

DEBIT CARD AGREEMENT

1. Upon issuing the Card, GTI Microfinance Bank Limited (hereinafter called "the Bank") will require you to select your 4-digit Personal Identification Number (hereinafter referred to as the PIN), which shall be considered as the Cardholder's signature when carrying out transactions.

2. As a cardholder, you agree to:

(a) Keep the Card and PIN secure, prevent third parties from accessing the Card and/or PIN, and refrain from saving the PIN in any recognizable form, including on the Card or any other item carried alongside the Card.

(b) Ensure the Card is safe from extreme temperatures, physical damage, and exposure to strong electromagnetic waves.

(c) Refrain from altering or duplicating the Card.

(d) Note that if the PIN is entered incorrectly three consecutive times, the Bank may block and/or confiscate the Card.

3. The Cardholder is entitled to perform transactions within the established limits, only at Automated Teller Machines (ATMs), Point of Sale Terminals (POS), online platforms, and other locations displaying the Card acceptance logo (e.g Visa/Verve/MasterCard).

4. All transactions made at any ATM or POS with your Card and PIN will be considered authorized by you, and the Bank will not be liable if the transaction was carried out without due authorization.

5. Transactions carried out using your Card and PIN at any ATM or POS will be treated as authorized by you.

6. The Bank reserves the right to decline any transaction request if:

(a) The Card has been flagged or hotlisted.

(b) The Card account lacks sufficient funds to cover the transaction and associated fees.

(c) There are other valid legal or regulatory grounds for refusal.

7. Cash withdrawal at the ATM is deemed complete once the ATM dispenses cash through the cash tray. The Bank will not be held liable for any events occurring after cash has been dispensed.
8. The Card remains the property of the Bank and may be withdrawn at any time. The Card must be returned upon the Bank's request. Additionally, ATMs may retain the Card if circumstances so warrant.
9. The Card will expire on the date indicated on it. Renewal of the Card upon expiry will be at the discretion of the Bank.
10. The Bank shall not be held liable for issues such as machine malfunctions, labor disputes, or any other circumstances affecting Card usage that are beyond the Bank's control.
11. You agree to be liable for all transactions conducted using the Card. The Card is used at your own risk and you will bear all losses resulting from unauthorized use of the Card by anyone who gains possession of it, whether or not your negligence facilitated such use.
12. The Bank reserves the right to apply fees and charges for the use of the Card. These fees are payable regardless of whether the Card is actively used. You authorize the Bank to deduct such fees from your account.
13. It is your responsibility to report the loss or theft of the Card to the Bank within 24 hours of becoming aware of it. A written report must be submitted to the Bank's Head Office, Customer Services Unit, or the nearest branch. You must also cooperate with the Bank in recovering the Card if required.
14. The Bank reserves the right to deactivate or destroy your Card without prior notice after six months of inactivity to protect you from potential fraud.
15. Upon receiving your request to block a Card, the Bank will act immediately. However, the Bank will not be liable for any unauthorized transactions carried out before the Card is blocked.
16. In the event of a lost, stolen, or damaged Card, you must obtain a replacement Card from the Bank at a prescribed fee to continue enjoying the services under this agreement.
17. Your rights under this Agreement are personal and non-transferable.
18. The Bank reserves the right to modify this Agreement at any time without prior notice.

19. Either party may terminate this Agreement with seven days' written notice to the other. However, the Bank may terminate the Agreement without notice if warranted by circumstances.

20. Transactions performed using the Card and PIN must not exceed the maximum limits set by the Bank, which may be adjusted from time to time.