

Banking At The ATM



There was a time when going to a bank meant checking out the working hours, walking into an imposing building, and waiting for our turn to speak to an official about our tasks. Today, thanks to the automated teller machine (ATM), the street-corner kiosk is our bank. Technology has empowered us to do our banking anytime, anywhere.

The ATM Card



The back of the ATM card has a black electromagnetic strip that holds vital information about us. This information is read by the machine when we insert the card. The card also has a number and expiry date printed on the front. It is a good idea for us to note down this information carefully. This will be needed if we lose the card.

PIN



The personal identification number (PIN) is the verification code. If the banker of yore recognized his customers by face and the next-generation banker made a signature verification, the technology-driven ATMs of today recognize us by our PIN. This four-digit number unlocks our account for us.

Tasks



We can complete a host of tasks using our ATM. We can withdraw cash, ask for our balance, get a printout of recent transactions,

request a cheque book, pay our bills and change our PIN. ATMs are designed to be self-help machines that save us the trip to a bank branch for most routine tasks. Some of the machines are also equipped to accept cash and cheque deposits. We can also use our ATM card at the ATMs of other banks. The charges vary from bank to bank and also depend upon the type of account we hold. We must check them with our bank.

Security



The basic security feature in our ATM transactions is the PIN. The bank sends our PIN to our postal address. The ATM card and the PIN are mailed separately. They are meant to be kept separately. When we use our ATM card for the first time, using the PIN sent to us, our first transaction should be to change the PIN. We should never disclose the PIN to anyone, not even to a bank official.

Tips



The PIN should be difficult to guess, and at the same time, easy to remember. Avoid using obvious

SMS CONTEST

Question

'ATM' stands for _____.

Answer

- A. Automated Teller Machine
- B. Any Time Money
- C. Automated Transaction Machine

To answer SMS DISHA A, B or C to 53030 and win a 2N 3D holiday.*
Contest open for the day of publication.

*Terms and conditions apply.
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numbers like a birth date, birth year or vehicle registration number. Obvious sequences like 1234 and 0007 are easy to guess. Create a combination that only you know and can remember. Never write it down or keep it with the card.

Our Role



To make our self-banking activity at the ATM safe and secure, we need to be cautious with our card and PIN. Sending someone else with the card and PIN to draw money may not be a great idea. Seeking help from strangers at the ATM should be avoided. Discretion while keying in the PIN, so that someone else is not reading it, is important. We need to be sure that we have collected our card, money, slips and belongings before we leave the ATM.

DID YOU KNOW?

Banks do not charge customers for using their own ATM facility.

FAQs

Should the PIN of the ATM card be changed frequently?

In the interest of safety, you should change your PIN periodically, as long as you can remember the number without having to note it down on the back of the card or anywhere. If you have revealed the PIN to someone, change it immediately.

What should I do if the ATM card is retained by the machine when using it?

Call your bank and inform them about the capture of your ATM card. Provide details of your card number and expiry date and request blocking of the card. If you have used your bank's ATM, you may be asked to collect the captured card from a designated office / branch of your bank; or your bank may issue you a new card on request. If you have used another bank's ATM, ask your bank for a new card.

24x7 banking is possible with this piece of plastic, once we are ready to use it smartly and safely.

Center for Investment Education and Learning

We welcome your questions, suggestions and feedback on this column. Please use the Email Us link at www.icicibank.com or send an SMS to 53030. Please include your full name, address and phone number. Your comments may be edited for clarity and space.

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BANKING

Protect
your money.



Never keep your
PIN and card together.



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