



CUSTOMER LIABILITY – UNAUTHORIZED ELECTRONIC BANKING TRANSACTION



Fraudulent or unauthorized transactions in your bank account, credit/debit card



Do not Panic

Report immediately and get an acknowledgement

Know your bank's

- Phone / Toll Free No
- Email
- Address of home branch



Register for Email and SMS Alerts

Know Your Liability

Your Negligence [#]	Bank's Negligence	Third Party Breach
<ul style="list-style-type: none"> • Your loss till you report • Bank's loss after you report 	<ul style="list-style-type: none"> • Bank's loss 	<p>Within 3 working days* You have no liability</p> <p>4-7 working days* Amount of transaction subject to a maximum liability of Rs.5000 for a BSBD account and Rs.10000 for SB Account/Credit Card (With limit of Rs.5 Lakhs)</p> <p>Beyond 7 working days* As per your bank's policy</p>

*Time taken to report from the receipt of communication from the bank

Example of your negligence such as sharing password, PIN etc.

