

Frequently Asked Questions (FAQs)
ATM Cash Retract Transactions

1. What is a Cash Retract Transaction?

When the customer completes the cash transaction in ATM and does not pick up the presented cash in 30 seconds then cash get retracted inside.

2. What are the guidelines on Cash Retractions?

RBI vide their letter DPSS.CO.PD.No. 1230 /02.17.001 . 2011-12 dated January 9, 2012 have granted approval to Banks for disabling cash retraction facilities in ATMs. The measures was taken to eliminate the misuse of cash retraction mechanism in ATM for committing fraudulent transactions.

Further, to curb fake shutter frauds. RBI vide their letter CO.DPSS.POLC.No.S695/02-10-004/2024-2025 dated 8th October 2024 has granted permission to Banks to implement suitable cash retraction at ATMs / Cash recyclers, as per their risk management process for a period as required.

3. How many days would Bank require to re-credit the account for such cash retracted transaction?

As per RBI instruction, Banks have to re-credit such wrongly debited amounts within a maximum period of 5 calendar days from date of transaction, in case the amount is not credited within 5 days the customers should lodge a complaint with the card Issuing bank. For more details, please refer FAQ on ATM under notices.