

Salient features of World Travel Card

➤ **Eligibility:**

- Indian Nationals desirous of visiting/travelling abroad (except Nepal and Bhutan) for any purpose as permitted by RBI (against payment of rupees or to the debit their EEFC/RFC account).
- Foreign Nationals while on visit to India (against FOREX brought in India & or against INR balance supported by encashment certificate).
- NRIs against surrender of FOREX / to the debit of their NRE accounts.

➤ **Currency of Issue and Validity of Card:**

WTCs are available in three currencies i.e. USD, GBP & EURO. The Cards are issued with a pre- embossed expiry date in **mm/yy** format which cannot be extended further. If the validity of the card expires, a new card needs will be issued to the customer. The existing balance in old card, if any, will be transferred to the new card. Request to be placed to the issuing branch.

➤ **Documents required for issue of WTC:**

1. Application form
2. Copy of valid passport
3. Copy of VISA
4. Latest photograph of the customer (For Walk-in-Customer) and
5. Form A- 2 if currency sold exceeds USD 25000 or equivalent (in other currencies).

➤ **Transaction Limit:**

Cash withdrawal limit per transaction on ATM are as per the limit, set by the concerned ATM provider of the country of visit with a maximum of USD 1000/Euro 800/GBP 500 per day. No maximum ceiling for use of the card at merchant establishments (POS) has been prescribed. However, local acquirer (Overseas outlets) may fix their own limits.

➤ **Facilities available on PNB ATMs in India:**

- Balance enquiry
- Statement of Account
- PIN change

➤ **Facilities available on PNB ATMs and Other Banks: (outside India, Nepal and Bhutan)**

- Balance enquiry
- Statement of Account
- Cash withdrawals

➤ **Issuance of WTCs:**

- The Cards will be issued by all the branches authorized to deal in foreign Exchange and branches specially authorized to issue World Travel Card. (Latest List available on Bank's web site)

- The WTCs are issued to the customers in the form of a kit containing WTC, a welcome letter giving details of charges and a pamphlet containing the detailed terms & conditions. The Cards are in pre-activated stage and linked to zero balance accounts until issued to customers.

- Branches should strictly adhere to the laid down guidelines for KYC norms in respect of walk-in customers applying for loading/reloading of WTC.

➤ **LOADING/ RELOADING (Limits):**

- There is no minimum amount of loading is prescribed by the Bank. Maximum amount of re-loading by any resident individual is USD 2,50,000 or equivalent to USD 2,50,000 (LRS) for any financial year (April to March). Any additional reload in excess of the said limit for the following purposes shall require prior approval of the RBI. However, loading/ re-loading of WTC may be availed for following purposes.

- a) Private visit to any country except Nepal & Bhutan
- b) Business Travel
- c) Immigration – only to meet the incidental expenses
- d) Employment Abroad - For a person who is going to work abroad
- e) Studies Abroad - For students going abroad for studies
- f) For attending Conference or special training
- g) Medical Treatments - For people who are travelling abroad for treatment **

** In addition to the above limits for medical treatment/check-up, an amount up to USD 2,50,000 per Financial Year is allowed to a person for accompanying as attendant to a patient going abroad. **Limits for release of Forex** for Resident Indians going abroad are **determined by** RBI from time to time (as per stipulations under FEMA regulations) based on the purpose of visit.

- **PAN number** is **mandatory** in case of foreign exchange transactions **exceeding USD 25,000**.

- WTC can be loaded 60days in advance before commencement of Journey.

- **Structural reloading** of WTCs by cash i.e. loading through different transactions on same day or on different dates for the same date of journey is **not permitted**.

- Card can be recharged/ reloaded/ surrendered from any of WTC authorised Branch irrespective of the branch of issue.

- While loading a WTC with amount not exceeding USD 25000, a simplified Application-cum-Declaration form to be furnished.

SURRENDER/REDEMPTION OF UNUTILIZED BALANCE:

Residents Indians who purchases a prepaid card are permitted refund of the unutilized foreign exchange balance **only after 10 days from the date of last transaction**. Accordingly, the unutilized balance outstanding in the cards **can be redeemed**

immediately on request by the resident Indians to whom the cards are issued **subject to retention of:**

- i. Amounts that are authorized and remain unclaimed/ not settled by the acquirers as of the date of redemption till the completion of the respective settlement cycle.
- ii. A small balance not exceeding US\$ 100, for meeting any pipeline transactions till the completion of the respective settlement cycle
- iii. Transaction fees / service tax payable in India in Rupees.
- iv. For the amount that are authorized but unclaimed/ not settled by the acquirer, the issuer of such cards can hold such amounts until such transactions are processed/ settled by the acquirers within the prescribed settlement timeframe.

The customer can keep balance in card account, subject to ceiling prescribed by RBI for resident Indians to keep foreign exchange, to be used in subsequent visits.

Miscellaneous Issues:

In case of card reported lost, the card will be blocked and the linked card account will be frozen. At the request of the customer, new card, linked with new account will be dispatched to the customer and on confirmation of receipt; the balance in the previous linked account will be transferred to the new linked account which will make the new card ready for use. Alternatively, the rupee equivalent can be refunded to the purchaser at his request.

- **In case of a complaint for decline/ non- working** of WTC at POS or ATM, **complaint regarding refund of amount/ wrong deduction in account/ release of preauthorized holding amount**, request for **DUPLICATE PIN** may be placed before the branch authorized to deal in WTC. The duplicate PIN will be sent to the branch where request has been made and will be subsequently delivered to the customer.

- In case of non working of card at foreign centers, in emergent situations Master Card can arrange delivery of cash at Card holder's cost.

- Insurance cover is available against loss & subsequent misuse of the card. Maximum coverage is equivalent to USD 5,000 per card (Presently Rs. 3,30,000). Insurance cover is available for a period of 24 hours before and 24 hours after the loss/ theft if the information of loss/ theft is given to the Bank's customer care centre, at 1800 180 2222 (toll free) (accessible from MTNL and BSNL fixed lines in India only) or at 0091-120-2490000 from world-wide or to the card issuing branch.

Documents required for settlement of insurance claim are:

- (1) Claim form
- (2) Copy of application form submitted to branch for purchase of card
- (3) Copy of FIR (depending upon the circumstances of loss & possibility of lodgment of FIR)
- (4) An affidavit from the card holder regarding non-involvement in the disputed transactions.
- (5) Proof of hot listing.

- For reloading customer can authorize the bank to debit their account by giving cheque or mandate or alternatively card can be loaded through cash below Rs. 50,000/- or local cheque drawn in our favour. Reload by third party other than customer is also possible for which the customer can leave signed reload form and authorization with his family. The person authorised by the customer for the same will need to come to the branch with necessary documents. On receipt of the application form and the funds, the card will be reloaded for the desired amount immediately.

- An individual cannot hold more than one card of the same currency at any given point of time. However if he is visiting more than one country on a single trip and wishes to carry different card for different currencies, then more than one card can be issued albeit in difference currency, within overall RBI approved limits for the trip.