

### Frequently Asked Questions (NRO Debit Cards)

Q1. Till when the existing Rupay Debit card work?

Ans. The existing debit card (Rupay) will stop working after 60 days of issuance of the new Debit card.  
(VISA- Signature)

Q2. Will a New Debit card be issued for my NRO account?

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

Q3. How can I activate my new Debit Card?

Ans. You can activate your debit card by Logging/registering in to Internet Baking or Mobile Banking.

Go to: Manage Cards> Generate Green Pin

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

Ans. The Rupay card will stop working, once you activate the new VISA debit card.

Q5. The new Debit Card specifies it is an International Debit Card. Will I be able to do International Transactions on the new VISA Debit Card?

Ans. This card usage is restricted for **domestic transactions** only. The Debit card will not work for any International Transactions (Ecom & POS) even though the Debit card specifies it's an International Debit card.

Q6. What happens if I don't activate the new Debit Card in the next 60 days?

Ans. The Existing Debit card (Rupay) will stop working after 60 days of the issuance of the new Debit Card. However, the new VISA Debit card can be activated by logging into Internet Banking and Mobile Banking even after 60 days of issuance.

Q7. Where can I read the Terms and Conditions of the 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 the SBM customer service: 18001033817 or write to SBM at:  
[customercare@sbmbank.co.in](mailto:customercare@sbmbank.co.in)

