarification is required please feel free to contact your home branch or our HELPLINE number 1860-200-1916 (local call charges applicable)

CUSTOMER ADVISORY DATED 17, JANUARY 2014

INTERNET BANKING SERVICES: BENEFICIARY MAINTENANCE

As per Reserve Bank of India guidelines, all member Banks with effect from 1st December 2013 are required to implement additional security and risk mitigation measures for electronic payment transactions. The electronic modes of payment like RTGS, NEFT & IMPS have emerged as the preferred channel for funds transfer. As the number of transactions happening in these channels is increasing rapidly, it is imperative to ensure that these channels are safe and secure for the customers to use. In view of the above, the Bank has introduced the following additional measures:

1. Registration of Beneficiary is mandatory for transfer of funds i.e. without registering a beneficiary, no fund transfer can be effected.
2. Maximum of 3 beneficiaries can be added/registered for each type of funds transfer (Inter/Intra Bank) in a day.
3. Beneficiary registration will be confirmed through SMS.
4. Registration will be activated after a cooling period of 3 hours from the time of registration.
5. Transfer of funds to the newly added beneficiary can be done only after successful activation of the beneficiary.

KVB has implemented the above mentioned measures in the Internet Banking platform and will take effect from 19th January 2014 (Sunday). We request you to kindly take note of the new changes that are being introduced. In case, any clarification is required please feel free to contact your home branch or our HELPLINE number 1860-200-1916 (local call charges applicable).

CUSTOMER ADVISORY DATED 29, NOVEMBER 2013

ATM DEBIT CARD/POS

1. POINT OF SALE (POS) TRANSACTIONS USING DEBIT CARD

As per RBI mandate, from 1st December 2013, entering PIN @ POS terminals for transactions at merchant establishments is mandatory for debit card holders and PIN used at the ATM is to be used for POS transactions also.

2. **SECURING CARD PAYMENT TRANSACTIONS**

As per RBI mandate from 1st December 2013:

- All new debit cards to be issued will be for domestic use only
- International debit card issued will be EMV chip & PIN enabled
- International debit card will be issued against customer's specific request
- Please contact your home branch for your new **EMV chip & PIN enabled international debit card**

As part of compliance, the Bank is in the process of sending a new replacement EMV chip based international debit card for such customers who have used their cards internationally at least once (for/through e-commerce/ATM/POS).

In case, you intend to travel abroad in the near future, please contact your home branch for an EMV chip based international debit card as a replacement to your existing debit card which will be deactivated once your chip based international debit card is activated (first transaction should be cash withdrawal from ATM).