

# Canara Bank International Travel prepaid Card Dos and Don'ts

## DOs

- Once the Cards are received, please check the Cards kit and make sure that two cards are available in the cards Kit. One is primary card another one is Back up Card. And card numbers are same as printed on envelop.
- Once card received, please sign on the reverse of the card immediately.
- Some ATM acquirers charge additional transaction fees for using their ATM. Please check this before usage.
- If you happen to lose your card, report the loss by calling our 24-hour customer care immediately-18004250018 or +9180-25129461
- Retain the customer charge slip copy with you, provided by the merchant in case any swipe transaction was cancelled or reversed by the merchant. This can be in the event of merchant has cancelled the transaction, rejected, account verification or pre- authorisation or any charge back.
- Unauthorised Transaction needs to be reported to banks customer Care immediately.
- Customer has to keep the Card credentials safe and secure, and maintain the secrecy of PIN and not to disclose to any persons.
- Card can be used abroad only.
- Monitor your monthly statements, especially after an overseas trip. To report suspicious transactions if any.
- Look for an “s” after the “http” in the web page address or URL of the online store (e-commerce web site) you are visiting.

## Don'ts

- Don't allow anyone else to use / see your card, PIN or other security information.
- Always memorize your PIN and never write it down on card cover or wallets.
- Never send payment information (Card Details) via email, as information over internet is not fully protected.
- Look around and observe your surroundings –if the ATM machine is poorly lit, or is in a hidden area, use another ATM.
- If your password/pin/cvv etc are ever compromised for any reason, block operations in your card immediately, verify transactions for any unauthorized entries, change password/pin etc.
- Never part with your travel cards. Do not hand over your travel cards to any unknown person/ sales person in a shop / merchant location/ restaurants beyond your sight
- Do not keep pin/password along with the travel cards. – memorize it.