

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 minimise the damages to the customers, Reserve Bank has mandated Banks to issue Debit Cards for Domestic usage only, and international usage will be permitted on specific request of the card holder.

Usage of Debit Cards is restricted to Domestic usage only and all international transactions are blocked to the card holders.

Any customer who wishes to avail the facility of international usage for their debit card is advised to submit his request for enabling international usage at PoS / ATM abroad, with the respective Branch where the account is maintained.

The facility will be made operational after 24 hours of the request received by the Bank.

Hence, customers are advised to avail the above facility well in time before leaving for abroad.

Date : 30-11-2017

Dena Bank, Cards Management Dept.

**REQUEST FOR ENABLING INTERNATIONAL TRANSACTIONS THROUGH
DEBIT CARD**

To

The Branch Manager,
Dena Bank,
_____ Branch,

Sub: Enabling international transactions on my debit card.

I, the undersigned holder of the Dena Bank Debit Card request you to enable International Usage for my debit card, for which the details are as under :

Sr No.	Details	
1	Name of the customer	
2	Customer ID	
3	Account Number	
4	Debit card No.	

I understand the implication on the enablement of International Usage and such usage will be subject to RBI / GOI guidelines.

Date :

Signature

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FOR OFFICE USE

The details provided by the customer is verified at our end and necessary action initiated :

Application received on	
Approval status	Approved / Rejected.
Email sent to ATM Switch on	
Confirmation mail received on	

We undertake to preserve the record of such application at the Branch for future reference.

Name	Signature	PA No	Branch seal
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