



## CUSTOMER LIABILITY - UNAUTHORIZED ELECTRONIC BANKING TRANSACTION



Fraudulent or unauthorized transactions in  
your bank account, credit/debit card



### Do not Panic

Report immediately and get an acknowledgement

#### Know your bank's

- Phone / Toll Free No
- Email
- Address of home branch



Register for  
Email and SMS  
Alerts

### Know Your Liability

Your Negligence <sup>#</sup>	Bank's Negligence	Third Party Breach
<ul style="list-style-type: none"> <li>• Your loss till you report</li> <li>• Bank's loss after you report</li> </ul>	<ul style="list-style-type: none"> <li>• Bank's loss</li> </ul>	<p><b>Within 3 working days*</b>      You have no liability</p> <p><b>4-7 working days*</b>      Amount of transaction subject to a maximum liability of Rs.5000 for a BSBD account and Rs.10000 for SB Account/Credit Card (With limit of Rs.5 Lakhs)</p> <p><b>Beyond 7 working days*</b>      As per your bank's policy</p>

\*Time taken to report from the receipt of communication from the bank

# Example of your negligence such as sharing password, PIN etc.

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# Know Your Liability



FINANCIAL INCLUSION & DEVELOPMENT DEPARTMENT  
RESERVE BANK OF INDIA

[www.rbi.org.in](http://www.rbi.org.in)



# KNOW HOW TO LODGE YOUR COMPLAINTS

Statement showing charges  
without notice



Failed ATM Transactions



Credit Card related issues



## WORRIED?

### STEPS TO RESOLVE

#### Bank



- a. Lodge complaint at the bank branch register or fill up online on bank's website
- b. Approach official responsible for complaints resolution

#### Banking Ombudsman



NO SOLUTION WITHIN  
ONE MONTH

- a. Use the complaint form given in the BO scheme preferably for paper mode
- b. File an online complaint@ <https://bankingombudsman.rbi.org.in>

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# GOOD PRACTICES FOR A SAFE DIGITAL BANKING EXPERIENCE

## DOs



### Browsers/Websites/Apps

- Use only verified and trusted browsers
- Use HTTPs secured websites for payments
- Keep payment apps updated

### Money Transfers

- Transfer only to known beneficiaries
- Check payment collect request before making payments through UPI

### Credit/Debit Card

- Keep an eye on card during usage
- Check SMS message after transaction to verify the amount
- Dispose receipts securely

## DON'Ts



### Logging in to your Accounts

- Avoid transactions through public devices
- Avoid transactions through open/free networks

### Credentials

- Never share passwords, PINs, OTPs, CVV, UPI PIN etc.
- Never store credentials on phone

### Credit/Debit Card

- Avoid sharing your cards and card details with others



# RISK VS RETURN



**BASIC INVESTMENT PRINCIPLE  
HIGH RETURN → HIGH RISK**

## Bank Deposits

- Deposits with banks are safe as banks are regulated and supervised by RBI and there is a system of complaints resolution through the Banking Ombudsman Scheme.

Report entities  
which default in  
repayment  
of deposits

File and Track Your Complaints

सचेत

An SLCC initiative

[www.sachet.rbi.org.in](http://www.sachet.rbi.org.in)



**DON'T GET LURED BY HIGH  
RETURN SCHEMES → DO YOUR  
DUE DILIGENCE**

## Deposit Guarantee

- Deposits with banks are guaranteed by the Deposit Insurance and Credit Guarantee Corporation to the extent of Rs. One lakh per customer per bank

Help your  
Regulator





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Financial Literacy  
Week  
June 4-8, 2019

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FINANCIAL LITERACY WEEK 2019

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