



## **Emergency Cash Delivery**

(As per the rules and regulations prevailing in respective countries)

### **How to avail Emergency Cash Delivery Service**

1. To avail Emergency Cash Delivery – Forex Card customers are requested to call HDFC Phone Banking and place in a request (refer Bank's website for updated Phonebanking contact nos)
2. Customers to authenticate themselves by verifying the details over the authentication parameters asked by the Phone Banking officer (PBO) and place the request for Emergency Cash Delivery.
3. Customers to note that the card will be hotlisted by the PBO.
4. Customers have to provide Card Number, Passport Number, Currency & Value required, International Local Address & International Local contact number.
5. Upon successful request processed by the PBO, a reference number will be issued to the customer for future references and tracking of the request.
6. Customers will be contacted in 2 to 4 working hours by banks associate channel partner Europ Assistance.

**Note:** Emergency cash delivery is governed by the rules and regulations prevailing in respective countries. The service provider (i.e. Europ Assistance) shall/will attempt to deliver the cash by liaising/coordinating with the local service point in the respective country within 48 working hours from the time of contacting the customer. Delivery of cash is subject to availability of cash in desired denomination as requested by the customer at the time of delivery.

7. Customers to carry self-attested copy of Passport along with the original Passport for verification to be carried out by the Europ Assistance staff or any other person as authorized by Europ Assistance staff for delivering the cash.
8. Customers forex card will be debited accordingly towards the emergency cash delivery.
9. Customers can avail the Emergency Cash Delivery service once in a month only and the cash delivery request limit is USD 2000 (equivalent in other currencies) / GBP 300.
10. Customers to also note that the request shall not be accepted neither processed on Public Holidays as per the respective countries applicable laws and shall be processed on the next working day of the respective country.
11. HDFC Bank or Europ Assistance will not be liable to pay for any local conveyance incurred by the cardholder to avail the emergency cash.
12. Europ Assistance will liaise with the local service point in delivering the cash to the address provided by the customer. In the event where the local service point is not able to deliver the cash at the address provided then in such case customer has to visit the local service point and collect the cash.

### **Applicable Terms & Conditions**

The emergency cash delivery is not applicable in India, Nepal and Bhutan. These services offered are not transferable and are available only to the Cardholder. The service providers reserve the right to conduct identity verification prior to providing these services.

The service provider (i.e. Europ Assistance) shall/will attempt to deliver the cash by liaising/coordinating with the local service point in the respective country within 48 working hours from the time of contacting the customer. Delivery of cash is subject to availability of cash in desired denomination as requested by the customer at the time of delivery. The bank does not have any control over working hours and holidays in each country and bank / service provider will make best effort to deliver the currency at the earliest. The Cardholder understands and agrees to indemnify HDFC Bank for any delay in delivery of the emergency cash delivery service, by the service provider.

Wherever applicable, the applicable costs, charges and fees for such emergency cash delivery will be informed to the Cardholder prior to the Cardholder availing of such service/s for which the customer would be completely liable to pay.

Service provider shall ensure that Cardholders who call in for these services are duly informed that the Cardholder is solely liable for all third-party expenses in connection with the services. HDFC Bank or service provider shall not be responsible for any costs, charges, fees and/or expenses levied/charged by any third party, which shall be solely the Cardholder's responsibility.

HDFC Bank reserves the right to modify wholly or in part the scope of the services being offered under this facility. All disputes, if any, arising out of or in connection with or as a result of above offers or otherwise relating hereto shall be subject to the exclusive jurisdiction of the competent courts / tribunals in Mumbai only, irrespective of whether courts / tribunals in other areas have concurrent or similar jurisdiction.