

Frequently Asked Questions

(Upgrade to SBM Visa Signature Debit Card - Resident Savings 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 resident savings account?

Ans. Yes, A new SBM VISA Signature Debit card will be issued for your resident savings account which comes with a lot of lifestyle benefits and privileges.

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

Ans. The Existing 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

Q6. 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>

Q7. 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

Q8. Why is my SBM Rupay Platinum debit card being deactivated?

Ans. 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.

Q9. Are there any charges associated with using Debit Card for international Airport lounge access?

Ans. Customer can enjoy 4 complimentary visits per year. Customers are required to enable cross-border Ecom transactions prior to lounge access as a pre-authorization of US\$35 per person is done to authenticate if the card is live and valid. **The pre-authorisation hold of USD 35 will be charged for each lounge visit and will be reversed within 15 days from the date of the transaction.**

Any additional visits plus all guests are chargeable at US\$35 per person per visit.