

Contact Details

- ❖ In case of any assistance on NKGSB Bank's products & services, you may contact our Customer Care Unit on 022-28602000
- ❖ In case of any dispute to be raised on your Debit Card transaction, you may send the documentation to home branch:

❖ Branch Network

For our Bank's branch network you may visit our Website www.nkgsb-bank.com

❖ Green Pin

We have introduced Green PIN for our card holders. You need not wait for the printed PIN mailer to be received from branch. You can generate your PIN using the GREEN PIN functionality.

Below are the steps for GREEN PIN –

1. After inserting card in the ATM machine, click on 'Generate PIN'
2. You will see two options viz. 'Generate OTP' & 'Validate OTP'
3. Click on 'Generate OTP'
4. A message "OTP is generated successfully. OTP will be sent on your registered Mobile number shortly" will be displayed on ATM screen
5. You will receive an OTP on your registered mobile number. OTP is valid for 10 minutes.
6. After receiving OTP, you have to click again on Generate PIN & then on Validate OTP
7. On validation of OTP, You will be asked to enter & re-confirm new PIN
8. This new PIN which you have set has to be used while using your Debit card on ATM or POS.
9. Green PIN functionality can be used even for resetting PIN in case you have forgot your PIN.

You can generate your Green PIN through Bank's Mobile banking application (QuickMobil) or Net Banking Facility by visiting Bank's website www.nkgsb-bank.com

- 1) Click on card menu on dash board after successful login.
- 2) Select the account number to which card is linked.
- 3) Click on "Inactive Cards"
- 4) Click on "Set Debit Card PIN"
- 5) Enter the card expiry date, CVV number and click on proceed.
- 6) Enter the OTP received on your registered mobile number.
- 7) Create your own 4 digit PIN.

You may visit our website www.nkgsb-bank.com for details on products & services offered by us.

DEBIT CARD APPLICATION

Branch: _____

Date:
DD / MM / YY

(Please fill the form in block letters only)

I wish to apply for Rupay Platinum Contactless Debit Card

- 1) New
- 2) Replace Debit Card (existing Debit Card Lost/misplaced/tampered etc.)
- 3) Add on card. Primary Card No.

Customer ID:

15 digit Primary Account number to be linked with the Debit Card:

Name of the customer: _____
(Last Name) (Name) (Middle Name)

Name as desired on Card (Max. 20 Characters)
Desired name should be indicative of your name mentioned above & no special characters is allowed

Mobile No.

Your existing Debit card number which is to be de-activated so as to apply for replacement of Debit Card: **(Mandatory if option 2 is selected)**

Present Address (as per bank record):- _____

_____ PIN Code _____ State _____

Please note that your Debit card will be sent to your home branch within 7-8 working days.

Declaration

I have read and understood the terms and conditions applicable for Debit Card. I accept and agree to be bound by the said Terms and Conditions including those excluding/limiting the Bank's liability. I understand that the Bank may, at its absolute discretion, discontinue any of the service completely or partially without any notice to me. I agree that the Bank may debit my account towards service charges as applicable from time to time.

Applicant's Signature

Signature of the applicant is verified and I confirm that it is as per our records and also confirm that Old Debit card is blocked before sending card replacement application.

(Name and Signature of the Branch Official alongwith Employee Code, Branch Seal/Stamp)
(In case of Joint Account, a mandate overleaf to be obtained from other account holder/s)

Letter of Mandate for Debit Card
(Applicable for Joint Accounts)

To,
Branch Manager,

_____ Branch

Respected Sir/Madam,

I/We, _____,
_____ the undersigned
(All Account Holders other than the First Account Holder), am/are the Joint Account Holder/s of Savings/Current Account No. _____ (the "said account/s") opened/established with NKGSB Co-op. Bank Ltd. along with _____ (name of the First Account Holder).

I/We, hereby authorize Mr/Ms/Mrs _____ (name of the First Account Holder) to apply for the Debit card on the said account(s) for and on my/our behalf. I/We, confirm that I/we have read and understood the "Terms and Conditions" for usage of the Debit Card service offered by NKGSB Co-op. Bank Limited and that I/We agree to abide by them.

In case, I/we wish to revoke the above authorisation, I/we shall issue a Letter of Revocation duly signed by the authorised signatories to NKGSB Co-op. Bank, post which the services will be disabled after one working day from the date of request submission letter to NKGSB Co-op. Bank Ltd.

Yours faithfully,

Signature _____ Signature _____
(Second Account Holder) (Third Account Holder)

Name _____ Name _____

For Office use only

I confirm that the details given above and the Signatures of the co-applicant/s are verified and are as per our Office Records

Signature of the Official _____

Branch _____

Designation _____

Employee Number _____

Date / /

List of Debit Card Charges

Particulars	Charges applicable
Annual Fee	1st year free
Renewal Fee (Second year onwards)	Rupay Platinum - Rs. 150/- p.a.
Add on Card (Issuance, Annual, Renewal)	Rupay Platinum - Rs. 150/-
Replacement of a Lost / Damaged Debit Card	Rupay Platinum - Rs. 150/- per card
PIN Replacement	Rs. 25/-, No charge for Green Pin
NKGSB BANK ATMs Cash Withdrawal / Balance Enquiry	Free
Charges applicable for using NKGSB Card at other Bank's ATM:	
Free Transactions per month for Savings Deposit	Metro ATMs - 3 Transactions Per month Other / Non Metro ATMs - 5 Transactions Per month (Include Financial & Non-Financial Transactions)
Free Transactions per month for Current Deposit	NIL
Charge beyond free transactions	Financial - Rs. 20/- Per Transaction Non-Financial - Rs. 10/- Per Transaction
Surcharge on Petrol Pump	As applicable
Surcharge on usage on IRCTC	As applicable

Combined per day limit

Card Variant	ATM Cash Withdrawal (Daily Limit)	POS & ECOM Combined limit (Daily)	Contactless without PIN per transaction per day limit	Contactless with PIN per transaction per day limit
RuPay Platinum	Rs. 20,000/-	Rs. 1,00,000/-	Rs. 5,000/-	Rs. 10,000/-

Charges subject to change from time to time. For present applicable charges please contact your home branch GST will be applicable at actual