

FAQs on State Bank of India Cash @POS Facility

Q. What is Cash@POS?

A. Cash@POS is a facility using which debit card holders can withdraw cash by swiping their debit/prepaid cards (issued in India) at SBI POS Terminals at merchant locations.

Q. Is the facility available on all POS terminals of SBI?

A. The facility is activated at identified merchants and also at the request of the merchant to disburse cash up to a maximum of Rs. 1000/card/day. Merchants have been provided with our "State Bank Cash Point: Chhota ATM" display poster.

Q. What are the types of card that can be swiped for availing this facility?

A. Debit Cards of all Banks/Issuers ready to support Cash@POS transactions can be swiped for availing the facility. Currently Debit Cards of all major Banks including Axis Bank, HDFC Bank etc. in India alongwith State Bank Group Debit cards will be accepted on our POS Terminals for Cash@POS.

Q. What are the daily withdrawal limits?

A. Minimum Rs.100 & Maximum Rs.1000 per card per day (As per RBI guidelines) in multiples Rs.100/-.

Q. What are the charges for using the facility? Who will pay the charges?

A.

a) For State Bank Group Debit Cards:-

The charges to the cardholder for using this facility by swiping State Bank Group Debit Cards is 1% of the amount swiped subject to minimum of Rs.7.50/- and maximum of Rs.10/- per transaction which is currently waived till 30-06-2014

b) For Other Bank Debit Cards:-

The charges for using other Bank Debit Cards for Cash@POS transactions will be decided and conveyed to the card holders by their individual Banks (Issuers) and is not decided by State Bank of India-Merchant Acquiring Business. For confirming the charges, card holders should get in touch with their respective Banks.

Q. Does the card holder need to pay any extra charges to the merchant/shop keeper?

A. No, extra charges are to be paid to the merchant.

Q. Can a cardholder do only Cash Transaction or a combined Sale & Cash transaction?

A. Yes.

The card holder can do “**ONLY CASH**” transaction, “**SALE & CASH**” transaction or only “**SALE**” transaction as per his requirement.

Q. What would the merchant/shopkeeper receive if Cash@POS facility is activated on the SBI POS terminal installed at merchant location?

A. Merchant gets Rs.5/- per successful transaction.

Q. What does a Merchant having SBI POS terminal need to do, to avail Cash@POS facility?

A. Merchant needs to contact his nearest SBI Branch and submit a request letter as well as sign an arrangement letter for activation of the facility.

Q. What does a Merchant not having a SBI POS terminal need to do, to avail Cash@POS facility?

A. Merchant needs to contact his nearest SBI Branch to get a new terminal alongwith the Cash@POS facility

Q. What are the responsibilities of the Merchant:-

A.

- He should accept only Debit Cards issued in India for cash disbursement of maximum Rs.1,000/- per card per day with minimum of Rs.100/- and in multiples of Rs.100/- and should depart with cash only after printing of the charge slip
- Merchant should not ask/demand any fee/charges from the card holder.

Q. In case of other Bank Debit Cards, where should the card holder raise a complaint, if any?

A. The card holder should raise a complaint with his Bank for quick redressal.

(For example: - A HDFC Bank Debit Card Holder should raise the complaint with HDFC Bank helpline only)