

Banks issue four or five digit code (Password) to customers at the time of issuing ATM cards. This is also known as Personal Identification Number (PIN).

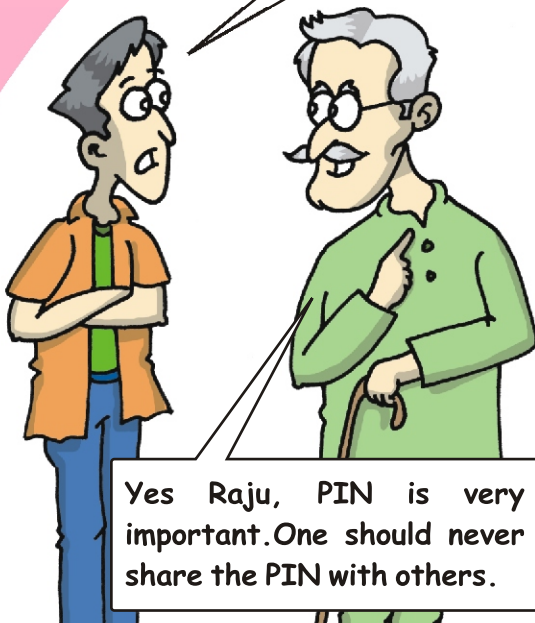


Why a PIN or a password is required?



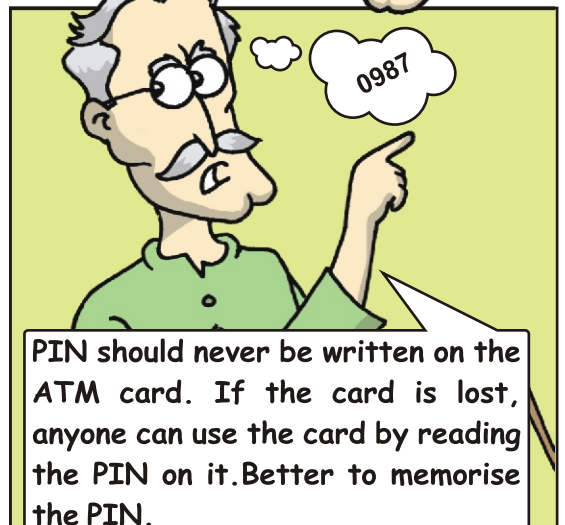
To protect our valuables from thieves, we keep these things under lock and key. PIN or a password is like a key.

Chacha, then the PIN is very important to keep our money safe.



Yes Raju, PIN is very important. One should never share the PIN with others.

Should one write the PIN on the card or in our diary?



PIN should never be written on the ATM card. If the card is lost, anyone can use the card by reading the PIN on it. Better to memorise the PIN.

Ok Gopi Chacha, card has been swiped. How do I write PIN on ATM?



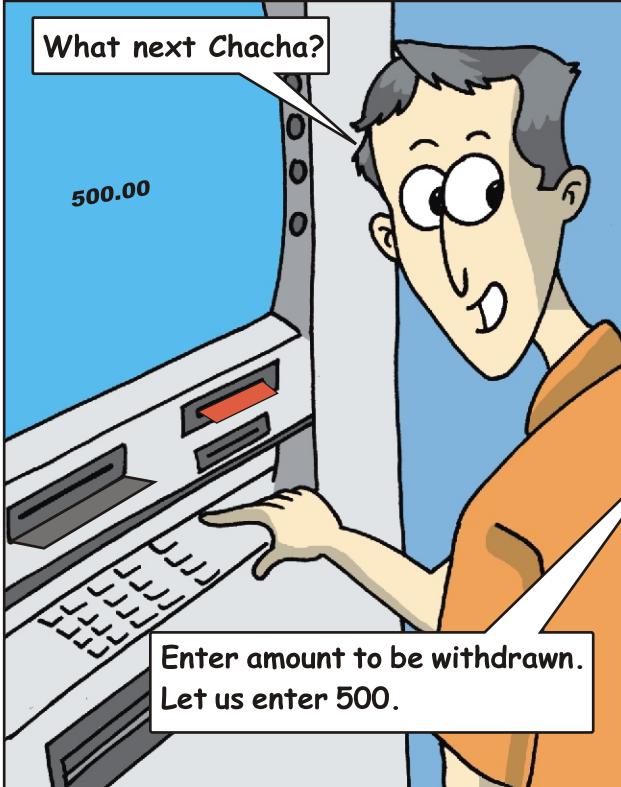
See the screen, there is a place for PIN....Let me use the keyboard to enter the PIN. It's secret - can't share with anybody.

Gopi Chacha, please see, so many options are shown on screen.

Yes Raju, select cash withdrawal from the menu.



What next Chacha?



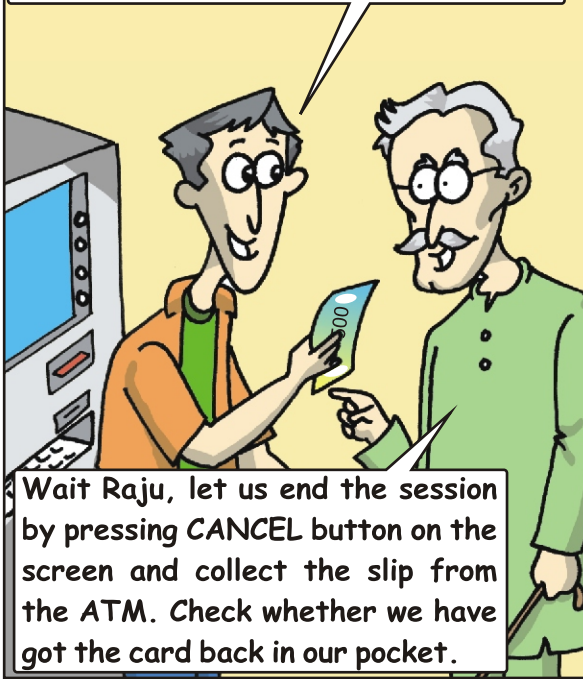
Enter amount to be withdrawn. Let us enter 500.

Wowww. There is money coming out. Let me collect the note!!!

Look Raju, there is an SMS alert from my bank. My account is debited for ₹ 500.



Gopi Chacha, it was amazing. I want to tell all my friends about this ATM.



Wait Raju, let us end the session by pressing CANCEL button on the screen and collect the slip from the ATM. Check whether we have got the card back in our pocket.



Gopi Chacha, what will happen if the card is swallowed by the ATM? How will we get it?

One should not panic. Report to your bank that has issued the card. The bank will give you another card.



Chacha, can I get any amount of money from ATM?



No Raju, there is a limit. ATM can give you up to certain limit of cash per day as fixed by the bank provided one has sufficient balance in the account.

It is easy to get cash and pay to people.



Yes Raju, it is easy. But we should try to use less amount of cash for making payments to others and use more of electronic banking. This same ATM card can be used to buy goods and services. But, I will tell you more about electronic banking some other day.

Gopi Chacha, can ATM make a mistake?



Yes. Sometimes less cash/no cash is given by the ATM and your account is debited for the amount you had entered.



If it happens, what to do?



Report to your bank immediately but not later than 30 days.

Whether the bank pays back the cash?



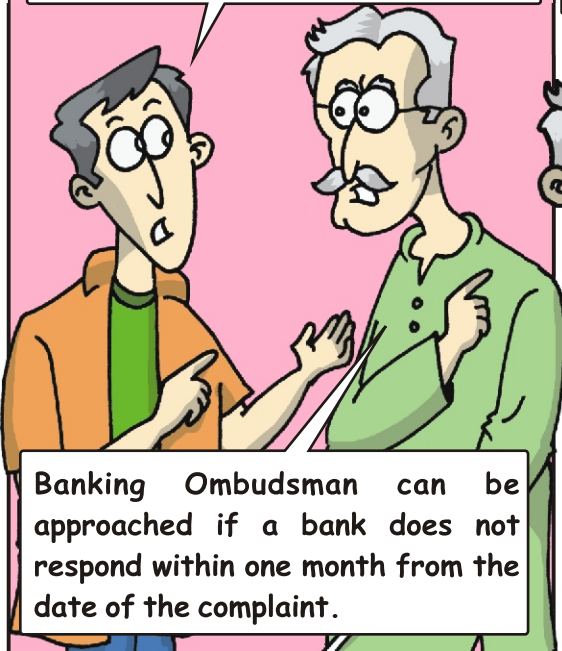
Yes Raju, the amount debited should be credited to the account within 7 working days.

Chacha, if a bank does not give back the amount within 7 working days?



If there is delay beyond 7 working days, banks pay Rs.100 per day till the date of credit plus wrongly debited amount.

Gopi Chacha, if bank does not listen, what to do?



Banking Ombudsman can be approached if a bank does not respond within one month from the date of the complaint.

Gopi Chacha, does one need to take any precaution while using ATM?



Yes Raju, while operating ATM, one should ensure that no suspicious thing or person is there near the ATM.



Gopi Chacha, what to do if one loses the card or somebody takes it?

Always carry contact number of card issuing bank/ call center to block the card.



Call the card issuing bank and stop the card transactions immediately when you lose the card. The bank will send you another card.

Gopi Chacha, let us draw more money to make some purchases from this shop.

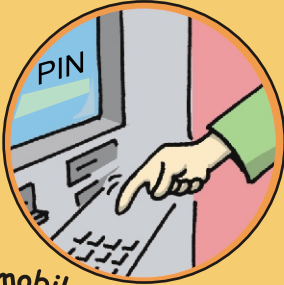
Gopi Chacha, is ATM used only to get cash?



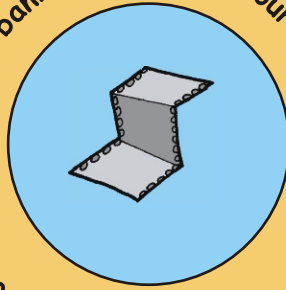
No Raju, we need not withdraw cash from ATM. See the sign. In this shop, we can make a purchase with the card.

No Raju, ATMs are also used for other purposes like balance enquiry ...

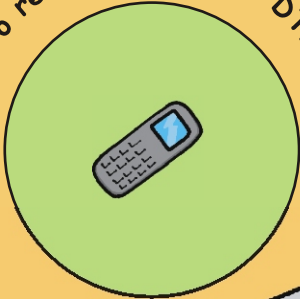
To change PIN



To get bank statement of our account



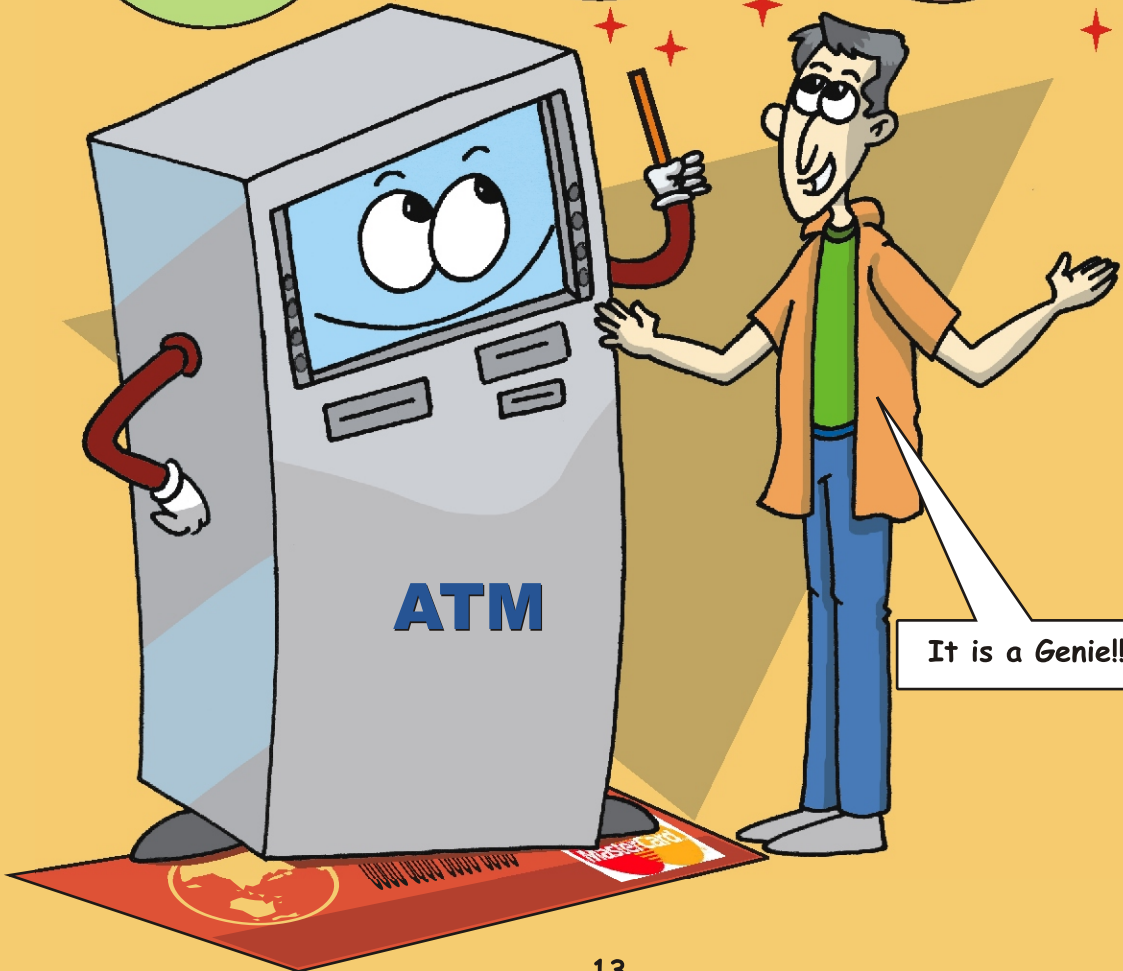
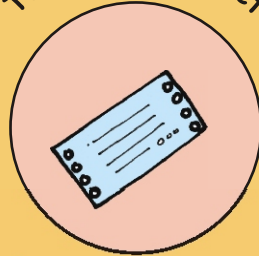
To recharge mobile & DTH



To send money to someone

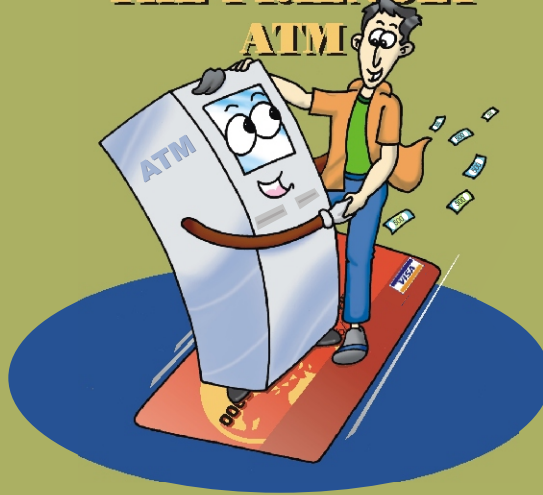


To book rail ticket



It is a Genie!!!!!!

# RAJU AND THE FRIENDLY ATM



**भारतीय रिज़र्व बैंक**  
**RESERVE BANK OF INDIA**  
[www.rbi.org.in](http://www.rbi.org.in)

- **Copyright**

Reproduction is permitted provided the source is acknowledged.

- **Disclaimer**

Financial education initiatives of the Reserve Bank of India are for providing general information and guidance to the common person. Users may exercise their care and judgement while using it.