

Annexure V
(Vide Paragraph 22.5)

Conditions for Cash Withdrawal at Point of Sale (POS)

1. This facility is available only against debit cards issued in India
2. The maximum amount that can be withdrawn at POS terminals is fixed at ₹ 1, 000 per day
3. This facility may be made available at any merchant establishment designated by the bank after a process of due diligence.
4. The facility is available irrespective of whether the card holder makes a purchase or not.
5. In case the facility is being availed with the purchase of merchandise, the receipt generated shall separately indicate the amount of cash withdrawal.
6. Banks offering this facility shall put in place a proper customer redressal mechanism. Complaints in this regard will fall under the Banking Ombudsman Scheme.
7. Banks offering the facility shall on approval by their respective Boards obtain one time permission of Reserve Bank of India, Urban Banks Department, Regional Office concerned under Section 23 of the Banking Regulation Act, 1949 (AACCS) enclosing a copy of the Board note / approval.