

Application for Co-branded Metro/Transit Card
(Only for Individuals with Minimum Details)

(To be used at TOM/Metro Counter)

Full Name*		F	I	R	S	T			M	I	D	D	L	E			L	A	S	T
Gender																				
Date of Birth																				
Mobile Number*																				
OVD Type* ^{\$}																				
OVD Number*																				
PAN Number																				
MCRN Number [#]																				

* Mandatory fields

^{\$} Please mention Any one of the Officially Valid Document (OVD) type and number from the following (from A to F)

A-Passport Number, B-Voter ID Card, C-Driving License, D-Aadhar Card, E-NREGA Job Card, F-Letter issued by the National Population Register containing details of name, address, or any other document as notified by the Central Government in consultation with the Regulator.

[#] In case online application has been submitted.

Declaration:

- I hereby apply for issuance of CMRL Co-branded Metro/Transit Card and declare that all the information provided by me in this application is true and correct to the best of my knowledge and belief.
- I accept that SBI is entitled at its discretion to accept or reject this application without assigning any reason whatsoever.
- I agree that my personal KYC details may be shared with Central KYC registry or any other competent authority. I hereby consent to receive information from the Bank/Central KYC Registry/GoI/RBI or any other authority through SMS/e-mail on my registered mobile number/ e-mail address. I also agree that the non-receipt of any such SMS/e-mail shall not make the Bank liable for any loss or damage whatsoever in nature.
- I have read the terms and conditions (as per overleaf) applicable to CMRL Co-branded Metro/Transit Card. I agree to be bound by these terms and conditions as may be in force from time-to-time.

Auto top-up:

I hereby authorize SBI to debit my Retail Balance (Host Balance) from the card for auto top-up to credit Transit (Global) Balance, once the minimum balance falls below the prescribed threshold limit of ₹ 2000/- (Rupees two thousand only), which may be changed from time-to-time as defined by Transit Operator/SBI.

Note: TOP UP will be done in Minimum ₹ 100/- and in multiples of ₹ 100/- only.

Date: ... /... /.....

Place:

<p>Received Co-branded Metro/Transit Card.</p> <p>Signature of the applicant</p>

Signature of the Applicant

For TOM use only

PTO Code & Name: _____

Application Sr. No. _____

Card No.: _____

Issued the above card to the applicant.

Name & Signature of the authorized official

Date _____

Terms and conditions of the Co-branded Metro/Transit Card

These terms and conditions are applicable to all the CMRL Co-branded Metro/Transit Cardholders. These terms and conditions are in addition to any other terms and conditions stipulated by the Bank from time-to-time.

About CMRL Co-branded Metro/Transit Card:

CMRL Co-branded Metro/Transit Card is a contactless dual interface (EMV chip based) prepaid card with stored value functionality for providing a safe, secure and seamless way of payment. Apart from a simple way to pay fares in the multi modal transit, this card offers extended usage for retail payments as well as e-commerce@. Compartmentalization of amount for different utilities, such as transit amongst others is a unique feature of this Card, which can be used for purchase of tickets off-line while in transit, from the stored value of the card, this balance is known as Transit (Global) Balance.

It is convenient to use the online balance for varied purposes such as shopping, purchase of travel tickets, payment of bills at Hotels/Restaurants, payment of utility bills etc. on-line@, this balance is known as Retail (Host) Balance. It also enables free cash withdrawals at all State Bank ATMs*, and for a charge at other Bank's ATMs*. The transactions through this card can be through card contact OR contactless except for withdrawal through ATMs*.

Important Guidelines:

1. Co-branded Metro/Transit Card can be used for Transit and Retail/PoS/e-Commerce@. Upon any use at Transit, PoS device or online, the amount available on the Card will be reduced by the amount of such withdrawal/purchase plus service charges and other surcharges, if any as some Merchant Establishments viz Petrol Pumps, Hotels & Restaurants etc. may impose a surcharge.
2. Cardholder to sign on the signature panel at the back of the card immediately on receipt and ensure safekeeping of card.
3. The minimum details Co-branded Metro/Transit Card is valid for 24 months from the date of issuance. Topping up will not be allowed after 24 months of issuance, if the card is not upgraded to Full KYC. Card with no financial transaction for consecutive period of one year shall be made inactive.
4. If cardholders want to convert the card to full KYC card, they need to visit specified SBI branch@ with KYC documents as prescribed by RBI from time-to-time.
5. In case of card issuance to NRIs, extant guidelines of the Bank will be followed.
6. The Metro Card is meant for withdrawals/purchases against the balance already available in the Card account, known as Retail (Host) Balance. It is the Cardholder's obligation to ensure that sufficient balance is available in the Card account to meet withdrawals/purchases and service charges. The Cardholder also to ensure that sufficient balance is stored in the compartmentalized sectors for transit/off-line usages, known as Transit (Global) Balance.
7. Auto top-up shall happen, in case, the money goes below threshold value. In auto top up/Balance sync transaction-the balance shall be transferred from Host to global basis the product level threshold configured at Host. In the interest of customer, assume the threshold limit set to maximum.
8. Charges for Replacement of Card will be applicable, subject to change from time-to- time as defined by Transit Operator/SBI.
9. Top-up by Cash/Bank transfer is available at specified SBI branches@ and Top-up by Cash/Debit Card /Credit Card is available at TOM.
10. The Bank, at its discretion, may amend the Terms and Conditions governing the cards. Suitable notification for such changes will be placed on the Bank's website or any other mode by the Bank, and the same will be binding on the Cardholder.
11. Fees/ charges (if any) for the use of the Card are not refundable under any circumstances.
12. Refund request will be accepted through written application. Also, verification of mobile number and OVD verification (provided at the time of card issuance) is mandatory.
13. The refund of Retail (Host) Balance and Transit (Global) Balance will be processed in T+7 working days by the designated branch of SBI. The Bank also reserves the right to debit the card account for offline transactions which were not recorded at the time of surrendering card/reporting loss of card. On card closure, the refund request shall be processed by the Nodal SBI Branch only.
14. Use of the Card shall be terminated without notice, upon the death, bankruptcy or insolvency of the Cardholder or on receipt of a letter from the card holder, receipt of an attachment order from a competent court or for other valid reasons or when the whereabouts of the cardholder become unknown to the Bank due to any cause attributable to the cardholder.
15. The Bank is not responsible/ liable for failure of any ATM* to dispense cash, if the customer is unable to withdraw cash for any reason whatsoever or is unable to avail any facility mentioned herein.
16. The Bank is not responsible for the refusal by any Merchant Establishment (ME) to accept or honor the Card, nor shall it be responsible in any respect for the goods or services supplied to the Cardholder. The Cardholder shall handle or resolve all claims or disputes directly with such Establishments and no claim by the Cardholder against the ME is subject to set-off or counterclaim against the Bank. The CARD will be credited only on receipt of money from the ME or the acquirer.
17. The Bank will not be responsible for furnishing original bills of the ME to the cardholder.
18. The Cardholder will collect from the ME the Cardholder's copy of the transaction receipt and will preserve the same for his personal record.
19. The Bank at its discretion will approve/reject any card transaction.
20. A transaction put through by utilizing the card in ATM* or POS terminal or for online usages shall be binding on the customer.
21. The Cardholder should not countermand an order, which he has given by means of his card.
22. The Bank shall not be liable for any loss caused by a technical breakdown of the payment system.
23. In the event of death of the Card holder during the currency of the card, the Bank will stop operations in the account after intimation of death to the Bank. The balance available in the card account will be settled as per the rules governing the disposal of assets of the Deceased Constituents.
24. No interest is payable on the un-utilized balances lying in the card account.
25. The cardholder should not hand over the card to anyone, put their signature on the signature panel on the reverse of card as soon as card is received, never disclose PIN to anybody and never write PIN on the Card.
26. Reporting of Lost/Stolen Cards can be done
 - a. In writing at designated SBI branches/ TOM during working hours
 - b. Call to Customer Care Centre
 - c. Login to Customer Portal
27. If Card is misplaced or stolen, please contact Metro Counter or call SBI 24 x 7 Helpline 1800 1234 (Toll Free) so that the Card is immediately blocked, and misuse of the lost card is prevented/minimized.
28. CMRL Co-branded Metro/Transit Card is valid for transactions only in India.

\$IMPORTANT:

- i. **The card replacement fee is Rs.100/-**
- ii. **The maximum balance on the card chip will be ₹ 2000, which will be available in transit balance for use in transit environment (transferred from Total balance to Transit Balance).**
- iii. **Minimum top-up will of ₹100 and in multiples of ₹100 thereafter.**
- iv. **All the services pertaining to PoS transactions, eCommerce and ATM withdrawals* will be enabled later on.**

*applicable for full KYC cards only.
@when enabled.

Date: ... / ... /

Place:

Signature of the Applicant