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## A GUIDE TO USE ATM/DEBIT CARDS

### **What is ATM and Debit Cards?**

ATM stands for automated teller machine. ATMs are part of one or more networks, such as i-link, M-Net etc. An ATM card can be used in one of these machines. An ATM card has a magnetic strip that contains a unique card number and some security information. It can be used at ATM for deposits, withdrawals, account information, and other types of transactions.

A debit card can be used in place of using a credit card or cash or a cheque to pay for merchandise. Debit card also allows for instant cash withdrawal, acting as an ATM card. In many banks, the two functions of ATM card and credit card are combined into a single debit card.

### **Differences**

Some machines are strictly ATMs and allow you to withdraw cash from your account and perform some other basic account functions such as balance inquiry, bills payment and transferring money between accounts. These machines require you to enter a personal identification number (PIN); ATM cards work with these machines.

Debit cards have a number similar to a credit card and can be used in a similar manner, both in person and online, to make purchases. When you do so, the money is withdrawn from your bank account, though this may not happen immediately. Especially when making a purchase, ATM and debit cards may seem similar. You swipe the card and the money is taken out of your bank account to pay for the purchase. Many stores now have card-swiping machines that take both types of cards as payment options.

### **Benefits of ATM Cards**

ATM card transactions are generally processed immediately in the electronic banking system, so your bank balance will reflect the debit as soon as the transaction is complete. The system can determine whether your account has a sufficient balance to pay for the transaction, thus guarding against an accidental overdraft.

### **Benefits of Debit Cards**

Since debit cards work like credit cards, they can be used online and for catalog purchases or transactions made over the telephone, as well as those made in person. These types of transactions are typically free of any banking fees charged to the owner of the bank account. Moreover, a debit card uses checking account of the customer instead of adding to his credit card debt.

## **ATM & DEBIT CARD GUIDE**

To enjoy the many conveniences ATM/Debit card offer, you are advised to follow some important safety tips:

### **Choosing a PIN**

- ➔ Do not use obvious and guessable numbers for your PIN like, your date of birth, telephone number etc.
- ➔ Protect personal identification numbers (PINs) by memorizing it, and never writing it on your card, storing it with your card or letting someone else enter it.
- ➔ Never provide your PIN, card number or personal information in response to an e-mail.
- ➔ Keep your personal identification number (PIN) to yourself. Do not give it to your family members even.
- ➔ Change your PIN periodically and, if you think it may have been compromised, change it immediately.

### **Choosing an ATM**

- ➔ Where possible, use ATMs with which you are most familiar. Alternatively, choose well-lit, well-placed ATMs where you feel comfortable
- ➔ Avoid using the ATM if it looks too isolated or unsafe.
- ➔ Survey your surroundings for any suspicious activity before withdrawing money.
- ➔ If anyone or anything appears to be suspicious, leave the area at once. If you drive to an ATM, park close to the terminal and observe the entire area from the safety of your car before getting out.
- ➔ Take another person with you to an ATM whenever possible, especially if at night.
- ➔ Avoid opening your purse, bag or wallet while in the queue for the ATM. Have your card ready in your hand before you approach the ATM.
- ➔ Notice if anything looks unusual or suspicious about the ATM indicating it might have been altered. If the ATM appears to have any attachments to the card slot or key pad, do not use it.
- ➔ Check for unusual instructions on the display screen and for suspicious blank screens. If you suspect that the ATM has been interfered with, proceed to another ATM and inform the bank.

### **Using an ATM**

- ➔ If you are prompted to enter your PIN twice, or if you notice unusual messages on the screen, go to another ATM. However, if there is a time out or if the transaction is canceled and you enter your PIN a second time, check your statement to be sure the transaction does not appear twice.

- ➔ Prevent "shoulder surfing" by standing between the ATM and anyone waiting to use the terminal. Shield the keypad as necessary when entering your PIN and transaction amount.
- ➔ Do not allow anyone to distract you while you are at ATM.
- ➔ Never let a stranger assist you with an ATM.
- ➔ Never Force your card into the card slot.
- ➔ Minimize time spent at the ATM when conducting a transaction.
- ➔ When your transaction is complete, put your card, money and receipt away and immediately leave the area. Do not count your money while at the ATM.
- ➔ If for any reason your card is not returned to you by the ATM, contact your bank immediately.
- ➔ Follow the instructions on the display screen, e.g. do not key in your PIN until the ATM requests you to do so.
- ➔ If you are followed after using ATM, seek a place with people, activity and security.

### **Using ATMs Abroad**

- ➔ Verify your balances to make sure you have enough money in your account to cover your trip expenses to avoid running out of cash overseas.
- ➔ It's important to have a back-up plan in case your card is lost, stolen or held by ATM. It could be in the form of a second ATM card from a different issuer, cash, credit cards or traveler's cheques.
- ➔ Notify the bank beforehand and get a note added to your account so it does not get passed through the fraud section due to sudden change in account activity.
- ➔ Get international ATM support specifically activated for your ATM / debit card.
- ➔ Ask your bank for a contact number that you can call from overseas in case of need.
- ➔ Many ATMs abroad don't accept PIN longer than four digits. If your PIN is longer, change it.
- ➔ Foreign ATMs often don't have "o" (zero) digit button. So, make sure to change your PIN before leaving for abroad.
- ➔ Ask about overseas transaction and currency conversion fees.
- ➔ Banks charge either flat rate or a percentage of withdrawal amounts as transaction fee. Check with your bank before going abroad.
- ➔ ATMs have daily withdrawal limits which may or may not match those imposed by your bank. Ask about your bank limits and remember to plan it ahead in case you encounter lower withdrawal limits on your trip.
- ➔ At the time of payment, always check your receipt to ensure that transaction is not involving your home currency in a country that doesn't use that currency. Ask the merchant to re-do the transaction in the local currency and immediately report the incident to your credit card issuer.
- ➔ Foreign currency transaction fees will be charged if the merchant uses a foreign bank, even if the transaction is made in your home or local currency.

### **Protection of Card**

- ➔ Ensure to sign the signature panel of your card as soon as you receive it.
- ➔ Treat your card like cash and ensure safe keeping of your card all the times.
- ➔ Cards are sensitive to mechanical, electromagnetic and sun impacts. Shield your card properly.
- ➔ Be aware of the expiry date on your card.

### **Other General Tips**

- ➔ Immediately report a lost or stolen card to keep it from being misused and to limit your liability.
- ➔ If you change your residence, inform your new address to the bank on priority basis.
- ➔ Shop carefully online – only use secure sites and network connections.
- ➔ When you use your card for purchases, make sure that your debit card is swiped in your presence and don't let it swiped on multiple devices.
- ➔ In case of any problem, inform the bank's call centre and obtain a complaint number.
- ➔ Regularly check your account statements for unauthorized transactions.
- ➔ Don't discard your receipts and mini-statements or balance inquiry slips which contain important information. Preferably shred while disposing them of.