



MOST IMPORTANT TERMS AND CONDITIONS OF DEBIT CARD

Please read this Debit Card terms and conditions carefully before using the Kotak Bank Debit Card. By using the Debit Card you are unconditionally accepting the terms and conditions listed hereunder and will be bound by them and you accept the onus of ensuring compliance with the relevant Reserve Bank of India (RBI) Regulations, Exchange Control Regulation of the RBI, Foreign Exchange Management Act 1999 ("The Act"), all the rules and regulations framed under the Act and as amended/modified/applicable from time to time and any other corresponding enactment in force from time to time. You will also continue to remain bound by the terms and conditions of operation of your Savings Bank Account/Current Accounts with Kotak Bank.

DEFINITIONS

1. "The Bank", "Kotak Bank", means Kotak Bank Limited and its successors and assignees.
2. "Card" or "Debit Card", refers to the Kotak Bank MasterCard/Visa/RuPay Debit Card issued by Kotak Bank to a Cardholder.
3. "Cardholder", "you", "your", "him" or similar pronouns shall where the context so admit, refer to a customer of Kotak Bank to whom a Kotak Bank Debit Card has been issued by Kotak Bank to operate on a nominated account(s). All references to the cardholder in the masculine gender will also include the feminine gender.
4. "Account(s)," refers to the Cardholder's Savings or Current Accounts that have been designated by Kotak Bank to the eligible account(s) for the valid operation of the Debit Card. The cardholder should be either the account holder or sole signatory or authorized to act alone when there is more than one account holder/signatory.
5. "Primary Account", shall mean in case of multiple accounts linked to the Card, the account that has been designated as being the main/first account of operation i.e. the account from which purchase transactions, cash withdrawals charges and fees related to the Card are debited.
6. "Nominated Accounts", includes the Primary Account as described above, and it indicates the Cardholder's account(s) nominated in writing by him to be accessed by his Debit Card and PIN.
7. "ATM", refers to Automated Teller Machine whether in India or overseas, whether of Kotak Bank, or of any other bank on a shared network, at which amongst other things, the Cardholder can use his Debit Card to access his funds in his account(s) held with Kotak Bank.
8. "PIN", means the Personal Identification Number (required to access ATMs) allocated to the Cardholder by Kotak Bank, chosen by him from time to time.
9. "Transaction", means by instruction given by a Cardholder by using his Card directly or indirectly, to Kotak Bank to effect action on the account. (Examples of transactions can be retail purchases, cash withdrawals, cash/cheque deposits, etc.).
10. "International Transactions", refers to the transactions performed by the Cardholder through his internationally valid Debit Card, outside India, Nepal and Bhutan.

11. "Statement", means a periodic statement of account sent by Kotak Bank to a Cardholder setting out the transactions carried out by the Cardholder(s) during the given period and the balance on that account. It may also include any information that Kotak Bank may deem fit to include.
12. "Merchant" or "Merchant Establishments" shall mean establishments wherever located which accept/honour the Card and shall include amongst others: stores, shops, restaurants, airline organizations etc. advertised by Kotak Bank or MasterCard/Visa/Rupay International.

Issuance

1. The Bank may at its discretion issue a debit card ('Card') to the Customer, which is valid for use in India and abroad. However, the Card is not valid for foreign exchange payments in India, Nepal & Bhutan.
2. Customer can access his Account/s at Bank's ATMs, NFS, Cashnet network ATMs in India and Visa network ATMs globally.
3. The Card can be used for making purchases at merchant establishments. Further, the Card can be used for Cash @ PoS at select Merchant Establishments. The cardholder shall take all the necessary steps to prevent the misuse of the Card. The Card may be used only by the cardholder in whose name it is issued and is not transferable under any circumstances. cardholder shall be solely responsible for any use or misuse of the Card.

Supplementary Cards:

At the request of the Customer, the Bank at its sole discretion may issue more than one Card to the same Customer. Every such Supplementary Card shall be linked to the account of the Customer. All transactions on all the Cards issued with respect to an Account shall be binding on the Customer absolutely and he shall not be entitled to claim that a transaction on any of the Cards was not authorised by him. The Bank reserves the right to debit additional fees for the issue of Supplementary Cards.

Add on Cards:

At the request of the Customer, the Bank at its sole discretion may issue Add on Card. The Add On cardholder can avail of all the facilities (upto specific limits set by the Customer within the prescribed limit as set by the Bank). All Charges incurred by or as applicable for the Add-On Card will be deemed as Charges incurred by Customer who will be fully liable for discharge of all obligations in respect of all the transactions performed by the Add on Card or by the Add On cardholder.

Higher variant (Upsell) Cards:

At the request of the customer, the Bank at its sole discretion may issue a higher variant/upsell Debit Card. This higher variant/Upsell Debit Card shall be linked to the account of the customer. The other existing Debit Card(s) will continue to remain active along with the higher variant/upsell Debit Card, unless specifically requested for closure by the customer.

IMAGE DEBIT CARDS:

1. The Image on Debit Card may be changed by the cardholder through a new request by placing an application on the website.
2. The Image Debit Card will be dispatched to the communication address as specified by the cardholder in the application within 10 working days of the approval of the application by Kotak Bank. The Bank may at its sole discretion refuse to accept the application or to issue cards to the cardholder.
3. The case where Image Debit Card is lost, stolen or damaged, and a request for a replacement card is placed, the cardholder must specify whether the new Card to be issued by Kotak Bank, must contain the same Image as the current Image Debit Card, held by the Cardholder, or whether the cardholder is requesting for issue of a standard debit card, without any Image. In case the cardholder does not provide Kotak Bank with instructions regarding the same, the cardholder shall receive a Card with the same Image as the previous Card.
4. On expiry of the Image Debit Card, a new standard Debit Card will be issued to the cardholder without any Image. In the event the cardholder requires an Image Debit Card, he/she may apply for a new Card on the Kotak Bank Website.

Card Validity & Cardholder Obligations

1. The issue and use of the Card shall be subject to the rules and regulations in force from time to time as issued by the Reserve Bank of India, Kotak Bank and FEMA 1999.
2. The Card shall be valid only for transaction options, as permitted by the Bank from time to time in India and abroad, at Kotak Bank ATMs, ATMs of other banks, which are members of the MasterCard/Visa/Rupay ATM network and Master Card/Visa/Rupay Point-of-Sale swipe terminals at merchant establishments.
3. The Card is and will always be the property of Kotak Bank and shall be returned to Kotak Bank unconditionally and immediately upon Kotak Bank's request. The cardholder is requested to ensure that the identity of the Bank Officer is established before handing over the Card.
4. The Debit Card is not transferable or assignable by the cardholder under any circumstance.
5. You must sign the Card immediately upon receipt. You must not permit any other person to use it and should safeguard the Card from misuse by always retaining the Card under your personal control.
6. The Personal Identification Number (PIN) issued to the cardholder for use with the Card or any number chosen by the cardholder as a PIN, should be known only to the cardholder and are for the personal use of the cardholder and are non-transferable and strictly confidential. A written record of the PIN number should not be kept in any form, place or manner that may facilitate its use by a third party. The PIN should not be disclosed to any third party, either to staff of the Bank or to merchant establishments, under any circumstance or by any means whether voluntary or otherwise. The Bank will exercise care while issuing the PINs and is under obligation not to disclose the cardholder's PIN, except to the cardholder.
7. The cardholder's account will be debited immediately with the amount of any withdrawal, transfer and other transactions affected by the use of the Card. The cardholder should maintain sufficient funds in the account to meet any such transactions.

8. The cardholder will be responsible for transactions effected by use of the Card, whether authorized by the cardholder or not, and shall indemnify Kotak Bank against any loss or damage caused by any unauthorized use of the Card or related PIN, including any penal action arising therefrom on account of any violation of RBI guidelines or rules framed under the Foreign Exchange Management Act, 1999 or any other law being in force in India and/or any other country/ state/continent/territory wherever located in the world at the time, notwithstanding the termination of this agreement. Debit Card usage is also prohibited for overseas forex trading through electronic/ internet trading portals.
9. At the time of account opening, customers' Savings or Current account nominee will be considered as the default nominee for Debit Card application. Bank will not accept any separate Debit Card nomination except the one given at the time of opening an account with us.
10. Account nominee will be considered as the default nominee for Debit Card and linked insurance claims.
11. You are requested to note that the Debit Card is valid up to the last day of the month/year indicated. Kotak Bank reserves the sole right of renewing your Card account on expiry and debit any renewable charges to your account.
12. The cardholder will inform Kotak Bank in writing within 7 days from the date of any irregularities or discrepancies that exist in the transaction details at an ATM/merchant establishment on the statement of account sent by Kotak Bank. If no such notice is received during this time, Kotak Bank will assume the correctness of both the transaction and the statement of account.
13. Your card comes activated with facility of using at domestic contact-based ATMs and POS merchant outlets within India only.
14. The card not present (domestic and international) and card present (international) transactions on your card can be enabled/disabled through various channels such as Kotak mobile app, internet banking or Kotak Bank branches.
15. The debit card by default will have the contactless option, however, basis your preference, the same can be enabled / disabled through various channels such as Kotak mobile app, internet banking or Kotak Bank branches.
16. The limits for Online, POS and Contactless will be a cumulative limit and not an individual limit.
17. The transaction limits (within the overall card limit) for all types of transactions can be set/modified through either of the channels mentioned above.

Loss of Card

1. If the Card is lost / stolen, cardholder must either use mobile banking or net banking channels to temporary block his/her card or immediately inform the Bank by calling the Phone Banking number and report loss or theft of the Card. Customer shall request the Bank Officials to block the card so that it cannot be used / misused after such reporting to the Bank.
2. In case of loss of Card abroad, the cardholder shall call the Phone Banking number of the Bank and inform you about such loss or theft of the Card and shall request the Bank to block the card so that it cannot be used / misused after such reporting. The Bank upon receipt of intimation and after adequate verification of the cardholder's identity shall hot list the Card
3. Additionally, the cardholder should also file a report with the local police and send a physical true copy thereof to the Bank.

4. The Customer hereby agrees to indemnify the Bank fully against any liability (civil or criminal), loss, cost, expenses or damages that may arise due to loss or misuse of the Card, if it is lost and not reported to the Bank. In the event of Lost / Stolen Card, which is reported, the cardholder shall be liable to the Bank and hereby agrees to indemnify the Bank fully against any Civil or Criminal liability, cost, expenses or damages arising due to Lost / Stolen Card. The bank will act according to its procedure and stands indemnified against any delays closing the card.
5. The Customer shall be liable for all Charges incurred on the Card till receipt of intimation of loss through above prescribed modes. Further, the Customer understands that Customer shall continue to be liable to pay for the expenses, if any, incurred by use or misuse of the card post sending intimation to the bank by any mode other than the prescribed modes till the same reaches the Bank and card is hot listed by the Bank.
6. Any instruction received by the Bank for hot listing of a Card cannot be revoked, even if the Card reported loss is subsequently found.

Authority to Debit the Customer's Account

The Customer authorises the Bank to debit his Account with the amount of withdrawals, transfers or any other cash transaction effected using the Card as per the Bank's records and the Charges, which may be levied from time to time for the services rendered. All such transactions and related Charges will be binding on all Customers of the Account. In case of Non-individual Accounts, the use of the Card by the user who has been duly authorised by such a Non-individual Customer shall be binding on the Customer and the Bank shall not be liable for any loss or expense suffered by the Customer by the use /misuse of the card by the cardholder.

Linking of Accounts

All Accounts of the Customer, existing or opened in future, if eligible as per the Operating Mandate, will automatically be linked to the Card unless specifically instructed otherwise by the Customer. In case the Customer has more than one Account linked to his Card, the primary account, which will be linked to Debit card will be an eligible account opened in last 15 days, or the oldest eligible account linked to CRN or as per the extant policy of the Bank. Additionally, the customer can also choose and set the primary account to be linked to his Debit Card using Mobile Banking/Net Banking. The Customer can designate any other Account as his Primary Account by giving instructions to the Bank in the manner prescribed by the Bank. The Customer can access all Accounts at any of the Bank's ATMs, however, only the Primary Account can be accessed on other Bank's ATM/ POS network.

Statement & Records

The records of Card transactions will be available on the account statement sent by Kotak Bank. Such account statements shall be mailed to the cardholder on a periodic basis to the mailing address corresponding to the primary account on record as indicated by the cardholder. The

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cardholder can also get the details of his transactions by calling Kotak Bank Phone Banking Service or utilizing the mini statement facility at Kotak Bank ATMs. The cardholder may also view his statement online by using Mobile banking app & the Internet Banking facility offered by Kotak Bank. A channel access form available at Kotak Bank branches has to be filled and submitted at Kotak Bank branch by the cardholder to avail of access to Debit, Net banking, Mobile banking for the Kotak account.

Kotak Bank's record of transactions processed using the Card shall be conclusive and binding for all purposes.

Closure

1. Customer can close/block /temporary block his /her card by.
 - Calling our 24-hour Customer Contact Centre at 1800 4100 (toll-free), or
 - Logging in to net banking, or
 - SMS DCBLOCK XXXX (last 4 digits your Kotak Debit Card number), or
 - By visiting your nearest Kotak Bank branch
 - By clicking on <https://www.kotak.com/en/transaction-services/block-card.html>
2. In the event of voluntary closure of the Card by a cardholder, the Card(s) issued with the primary account and the reward points earned on the Debit Card will be cancelled
3. The Cardholder(s) must immediately cease to use the card and destroy and return all his/additional Cards that are linked to this account.
4. In case of any outstanding card transactions that have not yet been debited to the account, the same will be netted off from the balance prior to Kotak Bank returning funds to him.
5. If the cardholder decided to terminate the use of the Debit Card, the cardholder shall give Kotak Bank not less than 7 days prior notice in writing and forthwith return the Card and any additional Card (if not required) cut into several pieces through the magnetic strip, to Kotak Bank.
6. The cardholder will be responsible for all the card facilities and related charges incurred on the Debit Card after the cardholder claims to have destroyed the Card, notwithstanding the termination of the applicability of these terms and conditions.
7. The cardholder will be responsible for all the charges incurred on the Debit Card whether the same are a result of misuse/fraudulent use and whether the Bank has been intimated of the destruction of the Card.
8. In case of the Cardholder's rejection of any of the proposed changes to card features, changes or terms and conditions applicable to the Card, the Debit Card should be returned to Kotak Bank prior to the date upon which any changes are to take effect.

Termination

1. Kotak Bank reserves the right to cancel/withdraw the Card or any of the other services offered at any time without prior notice and without assigning any reason.

2. Kotak Bank shall be entitled to terminate the Debit Card facility and any additional cards thereof, with immediate effect upon occurrence of any of the following events:
 - a. Demise of the Cardholder.
 - b. The cardholder becoming the subject of any bankruptcy, insolvency proceedings or proceedings of a similar nature.
 - c. An event of default under an agreement or commitment (contingent or otherwise) entered into with Kotak Bank.
 - d. Failure to comply with the terms and conditions herein set forth
 - e. Closure of the Cardholder's account or failure to maintain the minimum average balance in the said account.
 - f. Non- satisfactory responses or no responses from the cardholder upon enquiry over phone or through any other means of formal communication to seek details, information, proofs, etc., about the card transactions, pattern of usage, etc.
 - g. Card usage on prohibited, restricted, commercial purposes or any purposes restricted as per RBI guidelines
3. The Card is the property of Kotak Bank and must be returned to Kotak Bank immediately upon request.

ATM/POS Network

1. The Card is acceptable at any Visa Plus / Cashnet / NFS ATM network belonging to other banks and on all VISA accepting ATMs overseas. However, the Card is not valid for foreign exchange payments in India, Nepal & Bhutan. Bank may, at its discretion, make available to the cardholder ATMs, POS, and /or other devices through shared networks for the convenience and use of the Cardholder. Bank will levy a separate Charge for such facilities that will be announced from time to time. The type of transactions offered at such ATMs may differ from those offered on the Bank's own network. The Bank will support only the minimum transaction set that will be offered at the ATMs belonging to other networks. The Bank reserves the right to change the transaction limit without notice from the Cardholder.
2. Should the cardholder have any complaints concerning any Visa/Plus / Cashnet / NFS ATM network establishment, the matter should be resolved by the cardholder with such establishment and failure to do so will not relieve him from any obligations to the Bank. However, the cardholder should notify the Bank of this complaint immediately.
3. In case of usage of a Non-Kotak ATM, the transaction is the responsibility of the Bank owning the Non-Kotak ATM (herein after referred to as "Acquiring bank"). However, in case there is a short amount of cash dispensed at a non-Kotak ATM, the cardholder may be given a credit to the account based on his request at the Bank's discretion. In case if the acquiring bank disputes any such short / excess cash dispensing, the Bank shall debit the cardholders account to extent of the disputed amount. In case of the cardholder's account not having sufficient funds for such debit by the Bank, the cardholder undertakes to deposit such shortfall amount in his account within two working days of being contacted by the Bank.

Honoring the Card

The Bank shall in no circumstance be held liable to the cardholder or any third party if the Card is not honoured in the desired manner, due to Technical Snags/ Force Majeure among other reasons or on account of any consequential or indirect loss or damage arising from such events. The responsibility of the Bank, if any, for non-execution or defective execution of the transaction is limited to the principal sum and the loss of interest subject to the provisions of the Indian law.

Use of the Card outside India

1. Utilization of the Card must be in strict accordance with the Exchange Control Regulations of the Reserve Bank of India (RBI). In the event of your failure to comply with the same, you are liable for action under the Foreign Exchange Management Act, 1999 and may be debarred from holding the Debit Card from Kotak Bank either at the instance of Kotak Bank or the RBI. You shall indemnify and hold harmless Kotak Bank from and against any/all consequences arising from you not complying with Exchange Control Regulations of the RBI.
2. The Debit Card is not valid for foreign currency transaction in Nepal and Bhutan (i.e. in any currency that is not the local currency or the Indian Rupee).
3. Kotak Bank shall be under no liability whatsoever and shall be deemed to be indemnified in respect of a loss or damage arising directly or indirectly out of the decline of a charge caused by the cardholder having exceeded the foreign exchange entitlements as prescribed by the Reserve Bank of India (RBI) as issued from time to time, on Kotak Bank becoming aware of the cardholder exceeding his entitlements.
4. Non-Resident Indians can hold an internationally valid Debit Card, provided all dues arising out of its use in India/overseas are met out of an NRE/NRO account held with Kotak Bank
5. International transactions are not permissible on Debit Cards linked to Overdraft accounts.
6. As per the Reserve Bank of India ("RBI") Master Directions / Circular RBI/2017-18/204 dated June 19, 2018, it shall be mandatory to provide Permanent Account Number ("PAN") for the resident individuals to make remittance under the Liberalized Remittance Scheme (LRS). Accordingly, PAN details of the resident individual (transacting party) is mandatory for every remittance transaction under the Scheme. In line with the regulation, Bank will not offer facility of international transactions on Debit Card, if Customer fails to furnish his/her valid PAN details at the time of account opening or subsequently.
7. You undertake not to use the Card for making payment for any illegal purchases i.e. purchases of items/services not permitted by the RBI as per extant regulations.
8. International Debit Cards cannot be used on internet or otherwise for purchase of prohibited items, like lottery tickets, banned or proscribed magazines, participation in sweepstakes, payment for callback services, and/or such items/activities for which no drawal of foreign exchange is permitted".
9. Any resident in India collecting and effecting/remitting payments directly/indirectly/outside India in any form towards overseas foreign exchange trading through electronic/Internet trading portals would make himself/herself/themselves liable to be proceeded against with for contravention of the Foreign Exchange Management Act (FEMA) 1999, besides being liable for violation of regulations relating to Know Your Customer (KYC) norms. In addition, if any such prohibited transaction is

observed on your Debit Card (for online banking account), the Card (or account) shall be closed with immediate effect & the same reported to regulatory authorities.

Merchant Location Usage

1. The Card will normally be honoured by all Merchant Establishments in India and abroad having POS Terminals, which display the Visa Marks. Any usage of the Card other than the electronic use will be considered unauthorised and the cardholder will be solely responsible for such transactions. Electronic usage is construed as the charge slip/transaction slip printed electronically from the POS Terminal. Transactions are deemed complete once the POS Terminal generates a sales slip and the sales slip is signed by the Cardholder. The amount of the transaction is debited immediately from the primary Account linked to the Card. The cardholder should ensure that the Card is used properly at the Merchant Establishment towards payment for a particular purchase. The sales slip will be retained by the Customer each time the card is used, and the cardholder should ensure that there is no multiple usage of the Card at the Merchant Establishment.
2. The Bank will not accept any responsibility for any dealings the cardholder may have with the Merchant including but not limited to the supply of goods and services. Should the cardholder have any complaints concerning any Merchant Establishment or the goods purchased or service availed from any Merchant, the matter should be resolved by the cardholder with the Merchant Establishment and failure to do so will not relieve him from any obligations to the Bank. However, the cardholder should notify the Bank immediately.
3. The Bank accepts no responsibility for any surcharge levied by any Merchant Establishment and debited to Cardholder's Account with the transaction amount. The Bank at an additional charge may furnish copies of the sales slip. Any other Charge or other payment requisition received from a Merchant Establishment by the Bank for payment shall be conclusive proof that the charge recorded on such requisition was properly incurred at the Merchant Establishment by the cardholder referred to in that charge or other requisition, as the case may be, by the use of the Card, except where the Card has been lost, stolen or fraudulently misused, the onus of proof for which shall be on the Cardholder. In case a Merchant wishes to cancel a completed transaction due to an error or an account of merchandise return, the earlier sales receipt must be cancelled by the merchant and copy of the cancelled receipt must be retained in his possession.
4. All refunds and adjustments due to any Merchant/device error or communication link must be processed manually and the Account will be credited after due verification and in accordance with Visa rules and regulations as applicable. The Customer agrees that any debits received during this time will be honored based only on the available balance in the Account(s) without considering this refund. The Customer also indemnifies the Bank from such acts of dishonoring the payment instructions.
5. Cardholder Information: The Bank reserves the right to disclose, in strict confidence, to other institutions/agencies/local authorities, such information concerning the Cardholder's Bank Account/s as may be necessary or appropriate in connection with its participation in any ATM or Electronic Funds Transfer Network or on account of the Bank's statutory obligations.

Deposits Through ATM

The amount of the deposit of cash or cheque will be subject to verification by the Bank, and this verified amount shall be final and binding on the Customer. The credit for (i) the cash deposits made in the ATMs will be available to the Customer on the following Working Day, and (ii) the cheque deposits will be available to the Customer after the cheque has been duly paid by the payee Bank. The statement issued by the ATM at the time of deposit only represents what the cardholder purports to have deposited and will not be binding on the Bank. If there are soiled, mutilated notes in such deposits, the acceptance of such deposits shall be subject to final acceptance and reimbursement by RBI as per the Currency Note Refund Rules. Deposits of foreign currency cash/ cheques or any other deposits, which are unacceptable, shall be returned, at the Customers cost, risk and responsibility.

Visa Concierge Services -Applicable to Infinite Debit Cardholders.

1. Services such as organizing a flight to Paris, recommending a restaurant in Hong Kong, arranging for opera tickets in Milan or even suggesting a reliable dry cleaner away from home are just some of the services available. All it takes is a phone call, anytime, anywhere in the world. The Visa Platinum Customer Centre (VPCC) is manned by professionals 24 hours a day, 7 days a week.
2. Kotak Bank and Visa shall not be responsible for, nor does it guarantee the quality of goods and services provided by or availed from the Concierge service provider, nor is Kotak Bank and Visa liable for any deficiency in the products or inadequacies of the services obtained or availed of by the Cardholder.
3. Cardholders irrevocably agree that, any dispute, if any, arising out of or in connection with this offer or otherwise relating hereto shall be subject to the exclusive jurisdiction of the Courts in Mumbai only irrespective of whether courts / tribunals in other areas have concurrent or similar jurisdiction and such disputes shall be governed under the provisions of Arbitration and Conciliation Act, 1996 (as amended up to date)

Fuel Surcharge

For Gold, Platinum, Privy Platinum, Business Gold, Business Platinum, Signature and Platinum Debit Cards, presently, Bank has decided to waive the Fuel Surcharge (presently 2.5%). Bank reserves the right to withdraw the Fuel Surcharge waiver in the future, with prior notice to the customer.

**For information on fuel surcharge waiver benefits applicable to Kotak811 Debit Cards, please refer to the respective product benefits page.*

Visa Card Offers

The Debit Card also has premium offering supported by Visa through tie-ups which entitles users of the Debit Card to receive discounts on services and products purchased or availed through Visa Debit Card. These are various categories like lifestyle, fine dining, travel and health care. cardholder understands that these offers are applicable on usage of Debit Card only and not on usage of any other card issued by the Bank.

Fees

1. Transaction fees for cash withdrawals/balance inquiry and/or wherever applicable, will be debited to the account at the time of posting the cash withdrawal/balance inquiry or wherever applicable.
2. All transactions in foreign currency will be billed in the Cardholder's Bank Account Statements in Indian Rupees. You hereby authorize Kotak Bank and MasterCard/Visa/Rupay to convert the charges incurred in the foreign currency into the Indian Rupee equivalent thereof at such rates as Kotak Bank/MasterCard/Visa/Rupay may from time to time designate.
3. The joining/annual Charges/Fees applicable on Debit Card usage and otherwise are available on the Kotak GSFC and they may be revised/changed by Kotak Bank from time to time with 30-day prior information to the Cardholder(s).
4. The cash withdrawal limit on each the Kotak Debit card is available on the Website, and it may be changed with 30 days prior notification to the customers.

Customer Grievance

1. In all your communication with us, please indicate your 16-digit Kotak Debit Card number. You may contact the Bank in any of the following ways.
 - By calling our 24-Hour Customer Service Center - 1800 4100 (toll-free). Privy League Customers can call on 1800 4100 (toll-free).
2. The detailed list of phone numbers & SMS is available on www.kotak.com
 - By email by logging on to www.kotak.com or through your internet banking account
 - Through courier-Kotak Bank Ltd. P.O. Box:16344, Mumbai-400013

Grievances Redressal / Complaints / Escalation

In the unlikely event of not being satisfied with our services, you can register your grievance by using grievance redressal link below:

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Level 1 – Branch/Customer Experience Centre/Online channel

<https://www.kotak.com/en/customer-service/grievance-redressal/personal-banking/level-1.html>

Level 2- Nodal Officer*

*If you have not received a satisfactory response at level 1, send an email to our Nodal officer, P. Balgi at nodalofficer@kotak.com or write at Kotak Bank Ltd, 4th Floor, Kotak Infiniti, building no 21, Infinity Park, off western Express Highway, General AK Vaidya Marg, Malad E, Mumbai 400097

Level 3- Principal Nodal Officer**

** If you have not received a satisfactory response within 2 working days at level 2, send an email to our Principal Nodal Officer, K Vora at pno@kotak.com

- If your complaint is not resolved within 30 days of receipt at the Bank, then the said complaint can be escalated to Banking Ombudsman. The details of banking ombudsman for your location are displayed at the branches. In case of delay in providing a resolution within the stipulated time, Bank at its sole discretion will decide if cardholder is entitled to any compensation.
- The details of the compensation framework are as per the link below:

<https://www.kotak.com/content/dam/Kotak/Customer-Service/Important-Customer-Information/Banking-Policies/customer-compensation-policy.pdf>

Insurance

1. Bank offers insurance to customers holding Kotak Debit Card.
2. Kotak Bank reserves the right to change, at any time (at its sole discretion and without giving any notice thereof or assigning any reason thereof), suspend, withdraw, modify or cancel the insurance cover.
3. Customer to provide Intimation of Claim within 30 days from date of loss/blocking of card
4. Claim Submission to Bank to be within a period of 60 days from date of blocking of card
5. For personal accident death cover on Classic Cards a minimum of 2 transactions (POS/e-Commerce) of INR 500 each in last 30 days is mandatory for cover enhancement
6. For personal accident death cover on Gold / Platinum / Privy Platinum / Signature and Infinite Debit Card, a minimum of 6 transactions (POS/e-Commerce) of INR 500 each in last 60 days is mandatory for cover enhancement
7. More details of the insurance provided can be accessed at <https://www.kotak.com/en/personal-banking/cards/debit-cards/debit-card-services/insurnace-on-debit-card.html>