

FAQs FOR SBI GOLD INTERNATIONAL DEBIT CARD

1. Where can I use the SBI Gold International Debit Card?

SBI Singapore is part of the ATM5 group. You can use your SBI Debit Card at more than 200 ATMs via the shared islandwide ATM⁵ network.

You can also use your SBI Debit Card in and outside Singapore at ATMs of other Banks carrying the MasterCard / Cirrus logo.

2. What are the General Guidelines for the SBI International Debit Card?

- Sign at the back of the SBI Debit Card once you receive the Card
- Use your new card at an SBI ATM immediately to change the system generated Personal Identification Number (PIN)
- Never use a PIN that could be easily guessed, e.g. your birthday or telephone number.
- Please do not write your PIN on the card or anywhere else
- Please keep the PIN secret and do not disclose the PIN to anybody including a family member or your banker. In case the PIN is divulged, please change your PIN immediately at any State Bank of India ATM.
- Giving your card and disclosing PIN to someone is like giving a blank signed cheque. Please refrain from taking help from any stranger at the ATM.
- Never let anyone see you enter your PIN
- Beware of "Shoulder Surfing" i.e. shield your PIN from onlookers by using your body. Once you complete your transaction, check to ensure that you have your Card and your receipt and then leave immediately.

3. Who can I contact if I lose my SBI Debit Card or if I need more information?

Please call 6228 1118 (24-hours hotline), if you lose your SBI Debit Card. For more information, you may email us at contactus@sbising.com

Please refer to www.sbising.com for Terms & Conditions under which the SBI Gold International Debit Card has been issued.

Please note that the Bank bears no liability for the unauthorized use of the Card and the cardholder must assume full responsibility for all use of the card.