

### Loss /Theft/Misuse of Card

- The Card Holder("Customer") must notify YES BANK on 24x7 YES TOUCH 18001200 immediately if the Primary or any Additional Credit Card is misplaced, lost, Stolen, mutilated, not received when due or if he/she suspects that the Card is being used without Card member's permission.
- The Customer may also hotlist the Card by calling on 24 x 7 YES TOUCH 18001200 or by using other Channels like Net Banking, Mobile Banking, etc. immediately for any unauthorised electronic Banking transactions (except General Exclusion) occurring to avoid further misuse.
- The cover is valid only on YES Bank Debit Card on which, there is a financial POS/ATM transaction done at least 180 days prior to the day of Fraudulent Transaction ("Active Card")
- Customer shall register/ report the Claims with the Bank immediately. The claim settlement will be in line with RBI guidelines on Limited Liability Circular subject to registration/reporting of the Claim by the Customer as per the timelines mentioned in Table - 2
- The Claim will be processed basis submission of all the required Documents/ information## at your end and subject to the RBI guidelines on Limited Liability Circular

### General Exclusion

- Vishing not covered
- Loss or damage arising prior to the delivery of the Debit Card to the Insured Person
- Gross Negligence by the Customer
- Loss or damage arising due to sharing of PIN and card /and or card details to family members and or any other personnel directly or via any other mode of communication.
- Any enhanced withdrawal limits will not be covered (the differential values)
- Customer has failed to provide the Bank the correct and updated credentials such as email id, phone no, address of the Customer.
- In case customer has increased his/her card limits using limit enhancement form, the additional limit will not be covered under Insurance

### Limited Liability of a Customer

A Customer shall be liable for the loss occurring due to unauthorized transactions in the following cases:

- a) Where the loss is due to negligence by a customer, such as where he has shared the payment credentials, the customer will bear the entire loss until he reports the unauthorized transaction to the Bank. (maximum 3 days from the date of unauthorized transaction)
- b) Where the responsibility for the unauthorized electronic banking transaction lies neither with the Bank 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 Bank) on the part of the customer in notifying the Bank 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**

Sr. No.	Type of Account	Maximum Liability (₹)
1	BSBD Accounts	5,000
2	All other SB accounts • Current/ Cash Credit/ Overdraft Accounts of MSMEs • Current Accounts/ Cash Credit/ Overdraft Accounts of Individuals with annual average balance (during 365 days preceding the incidence of fraud)/ limit up to Rs.25 lakh	10,000
3	All other Current/ Cash Credit/ Overdraft Accounts	25,000

- c) The entire liability of the unauthorized transaction on Electronic Banking Channels where the Customer has delayed reporting beyond Seven (7) working days shall be solely on the Customer. Overall liability of the Customer in third party breaches where the deficiency lies neither with the Bank nor with the Customer but lies elsewhere in the system, is summarized in the Table 2:

**Table 2**

Sr. No.	Time taken to report the fraudulent transaction from the date of receiving the communication from the Bank	Customer's liability (₹)
1	Within 3 working days**	Zero liability
2	Within 4 to 7 working days**	The transaction value or the amount mentioned in Table 1, whichever is lower
3	Beyond 7 working days**	Full Transaction Value (Zero liability on Bank)

\*\*The number of working days mentioned in Table 2 shall be counted as per the working schedule of the home branch of the Customer excluding the date of receiving the communication.

- d) ##The Customer shall provide including but not limited to Duly filled Claim Form / Customer Dispute Form, Duly filled Claim Voucher, Original FIR, Card copy (required for all claims other than Debit Card lost/stolen case) and all the relevant and required documents for processing the claim should be submitted within 30 days from the date of blocking of the card/ Registration/ Reporting of the Claim.. Delay in submission of documents/ information may result in closure of claim and reversal of Shadow Credit.
- e) The eligibility is as per the card owned by the customer; the coverage eligibility is as present in the welcome kit of the card owner or the same can be checked in the website. Any increase in the limit on personal request of the customer would not be covered ie the differential value would not be covered (example - card limit is INR 1lac , customer has requested for a 50k increase, revised card limit is INR 1.5lacs - coverage or claim payable will be only 1 lac and not 1.5 lacs)
- f) The bank has a right to reject cases where the fraudulent transaction has occurred 7 days prior to reporting the fraud to the contact center and has a right to retain the approved amount as per RBI guidelines for cases where the fraudulent transactions have occurred between 3-7 days prior to reporting the fraud to the contact center.
- g) We would release the funds within 10 working days on a hold credit basis. The same would be released for financial purposes post completion of investigation and if not found guilty, or within 90 days from the date of reporting whichever is earliest. If found guilty the bank has the right to reverse the funds. The customer has to provide the necessary documents which is required for investigation within 30 days.