

# FAQs SAMBA ATM CARD

## 1. What should I do on receipt of my Samba ATM Card?

Treat your Samba ATM Card as cash. On receipt, sign the back of the card immediately & keep it in a safe and secure place.

## 2. How and where can I use my ATM Card?

Your ATM Card can be used to access your funds 24 hours a day 7 days a week through any of Samba Bank Limited, 1 Link, Cirrus and Maestro enabled ATMs, both locally and globally.

## 3. Is there a cash withdrawal limit with my ATM Card?

Your ATM Card allows you to withdraw up to PKR 20,000 per transaction and up to PKR. 50,000 cash daily.

## 4. Will I be charged on cash withdrawals?

For cash withdrawals charges through ATM's, please refer to our Schedule of Charges.

## 5. What services can I avail from my ATM Card?

Through your ATM Card you can avail the following services

- Cash withdrawal
- Balance Inquiry
- Mini statement
- ATM PIN Change
- Statement and Cheque Book request
- Account to account funds transfer (personal accounts)
- Time deposit and personal finance inquiries.

## 6. How should I choose my ATM PIN?

While selecting an ATM pin you should take care of following points:

- It should not be easily associated with you, for e.g. part of your phone number, date of birth, or any other publicly known information.
- It should be a combination of random numbers which you can easily memorize and don't have to write anywhere.
- Change ATM PIN at frequent intervals, preferably once a month.

## 7. What steps should I take to keep my account, its details and ATM secure?

- Do not disclose your ATM Card information to anyone over the phone or internet.
- Memorize the ATM PIN and do not write it on the card, or anywhere else.

- Do not hand over your ATM card to anyone
- Do not disclose your ATM PIN or TPIN to anyone
- Do not bend/scratch your card nor expose it to magnetic objects.
- Do not forget to take your card back after completing transaction.
- Do not discard your receipts, mini statements or balance inquiry slips as it contains important information. Retain your transaction slip(s) for comparison with statement of account

#### **8. What should I do if I lose my ATM card?**

If your card is lost or stolen, please report it to our Samba Phone Banking immediately on 11 11 SAMBA (72622).

#### **9. What should I do if the cash machine does not return my card?**

If the cash machine does not return your card, consider it lost and report it to the bank immediately through Samba Phone Banking 11 11 SAMBA (72622).

#### **10. What should I do if I do not need an ATM Card?**

If you intend to discard or return the card to the bank, then you must cut it into half and return to the bank along with an intimation letter.

#### **11. What do I do if I encounter problems with my ATM Card account?**

If at any time you face any problem regarding your ATM card or ATM Card account, call our 24-hour Samba Phone Banking on 11 11 SAMBA (72622).