

Renewal Debit Cards

Frequently Asked Questions

Q1. What is debit card renewal?

Ans. In simple terms, when your current debit card is about to expire, the bank automatically generates a new card with a fresh expiry date so that you can continue using debit card services without interruption. The renewed card is usually sent to your registered address before the old card expires.

Q2. What is meant by a cardholder opting in or opting out of the debit card renewal process?

Ans. Opting in means the customer agrees to receive a renewed debit card when the existing card is nearing expiry. If the customer opts in or does not respond the Bank will process the card renewal.

Opting out means the customer chooses not to receive a renewed debit card. The existing debit card will remain active until its expiry date, after which no new card will be issued.

Q3. Does the Bank offer customers the facility to opt out of the debit card renewal process, and within what timelines can such an opt-out request be submitted?

Ans. Yes, The Bank provides an option to opt out of debit card renewal. Customers can submit an opt-out request through Phone Banking up to 60 days prior to the card's expiry date.

Q4. Under what circumstances may the Bank choose not to process debit card renewal?

Ans. A debit card renewal request will not be processed by the Bank under the following circumstances:

- The customer has opted out of the debit card renewal process, 60 days prior to card expiry date
- The debit card has been blocked/hotlisted/permanently closed prior to the renewal.
- The linked account is closed, inactive, or dormant, or the customer ID (CIF) is suspended, including cases where the customer is due for Re-KYC or non-compliant with KYC regulatory requirements.

Q5. Does the cardholder have the option to revise their consent for debit card renewal prior to the expiry of the debit card?

Ans. Yes. Cardholders may change their consent (opt in or opt out) for debit card renewal up to 60 days prior to the card's expiry date by contacting the Bank through the Phone Banking channel, in line with the Bank's defined timelines.

Q6. What happens if I choose to opt out of debit card renewal?

Ans. After opting out of debit card renewal, no new debit card will be issued for your account. Your existing debit card will remain active until its expiry date, and all standard debit card Terms & Conditions will continue to apply. Once the card expires, it will not be replaced automatically. If you require a debit card later, you may apply through the Bank's standard application channels.

Q7. Does the cardholder have the option to choose the card network or card type during card renewal?

Ans. No. The cardholder does not have the option to select the card network or card type at the time of debit card renewal.

- The card network and card type applicable to the cardholder shall be determined based on the type of account held by the cardholder with the Bank at the time of debit card renewal.
- In the event the cardholder holds an upgraded debit card variant at the time of renewal, the same debit card variant shall be issued upon renewal
- However, where the cardholder belongs to a higher-value account segment, including but not limited to Priority, Burgundy, or Burgundy Private, the default debit card variant applicable to the respective segment shall be issued upon renewal, notwithstanding the upgraded debit card variant held earlier.

Q8. Can a customer place a request for a replacement debit card after submitting a renewal decline request?

Ans. Yes. A customer may place a request for a replacement debit card at any time prior to the expiry of the existing debit card, even if the customer has opted out of the debit card renewal process. In such cases, the replacement debit card request shall supersede the renewal opt-out request, and the replacement debit card will be issued in accordance with the Bank's prevailing policies and eligibility criteria.

Q9. What should a cardholder do if their address has changed recently?

Ans. Customers are advised to ensure that their registered communication and delivery address is updated with the Bank well before the card renewal process begins. Renewal debit cards are dispatched only to the latest address available in the Bank's records at the time of processing.

Q10. Can I track the status of my renewed debit card?

Ans. Yes. Once the renewal debit card is processed and dispatched, tracking details are shared with the customer through SMS/email on registered contact details.

Q11. Will my PIN remain the same for the renewed debit card?

Ans. No. The renewed debit card will require the customer to generate or confirm a new PIN through the Bank's designated self-service channels. Detailed PIN generation instructions are shared with the customer at the time of card dispatch.

Q12. Will my existing subscriptions and mandates work on the renewed debit card?

Ans. Any standing instructions, mandates, or subscriptions linked to the existing debit card number needs to be updated using the renewed debit card details. Customers are advised

to check with the respective merchant or service provider after receiving the renewed card.

Q13. Will the card usage limit and other service preferences continue on the renewed debit card?

Ans. Service preferences such as transaction limits and usage settings applicable to the debit card require re-configuration post card renewal. Customers can review and manage these settings through Mobile Banking, Internet Banking, or Customer Care after receiving the renewed card.