

**TJSB SAHAKARI BANK LTD.
RuPay DEBIT CARD**

Guidelines for Activation / Deactivation of ATM Debit Card functions through Various Channels

Security while using Digital Transactions through your Debit Card is one of our top priorities. RBI too frequently advises all the Banks to Enhance Security on Card Transactions.

TJSB Bank has introduced a facility of Card controls to choose the functions on ATM debit card to Cardholders. This means, now Cardholder has flexibility to activate/deactivate functions on Debit Cards (ATM/POS/E-Com separately). Additionally, Cardholder also can set daily limit amount as per his/her preference.*

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Currently, the Procedure for activating / deactivating functions of Debit Card is as under,

- ✓ Cardholder can forward such request mail/s on branch's email id through registered email address (only). Branch will forward these requests to Digital Products Department on rupaycard@tjsb.co.in for further processing. On the next working day, Digital Department will make the necessary changes and confirmation mail will be sent to Cardholder / Branch email id. Alternatively, Cardholder also can directly sent mail to Digital Products Department on rupaycard@tjsb.co.in.
- ✓ Once the changes are done at Bank's end, Cardholder will receive SMS to that effect.

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This option is also made available through your TJSB Smart Money mobile banking app.

Card controls can be used for one or multiple TJSB ATM Debit cards and help Cardholder to reduce fraud, control daily limits on card and manage account.

At present ATM Debit Card Control Facility provided to -

- **Active/ Inactive card:** Cardholders can turn Card functions ON and OFF as per their requirements.
- **Card Function Usage:** Depending on requirement, Cardholder also can activate / inactivate their card for specific type of transactions- ATM, ECOM & POS. For Example, if the Card Holder does not wish to use his card for ECOM/ POS purchases, then he can send request for disable ECOM/ POS transactions.
- **Set Card Limits:** Cardholders have the flexibility to set their own maximum Transaction limits for every card.*

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Activation of Card for Card Present Transactions and Card Not Present Transactions

- ✓ Card delivered to Cardholder is in **"Inactive State"** (i.e. in non-operational state). The same has to be activated by generating **"Green PIN"** from any of the TJSB Bank ATM.
- ✓ When Cardholder generates **"Green PIN"**, the Card is activated for **"Card Present"** Transactions only (i.e. ATM, POS & Cash@POS transactions).

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- ✓ If a Cardholder wishes to use the Card for “Card Not Present” transactions (i.e. for E-Com transactions over the Internet), Cardholder can forward such request mail/s on branch’s email id through registered email address (only). Branch will forward these requests to Digital Products Department on rupaycard@tjsb.co.in for further processing. On the next working day, Digital Department will make activate the Card for E-Com transactions and confirmation mail will be sent to Cardholder / Branch email id. Alternatively, Cardholder also can directly sent mail to Digital Products Department on rupaycard@tjsb.co.in.

SET Pin: Cardholder can generate new pin OR Cardholder can change pin of his/her Debit Card through “Green Pin” option available at TJSB-ATM. OTP is sent to the registered mobile number. After validating the OTP, Card Holder set new pin. Procedure to generate Green PIN is mentioned on the back side of the Welcome letter. Cardholder also has to make sure that his/her latest mobile number is registered with Bank.

It is suggested to change the PIN of the Card on regular intervals.

Please do not share 16 digit Card no. / PIN / CVV or any other information of your ATM / Debit card to anybody. RBI, TJSB or any other Government Organization never asks you any information about your ATM / DEBIT Card / Account.

*“Maximum Daily Transaction Limit” set by bank according to account type & card variant is mentioned on welcome letter.

Steps for Creating Green Pin for TJSB Debit Card -

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