

BFSL Policy on Customer Protection - Limiting Liability of Customers in Unauthorized Electronic Banking Transactions

Introduction

Customer's perform various transactions using the Credit Cards (herein referred to as cards) issued by BOB Financial Solutions Ltd. ("BFSL" or "Company"). This policy is formulated to inform customers on their liability for unauthorized usage of their cards. The customers are advised to notify BFSL of any unauthorized transaction immediately on occurrence via our 24 X 7 helpline number (1800-225-100) followed by an email at crm@bobcards.com along with additional documentation as required in the specific case. BFSL will register & investigate disputes of unauthorized electronic transactions if customer raises the issue within the stipulated time period as under:

Limited Liability of a Customer:

Zero Liability of a Customer - A customer's entitlement to zero liability shall arise where the unauthorized transaction occurs in the following events:

- Contributory fraud/ negligence/ deficiency on the part of the Company (irrespective of whether or not the transaction is reported by the customer).
- Third party breach where the deficiency lies neither with the Company nor with the customer but lies elsewhere in the system, and the customer notifies the Company within *three working days* of receiving the communication from the Company regarding the unauthorized transaction.

Limited Liability of a Customer - A customer shall be liable for the loss occurring due to unauthorized transactions in the following cases:

- In cases where the loss is due to negligence by a customer, including but not limited to sharing payment credentials, sharing of confidential card details / password / authorizing second person to use the card in secured/unsecure environment etc., the customer will bear the entire loss until he reports the unauthorized transaction to the Company. Any loss occurring after the reporting of the unauthorized transaction shall be borne by the Company.
- In cases where the responsibility for the unauthorized electronic banking transaction lies neither with the Company nor with the customer, but lies elsewhere in the system and when there is a delay (of **four to seven working days** after receiving the

communication from the BFSL) on the part of the customer in notifying BFSL of such a transaction, the per transaction liability of the customer shall be limited to the transaction value or the amount mentioned in Table 1, whichever is lower.

Table 1
Maximum Liability of a Customer

Type of Account	Maximum liability (INR)
Credit cards with limit up to Rs.5 lakh	10000
Credit cards with limit above Rs.5 lakh	25000

Further, if the delay in reporting is beyond **seven working days**, the customer is liable to bear the entire loss.

Table 2
Summary of Customer's Liability

Time taken to report the fraudulent transaction from the date of receiving the communication	Customer's liability (INR)
Within 3 working days	Zero liability
Within 4 to 7 working days	The transaction value or the amount mentioned in Table 1, whichever is lower
Beyond 7 working days	Full Liability

The number of working days mentioned in Table 2 shall be counted as per the working days excluding the date of receiving the communication.

Customer Obligations

- Customer must not share sensitive information (such as credit card details & PIN, CVV, Account ID & Password, OTP etc.) with anyone, including staff of BFSL.
- Customer shall regularly update the registered contact details as soon as such details are changed. Any failure of customer to update BFSL with changes shall be considered as customer negligence.
- Any unauthorized transaction arising out of this delay shall be treated as customer liability.
- Customer shall mandatorily register valid mobile number with BFSL