

NPCI/ NFS/ OC No. 92/2013-14

August 23rd, 2013

To

All Member Banks of National Financial Switch (NFS)

Dear Sir/Madam,

Disabling Cash Retraction Facility in ATMs

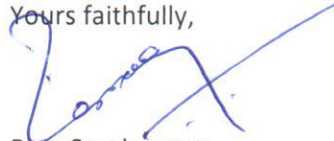
Please refer to our circular NPCI/NFS/OC No. 47/2011-12 dated January 18th, 2012 regarding disablement of cash retraction facility in ATMs to contain cash retraction fraud.

As indicated in the above circular, Banks are requested to report to NPCI on a quarterly basis, the number of complaints received from customers when cash was left back. Member Banks are requested to submit the information for the April – June 2013 quarter before September 5th, 2013. Also, going forward, Member Banks are requested to submit the quarterly report by 5th day of the subsequent month i.e. reporting for July – September 2013 quarter should be submitted before October 5th, 2013.

Further, member banks have informed that they have already disabled cash retraction facility in most of their ATMs. However, some of the Banks have informed that cash retraction cannot be disabled in few ATMs because of hardware/software issues. As advised by the NFS Steering Committee in the meeting held on August 20th, 2013, such ATMs will have to be necessarily phased out by April 30th, 2014.

Member Banks are requested to note both the above mentioned points and comply accordingly.

Yours faithfully,



Ram Sundaresan
Head - NFS