



## **RBI guidelines on settlement of failed ATM transactions and free ATM transactions at other Bank ATMs effective from 01.07.2011**

---

- Complaints related to failed ATM transactions to be resolved in 7 working days from the date of submission of complaint at the card issuing branch
- Card holder is entitled for compensation @ Rs.100 per day if the amount of claim is not credited to the account within 7 working days from the date of complaint.
- Customers are entitled for such compensation only if the claim is lodged with the issuing bank within 30 days from the date of transaction.
- Five free transactions (Financial-Cash withdrawal & Non-financial-Balance Inquiry etc.,) per month are allowed for SB account holders in other Bank ATMs.