

Transaction Alerts

As per the RBI guideline effective 1st Jul'11, you will receive SMS or email alerts for all HDFC Bank Credit Card transactions.

Type of transactions for which the alerts will be sent :

- Alerts will be sent for all **approved/successful domestic and international transactions** done on your HDFC Bank Credit Card at ATM, POS, Ecommerce website, IVR, MOTO etc.
- Alerts will be sent for **Pre authorization transactions/ test transactions done for card validation.**
- Alerts will be sent **on Netsafe card creation during which the amount is deducted.**

Note: The amount mentioned in the alerts will be exclusive of any applicable surcharge/ mark-up fee(for international transactions).

Terms & Conditions :

- The Bank shall endeavor to deliver the transaction alert via SMS to the best of its abilities to the registered mobile number.
- If the Cardholder has not provided mobile number, then the transaction alert will sent via email to the best of its abilities to the registered email id.
- Cardholder acknowledges that delivery of SMS and emails are dependent on the infrastructure, connectivity and services provided by the Telephone Service Providers and the Intermediaries engaged by the Bank. The Bank shall not be responsible for non-receipt or delay of the SMS/ email, error, loss or distortion in transmission of Information and Instructions to/from the Customer or the Merchant Establishments for reasons beyond its control. The Bank holds no responsibility for any losses incurred due to such reasons.
- Cardholders are required to ensure that their correct mobile number/ email id is registered with HDFC Bank, since the transaction alert will be transmitted through one of these modes

FAQs :

Will I get the alerts for declined transactions?

No, the alerts will be sent for approved transactions only.

Will I receive alerts pertaining to transactions done using the add-on card?

Yes, alerts will be sent to the primary cardholder for transactions done on the add-on card.

If I am travelling abroad, how will I receive alerts?

Alerts will be sent to the registered mobile number (domestic number). If the domestic mobile number is not updated, alerts will be sent to the registered email id.