

Frequently Asked Questions

(Upgrade to SBM Visa Signature Debit Card - NRO customers)

Q1. Till when will the existing SBM Rupay Platinum Debit card work?

Ans. The existing Rupay Platinum debit card will stop working within 30 days of issuance or upon activation of the SBM Visa Signature Debit Card by you, whichever is earlier.

Q2. Will a new debit card be issued for my NRO savings account?

Ans. Yes, A new SBM VISA Signature Debit card will be issued for your NRO savings account.

Q3. How can I activate my new Debit Card?

Ans. You can activate your new SBM Visa Signature debit card by logging/registering into SBM Internet Banking or Mobile Banking. Go to: Manage Cards> Generate Green Pin

Q4. Will my Rupay card work once I start using my new SBM VISA Signature Debit card?

Ans. The Rupay card will stop working after 30 days of issuance or upon activation of the SBM Visa Signature Debit Card, whichever is earlier.

Q5. Will I be able to do International Transactions on the SBM VISA Signature Debit Card?

Ans. This card usage is limited to domestic transactions only, as per extant regulations. Your SBM VISA Signature Debit Card will not work for any International Transactions.

Q6. What happens if I don't activate the new Debit Card in the next 30 days?

Ans. The Existing SBM Rupay Platinum Debit card will stop working after 30 days of issuance or upon activation of the SBM Visa Signature Debit Card, whichever is earlier. To avoid any inconvenience, we request you to activate your SBM Visa Signature debit card immediately upon receipt of the same. Please note that you can activate/ set Green PIN for your SBM VISA Signature Debit card by logging into either SBM Internet Banking or Mobile Banking even after 30 days of issuance. In case you face any issues, you may reach out to your RM or our customer service at 18001033817 or write to us at customercare@sbmbank.co.in

Q7. Where can I read the Terms and Conditions of the new SBM Visa Signature Debit Card?

Ans. You can read the Terms and Conditions of the Debit card on SBM website. The link for the same is: <https://www.sbmbank.co.in/wealth/sbm-signature-debit-card/Terms-Conditions.pdf>

Q8. How can I get my queries resolved?

Ans: For any queries, please call our customer service: 18001033817 or write us at: customercare@sbmbank.co.in

Q9. Why is my SBM Rupay Platinum debit card being deactivated?

SBM Bank wants to offer its customers a premium debit card packed with a host of enhanced features, benefits and privileges to make your banking experience a more delightful one. Hence your existing SBM Rupay Platinum debit card is being deactivated and replaced with SBM Visa Signature Debit Card.