Bank of Maharashtra – Terms & Conditions Governing Debit Cards

1. Applicability

These Terms & Conditions ("T&Cs") govern the issuance, operation, and usage of Debit Cards issued by Bank of Maharashtra ("the Bank") to its account holders and/or any person nominated by the account holder (including add-on cardholders). These T&Cs shall be read in conjunction with the Most Important Terms & Conditions (MITC), Schedule of Charges, and any other instructions issued by the Bank from time to time. By applying for and/or using the Debit Card, the customer agrees to be bound by these T&Cs as amended from time to time.

2. Definitions

- Bank: Bank of Maharashtra
- Card / Debit Card: A Debit Card issued by the Bank for accessing the linked account.
- Cardholder: The customer or add-on cardholder to whom the Card is issued
- ATM: Automated Teller Machine in India or overseas
- PIN: Personal Identification Number generated for card usage
- OTP: One-Time Password sent to the registered mobile number for transaction authentication.
- Merchant Establishment (ME): Any outlet or platform accepting the Card for payment.
- POS: Point of Sale terminal
- CNP Transaction: Card-Not-Present transaction such as e-commerce or in-app payments
- Designated Account: Savings/Current account linked to the Card.

3. Issuance and Usage of Card

The Debit Card may be used for transactions at ATM, POS, e-commerce (CNP), contactless (NFC), and international locations, subject to customer opt-in, transaction limits, regulatory restrictions, and Bank-approved controls. The Card remains the property of the Bank and is non-transferable.

4. PIN / OTP Confidentiality

The Cardholder shall maintain strict confidentiality of the Card number, PIN, OTP, and other security credentials and shall not disclose the same to any person, including Bank staff. Any transaction authenticated using valid credentials shall be deemed to have been authorized by the Cardholder. The Bank shall not be liable for losses arising due to compromise of PIN/OTP attributable to the Cardholder's negligence.

5. Customer Responsibility and Reporting

The Cardholder shall:

- Regularly monitor account transactions
- Immediately report loss, theft, compromise of Card/PIN/OTP, or unauthorized transactions through Bank-approved channels (Call Centre, Mobile Banking, Internet Banking, Branch)
  Delay in reporting may increase the Cardholder's liability as per RBI guidelines on customer liability in unauthorized electronic transactions.

6. Liability Framework

- Zero Liability: For unauthorized transactions reported promptly and not due to customer negligence.
- Limited Liability: Where delay in reporting occurs without customer fault.
- Full Liability: Where loss arises due to customer negligence, sharing of credentials, or violation of these T&Cs
  The Bank's liability shall be determined strictly in accordance with RBI instructions issued from time to time.

7. International, CNP, and Contactless Transactions

International, CNP (e-commerce), and contactless transactions shall be enabled only upon explicit customer consent and are subject to limits, FEMA guidelines, network rules, and applicable charges. The Cardholder acknowledges higher fraud risk associated with CNP and international transactions.

8. Fees, Charges, and Debits

The Cardholder authorizes the Bank to debit the Designated Account for:

- Transactions effected using the Card
- Annual fees, replacement fees, service charges
- Cross-border mark-ups, currency conversion charges, network fees
- Statutory levies and taxes
  The applicable Schedule of Charges shall be available on the Bank's official website and/or branches.

9. Failed / Unsuccessful Transactions

Unsuccessful or failed transactions shall be reversed within timelines prescribed by RBI. Compensation, if any, shall be paid in accordance with RBI guidelines where reversal timelines are breached.

10. Renewal, Replacement, and Termination

The Card shall be automatically renewed unless otherwise advised by the Cardholder or the Bank. Replacement due to loss, theft, or damage shall be issued at applicable charges. The Bank reserves the right to suspend, block, or terminate the Card without prior notice in cases of misuse, regulatory risk, security concerns, or account closure.

11. Grievance Redressal and Call Centre

For assistance, disputes, or reporting unauthorized transactions, the Cardholder may contact the Bank's 24×7 Call Centre or visit the nearest branch. Escalation shall be available through the Bank's grievance redressal mechanism and thereafter under the RBI Integrated Ombudsman Scheme.

12. Amendment of Terms

The Bank reserves the right to amend these T&Cs at any time by providing prior notice in accordance with RBI guidelines. Updated T&Cs shall be hosted on the Bank's official website and shall be binding upon the Cardholder.

13. Governing Law and Jurisdiction

These T&Cs shall be governed by the laws of India, and courts within India shall have jurisdiction over disputes arising hereunder.

14. Customer Acknowledgment and Acceptance

By signing the application form / digitally accepting / activating the Debit Card, the applicant confirms that they have read, understood, and agreed to:

- These Terms & Conditions
- The MITC
- The Schedule of Charges