

1	What is an Automated Teller Machine (ATM)? Automated Teller Machine is a computerized machine that provides the customers of banks the facility of accessing their account for dispensing cash and to carry out other financial & non-financial transactions without the need to actually visit their bank branch.
2	What type of cards can be used at an ATM? The ATM debit cards, credit cards and prepaid cards (that permit cash withdrawal) issued by banks can be used at ATMs for various transactions.
3	What are the services/facilities available at ATMs? In addition to cash dispensing ATMs may have many services/facilities enabled by the bank owning the ATM such as: • Account information • Cash Deposit • Regular bills payment • Purchase of Re-load Vouchers for Mobiles • Mini/Short Statement • Loan account enquiry etc.
4	What is Personal Identification Number (PIN)? PIN is the numeric password which is separately mailed / handed over to the customer by the bank while issuing the card. Most banks require the customers to change the PIN on the first use.
5	What should be done if card is lost/stolen? The customer may contact the card issuing bank immediately on noticing the loss so as to enable the bank to block the card.
6	What steps should a customer take in case of failed ATM transaction at other bank ATMs, where his account is debited? The customer should lodge a complaint with the card issuing bank at the earliest. This process is applicable even if the transaction was carried out at another bank's ATM.
7	Is there any time limit for the card issuing banks for recrediting the customers account for a failed ATM transaction indicated under Q No. 6?

	As per the RBI instructions, banks have been mandated to resolve customer complaints by recrediting the customers account within 7 working days from the date of complaint.
8	Are the customers eligible for compensation for delays beyond 7 working days? Yes. Effective from July 1, 2011, banks have to pay customers Rs. 100/- per day for delays beyond 7 working days. The compensation has to be credited to the account of the customer without any claim being made by the customer. If the complaint is not lodged within 30 days of transaction, the customer is not entitled for any compensation for delay in resolving his / her complaint.
9	What is the course of action for the customer if the complaint is not addressed by his/her bank within the stipulated time? The customer can take recourse to the local Banking Ombudsman in such situations.
10	Write about our Bank Talking ATM? Bank recently won the Best IT Innovation Award with Rs.1,00,000 award money for Talking ATM implementation from Computer Society of India. Our Talking ATM is now standard for banking industry as announced by IBA - ACNID & DIT Team

	White Label & Brown Label ATMs -
	Definition and Meaning of White Label ATM - India ? or What is White Label ATM ? or What is WLA ? White Label ATM or White Label Automated Teller Machines or WLAs in India will be owned and operated by Non Bank entities. From such White Label ATM customer from any bank will be able to withdraw money, but will need to pay a fee for the services. These white label automated teller machines (ATMs) will not display logo of any particular bank and are likely to be located in non traditional places.

	What is the purpose for introduction of White Label ATMs in India? In India only Banks are allowed to set up ATMs. Although between 2008 - 2011, there has been 30% growth in number of ATMs and by the beginning of 2012, we have about 87,000 ATMs in India, yet the penetration of ATMs in Tier III and Tier IV cities has been low and downtime of such ATMs has been high. Thus, RBI is feeling that there is a need to expand ATM network, which can be done by only with the help of private operators.
	Who will benefit from White Label ATMs : The white label automated teller machines are likely to benefit customers as well as banks. With the expansion of ATM network, customers will be able to withdraw funds at more locations which will be convenient and located near to their home or place of work. Banks too support introduction of white label ATMs as such machines are likely to reduce pre-transaction cost for them and will be free from the problems relating to maintaining and running such a payment channel
	What Problems are Likely to be Faced by Bankers and Customers? Bankers are already sounding caution about the pitfalls of white label ATMs. The first and foremost concern for customers will be the inconvenience they may feel in case of failed transactions on WLAs. In such cases the dispute resolution mechanism will involve three entities – the WLA operator, the sponsor bank of

	the operator, and the customer's bank. The WLA operators being non bank entities and running purely on profit basis may take longer time or avoid payments on account of failed transactions. The second concern for customers will be the high cost they are likely to pay for use of such ATMs.
	What are Brown Label ATMs ? 'Brown label' ATM are those Automated Teller Machines where hardware and the lease of the ATM machine is owned by a service provider, but cash management and connectivity to banking networks is provided by a sponsor bank whose brand is used on the ATM. The 'brown label' has come up as an alternative between bank-owned ATMs and 'white label' ATMs. As in India white label ATMs were not allowed by RBI (in February, 2012, RBI has issued the draft guidelines for introduction of white ATMs, but final approval has yet to come.), the concept of Brown Label ATMs started picking up.
	What is the Status of Brown label ATMs in India ? In view of the high cost of ATM machines and RBI's guidelines for expansion of ATMs, the concept of Brown Label ATM network is likely to expand at a brisk pace in next few years. In the recent years, there is a visible shift in the way banks look at the ATM business. From the earlier model where banks used to buy outright the ATM machines and bear the cost of service, they are now preferring brown label ATMS i.e. where the machine and service is outsourced. There are indications that as many as 50% may soon be under this category. However, after approval of white label ATMs, the bankers will review the expansion model for their ATMs.

	In September, 2011, it was reported that Hughes Communications India Ltd will set up 5000 Brown Label ATMs in India. In the press release Hughes claimed that they are the preferred service providers to the leading brown label ATM vendors in India. All Major ATM vendors in the country like FIS, TSI, TCBIL, Diebold, AGS, Prizm, FSS and Euronet use Hughes VSAT terminals to set up ATMs. Indian banking sector has metamorphosed into a technology driven domain and this resulted in the growth and evangelism of "Brown Label" ATMs. Under Brown label ATM, the hardware and lease is under the ownership of the service provider, but connectivity and cash handling and management is the responsibility of the sponsor bank. The best part is that the ATM is under the brand and logo of the sponsor bank. Thus this model is about a shared network that results in tremendously cutting costs within banks.