

## **Salient features of Multi Currency World Travel Card (MCWTC)**

### **Eligibility:**

Indian Nationals, valid PAN Card holder, desirous of visiting/travelling abroad (except Nepal and Bhutan) for any purpose as permitted by RBI.

### **Currency of Issue and Validity of Card:**

MCWTC is available in Six currencies i.e. USD, EUR, GBP, AED, CAD & SGD. The Cards are issued with a pre- embossed expiry date in mm/yy format which cannot be extended further. If the validity of the card expires, a new card needs to be issued to the customer. The request of the same to be done in MC WTC authorised Branch.

### **Documents required for issue of MC WTC:**

1. Application form
2. Copy of PAN Card
3. Copy of valid passport
4. Copy of VISA
5. Latest photograph of the customer (For Walk-in-Customer)
6. Declaration form cum A2

### **Transaction Limit:**

Maximum cap on overall transactions value wise and frequency wise (daily/monthly/yearly) to prevent misuse of the card as under:

Limit	Daily	Monthly	Yearly
Txn Frequency	15	300	900
Txn. Value**	\$5000	\$15000	\$25000

\*\*USD or its equivalent

Customer may set Limit for transaction value in the web-based customer portal subject to bank's limit. However, local acquirer (Overseas outlet) may fix their own limits.

### **Cash Withdrawal Limits:**

Cash withdrawal limit per transaction on ATM are as per the limit, set by the concerned ATM provider of the country of visit subject to a maximum amount per day against respective currency as under:

SNO	Currency Code	Currency	Daily Limit for ATM Cash Withdrawal
1	CAD	Canadian Dollar	1300
2	EUR	Euro	800
3	GBP	British Pound Sterling	700
4	AED	UAE Dirham	3700
5	SGD	Singapore Dollar	1300
6	USD	United States Dollar	1000

**Facilities available on PNB ATMs and Other Banks: (outside India, Nepal and Bhutan):**

- Balance enquiry
- Statement of Account
- Cash withdrawals

**Customer Portal:** Customer may perform various activities like, balance enquiry, mini statement, settling/resetting PIN, Hotlist of card etc., through web based Customer Portal by login to <https://prepaid.cardservices.in/nconeportal/PNB/html>

**Issuance of MC WTCs:**

- The Cards will be issued by the branches specifically authorized for handling MC WTC operations.
- The MC WTCs are issued to the customers in the form of a kit containing MC WTC, a welcome letter, User Guide for Customer and a pamphlet containing the detailed terms & conditions. The Cards are in pre-activated stage and linked to zero balance accounts until issued to customers.
- Branches should strictly adhere to the laid down guidelines for KYC norms in respect of walk-in customers applying for loading/reloading of MC WTC.

**Loading/ Reloading and Limits:**

Currencies wise minimum loading as under:

SN	Currency Code	Currency	Minimum Loading
1	CAD	Canadian Dollar	200
2	EUR	Euro	100
3	GBP	British Pound Sterling	100
4	AED	UAE Dirham	600
5	SGD	Singapore Dollar	200
6	USD	United States Dollar	150

Card may be issued against cash for an amount below Rs. 50,000/-. Structural reloading of MCWTCs by cash i.e. loading through different transactions on same day or on different dates for the same date of journey is not permitted.

- However, loading/ re-loading of MC WTC may be availed for following purposes.
  - a) Private visit to any country except Nepal & Bhutan
  - b) Business Travel
  - c) Immigration – only to meet the incidental expenses
  - d) Employment Abroad - For a person who is going to work abroad
  - e) Studies Abroad - For students going abroad for studies
  - f) For attending Conference or special training
  - g) Medical Treatments - For people who are travelling abroad for treatment

- Branches should ensure that expected date of travel should not be **beyond 60 days** from the date of loading.
- The signature on the application form **must tally with that of passport/ Bank records**.
- **Structural reloading** of MC WTCs by cash i.e. loading through different transactions on same day or on different dates for the same date of journey is **not permitted**.
- Card can be recharged/ reloaded/ from any of MC WTC authorized Branch irrespective of the branch of issue.

#### Schedule of charges:

Service charges of the product are subject to GST.

Sr. No	Particulars	Charges (exclusive of GST)
1	Issuance/Recharge	Rs.100+ Applicable Taxes
2	Replacement of Card	Rs.100+ Applicable Taxes (if delivered in India) USD 20.00 for delivery abroad
3	Refund/ Surrender of Balance in branch**	Rs.100+ Applicable Taxes
4	Mark up on conversion (cross currency payment)	2% of transaction amount + applicable Taxes over and above the charges of the Master Card.
For Staff members, no service charge is applicable for Issue/ Recharge/surrender/Replacement of card and issuance of Duplicate PIN.		

\*\*Charges for refund of balance amount of card at branch in India proposed to be Rs.100/-. However, no refund is permitted through ATM in India.

#### ATM balance enquiry and ATM withdrawal fee

SN	Currency Code	Currency	ATM balance enquiry (GST+ Applicable Taxes as per the currency of the card to be added on all charges)	ATM Withdrawal (GST+ Applicable Taxes as per the currency of the card to be added on all charges)
1	CAD	Canadian Dollar	0.50	2.50
2	EUR	Euro	0.25	1.50
3	GBP	British Pound Sterling	0.25	1.50
4	AED	UAE Dirham	1.75	7.50
5	SGD	Singapore Dollar	0.50	2.50
6	USD	United States Dollar	0.50	2.00

Please note that the above charges does not include the charges levied by local acquirer Banks if any.

### **Surrender/redemption of unutilized balance:**

- Residents Indians who purchases a MC WTC are permitted refund of the unutilized foreign exchange balance **only after 10 days from the date of last transaction**.
- General permission is available to any resident individual to surrender unspent Foreign Exchange of MC WTC to authorized branches within a period of 180 days of date of return.
- Accordingly, the unutilized balance outstanding in the cards **can be redeemed immediately** on request by the resident Indians to whom the cards are issued **subject to retention of:**
  - Amounts that are authorized and remain unclaimed/ not settled by the acquirers as of the date of redemption till the completion of the respective settlement cycle.
  - A small balance not exceeding US\$ 100, for meeting any pipeline transactions till the completion of the respective settlement cycle.
  - Transaction fees / service tax payable in India in Rupees.
  - For the amount that are authorized but unclaimed/ not settled by the acquirer, the issuer of such cards can hold such amounts until such transactions are processed/ settled by the acquirers within the prescribed settlement timeframe.

### **Complaint handling:**

Customer can lodge any complaint by contacting our Customer Care Centre at toll free number 18001800, 18002021 or paid helpline at 0120-2490000 or visiting the base branch.

In case of a complaint for decline/ non- working of card at POS, E-com, ATM/Contactless, branch may take up the issue with ITD by lodging a complaint through SPSPD portal and send the details of the complaint along with incident number to [isb\\_vostro@pnb.co.in](mailto:isb_vostro@pnb.co.in) and [ibd.wtc@pnb.co.in](mailto:ibd.wtc@pnb.co.in).

Upon receiving a complaint regarding refund of amount/ wrong deduction in account/release of preauthorized holding amount, branches are advised to forward the complaint number with complete details of claim to [isb\\_vostro@pnb.co.in](mailto:isb_vostro@pnb.co.in) and [ibd.wtc@pnb.co.in](mailto:ibd.wtc@pnb.co.in)

**In case of Card lost**, customer can Lock/Hotlist the card in Customer Portal under My Account Tab.

### **Insurance Coverage:**

Insurance coverage obtained from **Insurance Company M/s The New India Assurance Co Ltd and agent M/s Marsh India Insurance Brokers Pvt. Ltd** are available up to Rs.3,50,000/- for any financial loss sustained by PNB MCWTC holder due to disputed transactions arising out of fraudulent utilization of any lost, stolen, exchanged, cloned, duplicated, counterfeited, skimmed cards used on EDC/ POS terminals and ATMs/ E-commerce.

### **Exclusions**

1. Where it is confirmed by customer or established through foolproof mechanism that credential necessary for completion of a transaction like card no., PIN, CVV, OTP etc. have been shared/compromised by the customer on his own.
2. Any losses suffered (disputed transaction), but not reported to the Bank within a period of 365 days of occurrence.
3. Any claim for unauthorized/disputed transaction not supported by Police complaint/FIR/Cyber Cell Complaint lodged by the customer, EXCEPT for cases wherein the claim amount is less than and equal to Rs.50,000/-

## **Reporting**

### **1. Pre-reporting period – 7 days:**

A genuine card holder raises a dispute on a particular date with PNB about a transaction which he/she has not done. There are chances that there could be various other transactions also which are fraudulently done on the customer's card. All the transactions in the stated pre-reporting timeline to PNB will be considered for the claim.

### **2. Post-reporting period – 7 days:**

When the cardholder raises the dispute with PNB, PNB will hotlist the card so that no more transactions happen on the card. However, due to some reason, either the card is not hot listed by PNB due to error or omission or technical glitches, there is possibility that even after reporting to PNB, certain fraudulent transactions are carried out. All the fraudulent transactions in the next 07 days post reporting of cardholder to PNB would be considered within the scope of this policy.

As requested by insurance company following documents are required to be submitted for lodgment of the claim:

<b>SNO</b>	<b>Name of the Document</b>
1	Claim Form duly signed & stamped by PNB official
2	Police complaint/FIR as per terms of respective sections
3	Copy of customer's complaint to Bank
4	Full Number / Photocopy of World Travel Card/Multicurrency World Travel Card
5	Bank /Card statement (indicating disputed transaction)
6	Internal Investigation Report containing Date and Time of Card Hot-listing and confirmation from bank about non-involvement of the employee in the disputed case
7	Discharge voucher
8	Letter of subrogation
9	Letter of indemnity
10	Claim Bill
11	Copy of application form submitted to branch for purchase of card
12	An affidavit from the card holder regarding non-involvement in the disputed transactions
13	Proof of Hot listing/Block as per <b>Annexure-A</b>
14	Chargeback request
15	Internal Investigation Report of Bank

## **Miscellaneous Issues:**

- For reloading, customer can authorize the bank to debit their account by giving cheque or mandate or alternatively card can be loaded through cash below Rs. 50,000/- or local cheque drawn in our favor. Reload by third party other than customer is also possible for which the customer can leave signed reload form and authorization with his family. The person authorized by the customer for the same will need to come to the branch with necessary documents. On receipt of the application form and the funds, the card will be reloaded for the desired amount immediately.
- An individual cannot hold more than one MC WTC at any given point of time.