

BRAC Bank Prepaid Card Terms and Conditions

1. "The BRAC Bank VISA Gift Card", "The BRAC Bank VISA Travel Card", "The BRAC Bank VISA Hajj Card" or BRAC Bank Mastercard Apollo Health Card will be known as valid BRAC Bank VISA Gift Card, BRAC Bank VISA Travel Card, BRAC Bank VISA Hajj Card or BRAC Bank Mastercard Apollo Health Card respectively issued to applicants signed below to avail services related to drawing cash from ATMs and/or to purchases from merchants with electronic Point of Sale (POS) terminal.
2. Here "The Bank" refers to BRAC Bank.
3. The BRAC Bank VISA Gift Card will be valid only in the People's Republic of Bangladesh, BRAC Bank VISA Travel Card will be valid over the world except the People's Republic of Bangladesh, BRAC Bank VISA Hajj Card will be valid only in Kingdom of Saudi Arabia & BRAC Bank Mastercard Apollo Health Card will be valid only at Apollo Hospital in India. Please note that the customer is liable for misuse of the Card which is issued primarily for health ground in Apollo India (As Appropriate).
4. BRAC Bank VISA Gift Card/BRAC Bank VISA Travel Card/BRAC Bank VISA Hajj Card/BRAC Bank Mastercard Apollo Health Card are valid for Electronic use only
5. Only USD as per prescribed limit will be applicable for BRAC Bank Mastercard Apollo Health Card.
6. The necessary Personal Identification Number (PIN) for this Prepaid Card will be provided by BRAC Bank.
7. "Merchant Establishment" means the authorized establishment within which the authorized member of the "VISA International and Mastercard" has entered into agreement for honoring the "Prepaid Card" upon proper presentation.
8. The recipient of the Card will be known as the Cardholder and he/she will be the user of the Card.
9. "Card Account" means the account which is maintained by BRAC Bank in the name of the Cardholder. Unless written complaints are made within thirty days of supposed errors and/or omissions, the entries made by BRAC Bank in respect of the Card Account will be judged as valid, genuine and final.
10. BRAC Bank Mastercard Apollo Health Card will be issued to traveler on health grounds (individual resident who are Bangladeshi Nationals) to meet the treatment expenses in India. Foreign exchange entitlement is fixed for each Bangladeshi individual. This entitlement is assigned by Bangladesh Bank guideline.
11. Unused balance (if any) shall be encashed into taka subject to application of the Cardholder and issuing of expense invoices and the Card will be cancelled.
12. BRAC Bank VISA Gift Card / BRAC Bank VISA Travel Card / BRAC Bank VISA Hajj Card/BRAC Bank Mastercard Apollo Health Card will be the property of BRAC Bank at all times.
13. The Card is not transferable by the user under any circumstances.
14. If the information provided to BRAC Bank during the initial application for the Card is falsified, the Bank unconditionally reserves the rights to seize/cancel the Card.
15. In the event that BRAC Bank instructs the Cardholder to furnish his/her up-to-date financial details, the Cardholder shall be obliged to do so unconditionally.
16. When the validity of the BRAC Bank VISA Gift Card/BRAC Bank VISA Travel Card/BRAC Bank VISA Hajj Card/BRAC Bank Mastercard Apollo Health Card becomes null and void due to cancellation by BRAC Bank Cardholder shall be obliged to return the Card to the Cards division of BRAC Bank within seven working days of the date of receiving the notice of such cancellation.
17. Any attempt to use the Card even after the notice of cancellation or withdrawal of facilities will be treated as fraudulent activity. BRAC Bank reserves the right to bring charges against any such individual user.
18. BRAC Bank reserve the right to renew the Card entirely at its own discretion and can refuse the same without assigning any reason whatsoever.
19. BRAC Bank reserves the right to discontinue providing the services that is associated with VISA & Mastercard logo with the Card.
20. Unless renewed, this agreement and the Card is issued under this agreement will expire on the expiry date that is mentioned on the front side of the Card.
21. If the Card is stolen or lost, the Cardholder should immediately notify BRAC Bank by telephone/ facsimile /electronic mail or in person and in case of any delay of such notification and a misuse occurred thereof, BRAC Bank shall not be liable in any manner whatsoever.
22. Any cost that might be incurred for communicating the loss through electronic or print media or through other means, shall be borne by Cardholder.
23. Issuance fee for duplicate Card may be charged by BRAC Bank, duplicate Card may be issued only after the bank is fully satisfied with the necessary formalities and security issues.
24. Subject to proper presentation of the Card to merchant establishments and proper functioning of the technical parameters, the Card will be honored.
25. In the event that any establishment fails to honor the Card BRAC Bank will not be held liable in any manner whatsoever.
26. BRAC Bank in no way will be responsible for any defective merchandise purchased or service availed by the Cardholder from any merchant establishment. It is solely the Cardholder's responsibility to resolve any dispute with the merchant establishments or realize claims (if any). Under no circumstances BRAC Bank will be involved in this process .However it is the Cardholder's responsibility to pay all dues for issuing this Card.
27. In the event of air ticket purchases, separate Debit Card transaction will take place. The Cardholder must pay the charges incurred during the purchasing of ticket even if the ticket is subsequently cancelled. After deducting the service charge and cancellation fee that is charged by the ticketing agency, BRAC Bank may refund the rest of the amount.
28. BRAC Bank may charge the Cardholder for any special service that may be offered to the Cardholder from time to time.
29. For POS machines where PIN is not required for transactions, any sales slip that has the signature of the Cardholder will be final proof of the charges recorded therein as incurred by none other than the Cardholder himself/herself.
30. BRAC Bank will not provide any charge slips to the Cardholder. It is the sole responsibility of the Card holder to collect the Cardholder's copy of the sales slip from the merchant establishment after any such transactions.
31. The Cardholder is hereby requested to patiently co-operate in the event the merchant establishment needs more time to get authorization from BRAC Bank. These added security measures are taken to safe guard the interest of the valued Cardholder.
32. Service charge may be charged for cash withdrawal and other services.
33. Cardholders will be allowed to reload as and when they wish, but total spending limit will not exceed the pre-loaded amount.
34. All fees and charges that may be incurred from the Card will be debited from the credit amount.
35. Any fee such as joining fee or reload fee that has been cleared may not be claimed for reimbursement.
36. BRAC Bank will not provide any statement on the Card Account. However, the Cardholder may get the same by paying the applicable fees.
37. The terms & conditions, fees and charges and all other information regarding the usage of the BRAC Bank VISA/Mastercard Prepaid Card are subject to change without any prior notice at the sole discretion of BRAC Bank.
38. All disputes are subject to the jurisdiction of the courts of law in Bangladesh only.
39. In case of any act of God, war, riot, civil disturbance, charges in the prevailing law upon which BRAC Bank has no control and when any such cases make it impossible for BRAC Bank to abide by this agreement, BRAC Bank reserves the right to terminate this agreement prior to its expiry without assigning any reason whatsoever.
40. It is the sole responsibility of the Cardholder to keep the Card safe and also not to disclose the Personal Identification Number (PIN) of the Card to anyone. BRAC Bank shall not be held liable for any misuse of the Card.
41. The Cardholder should keep all the Card information secured, for example balance, expiry date, mother's name, date of birth etc. that are related to the security of the Card.
42. No interest or profit will be credited to the Cardholder's account with respect to the available balance on his/her Card Account.

Customer Signature:

Date: