



इण्डियन ओवरसीज़ बैंक
Indian Overseas Bank
(A Government of India undertaking)
आपकी प्रगति का सच्चा साथी
Good people to grow with

FAQs?

IOB Multicurrency Prepaid Travel Card

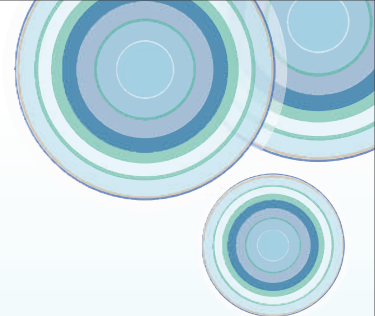


**Get Better Exchange Rates than
Traveler's Cheque and Currency Notes !!!**

TABLE OF CONTENTS

1. What is IOB Multi-Currency Preapid Travel Card?	3
2. What currencies can be loaded on IOB Multi-Currency Prepaid Travel Card?	3
3. Do I need to apply for the card well in advance?	3
4. What documents do I need to submit when I purchase/ reload IOB Multi-Currency Prepaid Travel Card?	3
5. What are the costs involved at the time of purchase?	3
6. How do I create User id and password for internet banking?	4
7. How can I confirm if my card has been loaded/reloaded?	5
8. How much of foreign currency can I load into my IOB Multi-Currency Card?	5
9. How does IOB Multi-Currency Prepaid Travel Card work?	6
10. Is there a transaction fee for using the Multi-Currency Travel Card for payment by swiping at Merchant establishments?	6
11. How can I use my card to shop online?	6
12. What is pre-authorisation?	6
13. What options should I choose to withdraw cash from the ATM?	7
14. Does the MasterCard ATM display the foreign exchange rate of conversion?	7
15. What are the exchange rates applicable when I use my IOB Multi-Currency Prepaid Travel Card for transactions (Cash withdrawal at ATMs and point of sale transactions at Merchant Outlets)?	7
16. Whom should I contact, in case I have any dispute on a transaction?	7
17. Can I reload the card?	7
18. Is remote reloading possible on the card?	7
19. How can I get a refund of unspent balances?	7
20. What do I do if my card is lost or stolen?	7
21. Is there any other way in which I can keep a track of my balance and the latest transactions?	8
22. What should I do if I lose my IOB Multi-Currency Prepaid Travel Card /ATM PIN or Internet banking password?	8
23. What should I do if my IOB Multi-Currency Prepaid Travel Card has expired but there is an un-utilised balance on the card?	8
24. What is Dynamic Currency Conversion?	8
25. Can I use the DCC option at the time of transaction?	8
26. Are there any regulatory restrictions on usage of my card?	8





1. What is IOB Multi-Currency Prepaid Travel Card?

It is a prepaid card which can be loaded with multiple currencies on a single card. It acts as a replacement to physical currency and Travellers cheque.

2. What currencies can be loaded on IOB Multi-Currency Prepaid Travel Card?

Currently the following currencies are available on IOB Multi-Currency Prepaid Travel Card: USD, EUR& GBP

3. Do I need to apply for the card well in advance?

This card is an 'across the shelf' product and can be bought even on the day of travel, subject to the funds being provided the same day.

4. What documents do I need to submit when I purchase/ reload IOB Multi-Currency Prepaid Travel Card?

Please find the list of document given below:

Sr.	Document	At the time of Purchase	At the time of Reload
1.	Passport copy	Mandatory	Already Available - Not Required
2.	Application	Card Issuance Application Form	Card Reload Form
3.	Form A2	Mandatory	Mandatory
4.	Visa	Mandatory in case Visa is taken before travel. Visa on arrival cases exempted	Same trip not required
5.	Airline Ticket	Mandatory	Compulsory in case of next trip Same trip not required

5. What are the costs involved at the time of purchase?

Please find the details given below:

Fee Type	USD	EURO	GBP
Initial Sale fee	Rs 200+ applicable taxes (waived until 30.06.2017)		
Reload Fee	Rs 50/- + Taxes		
Encashment charges	Rs 100 + Taxes		
Re-issue/Renewal	NIL		
International MasterCard ATMs			
Monthly inactivity fee (if the card is not used for 12 months)	USD1.50	EURO 1.00	GBP 1.00
Shortfall fee*	USD 15	EURO 12.50	GBP10



Cash over the counter fee (Cash withdrawal at Bank counters)	USD 7.50	EURO 6.00	GBP 4
Balance Enquiry	USD 0.50	EURO 0.50	GBP 0.50
Miscellaneous Requests			
Replacement Card fee	Free	Free	Free
Statement Request	NIL	NIL	NIL
New ATM PIN	NIL	NIL	NIL
Charge Slip Retrieval	USD 3	EURO 2.50	GBP 1.50
Charge Back fee (Only for unsuccessful charge backs)	USD 2	EURO 2	GBP 2
Currency Conversion			
Sale/Reload and Refund	As per Bank's Card rate		
Cross Currency Usage	3%		

Cash Withdrawal

	USD	EUR	GBP	SGD	CAD	AUD
UPTO 200	1.25	1.25	1.25	1.50	1.50	1.50
201 to 300	1.75	1.75	1.50	2.50	2.50	2.50
ABOVE 300	2.00	2.00	1.75	2.75	2.75	2.75

* In some states/countries, additional charges are levied by overseas Banks based on the guidelines of their local regulatory authorities, for usage of non-domestic cards at their local ATMs. Such charges will be additionally debited from your Travel Currency Card balance.

6. How do I create User id and password for internet banking?

Soon after your card is activated, Customer Portal user ID will be sent to your registered email id. Please find the steps to be followed after receiving client code given below:

Process of first time login:

1) Please visit --- www.iob.in

2) The first time password will be same as user id.

For example : If the user id is : 585858xxxxxxxxx45 ,Then 1st time login password will also be 585858xxxxxxxxx45

3) You will be redirected to the page where you will be forced to change both login password and transaction password.

The current login & transaction password will also be same as user id 585858xxxxxxxxx45

Please choose the login and transaction password as per password policy given below.

Login in and transaction password cannot be same.

Password Policy:

- a. The 1st letter of the password should be in small letter
- b. Password should be minimum of 8 characters
- c. Password should be alpha numeric with 1 special character and 1 capital letter in between
- 4) After successful change of both the password you can login in to your account using your login password.

You also have the option of changing the user Id as per your choice by using change alias option. The user id has to be minimum of 4 characters

List of activities which can be performed on the customer portal are given below:

- 1) View Card balance
- 2) View and download account statement
- 3) Change Email ID and Mobile number
- 4) Block primary card & activate backup card in case of primary card loss/damage - Activate paired device option

7. How can I confirm if my card has been loaded/reloaded?

You would receive an SMS confirmation as soon as your card is loaded/reloaded. You can also check your balance on our website using the login id and password for internet banking.

8. How much of foreign currency can I load into my IOB Multi-Currency Card?

The usage of your IOB Multi-Currency Prepaid Travel Card should be in strict accordance with the regulations of the Reserve Bank of India and FEMA regulations. The amount loaded or reloaded on a card should be done as per the foreign Exchange Management Act, 1999 and prevailing RBI regulations in force.

FEMA Limits

Purpose	Limit
Basic Travel Quota (BTQ) - For Holidays, Personal visits etc	USD \$250000 per financial year
Business Travel	USD \$250000 per financial year
Immigration - For people who settle abroad in countries like Canada, New Zealand etc.	USD \$250000 per financial year
Employment Abroad - For a person who is going to work abroad	USD \$250000 per financial year
Medical Treatment - For people who are travelling abroad for treatment	USD \$250000 per financial year
Studies Abroad - For students pursuing studies abroad	USD \$250000 per financial year

9. How does IOB Multi-Currency Prepaid Travel Card work?

Your IOB Multi-Currency Prepaid International Travel Card will generally be activated within twenty-four (24) business hours of purchase or as advised by the Bank Branch. You can use your IOB Multi-Currency Travel Card worldwide[#], at ATMs displaying the MasterCard Acceptance Mark, as well as MasterCard merchants, including shops, restaurants and online. Just enter your PIN or sign, as requested by the merchant. If an ATM asks you to choose an account or card type, it is suggested you choose the "Credit" option.

With aOB Multi-Currency Travel Card you don't need to worry about bank opening hours or lengthy queues to access your funds whilst travelling.

[#] Due to FEMA regulations, the IOB Multi-Currency Prepaid Travel Card cannot be used at ATMs or merchants in India, Nepal and Bhutan, or for internet purchases where the website is registered in India, Nepal or Bhutan, or at websites accepting payment in Indian Rupees or the currencies of Nepal and Bhutan. In addition, the Card is also unable to be used in countries subject to economic sanctions, including: Cuba, Iran, North Korea, Sudan and Syria. The list of sanctioned countries is subject to change from time to time.

10. Is there a transaction fee for using the Multi-Currency Travel Card for payment by swiping at Merchant establishments?

No, there is no transaction fee incurred for swiping your card for payments at a Merchant Establishments.

11. How can I use my card to shop online?

You can use your Multi-Currency Travel Card to shop online at any merchant that accepts MasterCard cards*. By using your Multi-Currency Travel Card in the currency that the online site trades in, you know exactly what your purchase will cost and you won't be charged by unknown exchange rate fees, unlike when you use your domestic credit or debit card. For your security, you may be asked to provide the security code that's printed on the signature strip on the back of the Card.

IOB Multi-Currency Prepaid Travel Card may not be used for money transfers or for accessing or purchasing goods from adult or gambling internet sites and must not be used for any unlawful activity. You must comply with all laws and regulations (including any foreign exchange controls), in respect of the Card in India and in the country of use.

*Due to FEMA regulations, the IOB Multi-Currency Prepaid Travel Card cannot be used at ATMs or merchants in India, Nepal and Bhutan, or for internet purchases where the website is registered in India, Nepal or Bhutan, or at websites accepting payment in Indian Rupees or the currencies of Nepal and Bhutan. In addition, the Card is also unable to be used in countries subject to economic sanctions, including: Cuba, Iran, North Korea, Sudan and Syria. The list of sanctioned countries is subject to change from time to time.

12. What is pre-authorisation?

It is not recommended to use your IOB Multi-Currency Prepaid Travel Card as a guarantee of payment for hotels, car hire, etc. These companies may estimate your bill, and if you use your Card as a guarantee for the estimated amount, the funds will be temporarily unavailable to access or spend. You can of course use your IOB Multi-Currency Prepaid Travel Card to settle your final bill.



13. What options should I choose to withdraw cash from the ATM?

Generally, the options available at the ATM for cash withdrawal are "Checking", "Credit", and "Savings". You should choose the "Checking/Current" option. In case the Checking/Current option is not available, you should select the "Credit" option. The Savings option does not link to the MasterCard network and hence the transaction would not be successful.

14. Does the MasterCard ATM display the foreign exchange rate of conversion?

No, generally, ATMs display the amount withdrawn and balance available in the local currency. With this information, you can calculate the foreign exchange rate applied.

15. What are the exchange rates applicable when I use my IOB Multi-Currency Prepaid Travel Card for transactions (Cash withdrawal at ATMs and point of sale transactions at Merchant Outlets)?

If the transaction is done in base currency (currency with which the card was loaded), there is no exchange rate applicable. However, for transactions other than the base currency, exchange rates / conversion rates from the base currency to the local currency would be applicable as per fine rates applied by MasterCard. Currency conversion is done automatically in an international online environment by MasterCard.

16. Whom should I contact, in case I have any dispute on a transaction?

In case you have a dispute on any specific transaction, you are requested to provide the details of the transaction to the e-mail id: travelcard@iobnet.co.in for doing the needful.

17. Can I reload the card?

In case you have exhausted the funds on the card; you can reload your card with additional funds within the permissible amount as per FEMA. The easiest way to do this is to contact the IOB Branch where you bought it from.

18. Is remote reloading possible on the card?

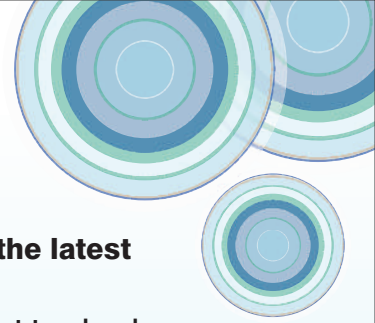
You may leave a signed copy of the reload Form along with required documents and authorization with your family. Your family member can approach IOB designated Branch with the Reload form. On submission of the documents and receipt of the payment, the card would be reloaded.

19. How can I get a refund of unspent balances?

The Card can be encashed only after your return to India. Furthermore, the last transaction done on the card should be more than 10 days prior to the date of encashment. For refund of the residual or unutilized balances you can approach any of the designated branches of the Bank irrespective of where the card was issued. You need to complete the refund form and submit a copy of your passport along with the form.

20. What do I do if my card is lost or stolen?

The card can be blocked by logging on to IOB web portal and backup card can be activated. You can also call the 24- hour helpline 044-28519470 or send an email to emailhelpdesk@travelcard@iobnet.co.in to report a lost or stolen card.



21. Is there any other way in which I can keep a track of my balance and the latest transactions?

You can login to your IOB online IOB Multi-Currency Prepaid Travel Card account to check on the card balance and statement

22. What should I do if I lose my IOB Multi-Currency Prepaid Travel Card /ATM PIN or Internet banking password?

In case of loss of card, ATM PIN or the Internet banking password, you are requested to write to the Helpdesk at travelcard@iobnet.co.in or call 24- hour helpline at 044 - 28519470

23. What should I do if my IOB Multi-Currency Prepaid Travel Card has expired but there is an un-utilised balance on the card?

If your Card has expired before all funds have been utilised, you can contact any IOB designated branch for refund of the un-utilised balance, or apply for replacement card to continue to access the remaining funds for payment through the card in future

24. What is Dynamic Currency Conversion?

In certain countries, the acquiring banks may choose to activate the feature of "Dynamic Currency Conversion" on their ATMs and POS Machine network. As per this facility, the ATM/POS machine identifies IOB Multi-Currency Prepaid Travel Card as a card issued from a foreign country and prompts the customer to transact in their "home currency" (in case of Indians, this would be Indian Rupees). If a customer selects the "home currency/INR" option, additional cross-currency charges are levied by the acquiring bank (the bank that runs the ATM/POS machine).

25. Can I use the DCC option at the time of transaction?

We urge you to note that as the IOB Multi-Currency Prepaid Travel Card is purchased and loaded with the purpose of using the card in the respective foreign currency, you must avoid selecting any option that prompts for a change in usage currency to avoid any adverse exchange rate.

The "dynamic currency conversion" feature may appear with differing terminology depending on the overseas bank.

IOB is not responsible for any "dynamic currency conversion" related charges and will not be able to refund any such charges in case they are levied on account of wrong usage of card.

26. Are there any regulatory restrictions on usage of my card?

Usage of the IOB Multi-Currency Prepaid Travel Card needs to be in accordance with the Exchange Control Regulation of Reserve Bank of India and the applicable laws in force from time to time, in particular and without information, the Foreign Exchange Management Act, 1999. Also, note that the card is not to be used for margin payments being made for online forex trading transactions.