



DO'S AND DON'TS FOR ATM OPERATIONS

Do's:

- Please make sure to conduct any ATM transaction in complete privacy
- First use of the card must be on an ATM, else it will not be accepted at Point of Sale (POS)
- Memorize your PIN (personal identification number).
- Store your card in a secure place where you will immediately know if it is missing.
- Beware of "Shoulder Surfing" and Shield your PIN from onlooker by covering the keypad while entering the PIN.
- Always change the PIN as soon as you receive it. Preferably, change it every quarter
- Store the ATM-cum-debit card carefully so that the magnetic stripe does not get damaged
- Ensure to collect your card and your receipt, after completion of the transaction.
- Periodically verify the passbook entries to ensure its correctness. Any unauthorized card transaction in the account, if observed, should be immediately reported to the Bank.
- Please ensure that the card is swiped in your presence at POS Terminal(Point of Sale)
- After completion of your transaction and before leaving the premises please ensure that 'Welcome Screen' is displayed in the ATM.
- Register your mobile number with the bank for getting alerts for your ATM transactions.
- Immediately inform the Bank if your ATM / Debit card is lost or stolen. If your card is held by any ATM, please inform the same to Helpline number :1860-200-1916 or email to atmcell@kvbmail.com
- Keep an eye on suspicious movements of people around ATMs. Beware of Strangers trying to engage you in conversation.



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Don'ts

- Never lend your card to anyone.
- Do not write your PIN on the card or card wallet.
- Never share your PIN with anyone or seek help from anybody by handing over the card and revealing the PIN.
- Never let anyone see you entering your PIN.
- Never use a PIN that could be easily guessed. E.g your birthday or telephone number.
- Never leave your card in the ATM.
- When disposing of old receipts and statements don't use public waste receptacles.
- Never carry your PIN in your wallet or purse