

ข้อมูลผลิตภัณฑ์	รายละเอียดผลิตภัณฑ์
Product name	Krungthai Palladium Debit Card
Product type	Debit Card (With personal insurance coverage)
Card Usage limit (Baht) Customers can adjust usage limit. But not exceeding the maximum limit.	<ul style="list-style-type: none"> <li>● Cash withdrawal up to 500,000 baht / card / day.</li> <li>● Money Transfer up to 500,000 baht/day</li> <li>● Purchase for goods or services via EDC machine or E-Commerce up to 1,500,000 Baht/card/day</li> </ul>
Conditions	<ul style="list-style-type: none"> <li>• Debit cards can be linked to 1 primary account with 1 savings account and / or 1 current account and can bind 1 secondary accounts with tax-free fixed deposit accounts to view the balance.</li> <li>• Applicants must be at least 15 – 75 years of age.</li> <li>• A maximum of 1 card can be created / 1 person.</li> <li>• Joint account or an account with more than one participant opened, cannot apply for the card.</li> <li>• End of coverage upon the bank is unable to deduct the annual service fee and / or the deposit account is closed and / or the card is canceled.</li> </ul>
Deposit / withdrawal / transfer conditions Benefits and other conditions	<ul style="list-style-type: none"> <li>• Withdraw / transfer and other transactions specified by the bank via Krungthai Bank's ATM / ADM and other banks with ATM POOL symbols.</li> <li>• Pay for goods and services on behalf of cash via EDC machines at point of sale locations with Visa symbols for merchants nationwide and worldwide 24 hours a day.</li> </ul> <p><u>Use of card service at a local ATM / ADM</u></p> <ul style="list-style-type: none"> <li>• Transactions of cash withdrawal / transfer in the same district at Krung Thai Bank ATM / ADM for free of charge.</li> <li>• Transfers funds across districts at Krungthai Bank's ATM / ADM, first service of the month is free of charge, the second service onwards of the month is 10 baht / transaction.</li> <li>• Withdrawal transactions across district areas at ATM / ADM, Krung Thai Bank 15 baht / transaction.</li> <li>• Cross-provincial money transfer at another bank ATM / ADM.</li> </ul>

	<ul style="list-style-type: none"> <li>- 10 baht per ten thousand, the excess is calculated according to the main number thousand, 1 baht per thousand, fraction of the thousand is not charged.</li> <li>- Bank network usage fee 10 baht / transaction</li> <li>- Minimum service fee 20 baht / transaction</li> <li>- Service fee up to 1,000 baht / transaction</li> <li>• Withdrawal transactions across provinces at other bank ATMs is 20 baht / transaction</li> <li>• Withdrawal transactions in the same province at another bank's ATM, free of charge.</li> <li>• In case the customer uses the card at another bank ATM / ADM more than 4 times per month, from the 5th times onward in that month, the service fee is 10 baht / transaction.</li> </ul>
Initial fee (Baht)	100 Baht
Annual Fee (baht)	1,599 baht per year (consisting of card service fee of 200 baht, insurance premium and other coverage, and other privileges as specified by the bank of 1,399 baht) <b>annual service charge for the next year shall be charged for direct debit on the 1st year anniversary from the card application date.</b> If there is insufficient funds in the client's account to pay the entire annual service fee, the card will become invalid and will not be protected until a service charge has been reached. The system will charge the service fee for the next 60 days until the annual service fee can be deducted. <b>If the system is still unable to collect the annual service fee in full amount the bank will automatically cancel the card.</b>
Card Issuance Fee (Baht/time)	100 Baht/ time
Reset Pin Issuance Fee (Baht/time)	Reset pin is free of charge at the bank.
Service Charges in Foreign Currency	<p>Overseas balance inquiry service fee 15 baht per transaction.</p> <p>Foreign withdrawal fee 100 baht per transaction.</p> <p>Exchange rates arising from the payment of goods and services are billed in Thai baht based on Visa card's central exchange rate, which includes a currency conversion risk of not more than 2.5% of the transaction amount.</p> <p>(In case of CROSS BORDER SERVICE list, only successful items will be charged)</p>
Liability of cardholder in case of loss of card	<ul style="list-style-type: none"> <li>• The bank will give the card and provide the pin to the cardholder. The cardholder signs the card on the back of the card as soon as the card is received from the bank and the cardholder is responsible for keeping the</li> </ul>

	<p>card as well and keeping it in a safe place so that it cannot be lost or in the possession of others, avoid being destroyed, lost or altering any part of the card and always keep your password confidential.</p> <ul style="list-style-type: none"> <li>• In case the card is lost or been stolen or damaged or unusable or in any case, the cardholder can notify, suspend or request temporary suspension of the card by phone or by other communication tools or other methods, which can be contacted in a similar way at Krungthai Call Center at 02-111-1111 (24 hours a day) or at the head office or at any branch office (during business hours) whereby the bank will freeze or suspend the service of the said card within 5 minutes from the time the bank has been notified and shall notify the cardholder the results of the suspension at the same time.</li> <li>• If there is any damage that occurs during the period from the loss of the card until the bank has completely freeze or suspended the use of the card. The cardholder is liable for any damage that occurs after the 5-minute period from the time the bank is notified, the cardholder is not liable to reimburse the bank in any way unless the damage or the obligation that occurs, it is the action of the cardholder himself.</li> </ul>
<p><b>Services Channels</b></p>	<p>Services can be contacted at any branch offices of the Bank nationwide or visit the website for additional product details. <a href="https://krungthai.com/">https://krungthai.com/</a> or contact Krungthai Bank Customer Relations Center Tel. 02-111-1111 Email: Call.CallCenter@krungthai.com Other channels via Facebook / Twitter / Youtube / LINE / Instagram by typing the word "Krungthai Care"</p>
<p><b>Caution</b></p>	<ul style="list-style-type: none"> <li>● The applicant must keep the card number, expiration date and CVC number confidential, without letting others know and / or allowing others to use it.</li> <li>● After the customer acknowledges that the debit card has been lost or stolen, customers should notify the bank immediately to process the card suspension.</li> <li>● If the pin is entered incorrectly for more than 3 times in a row, the card will be automatically suspended. Customers should contact the bank to release the card suspension and can request to reset the pin free of charge.</li> <li>● If the applicant wants to reduce the credit limit or increase the credit limit, changes can be made through branches and customer relations center, Krung Thai Bank 02-111-1111.</li> </ul>

	<ul style="list-style-type: none"> <li>● Any cancellation of the debit card service can be made at a branch.</li> <li>● Transactions across districts, additional fees may apply and conditions are as specified by the bank.</li> </ul>																
Insurance Type	A card holder will receive individual insurance coverage from Dhipaya Insurance Public Company Limited																
Name of Insurance Company	Dhipaya Insurance Public Company Limited																
Insurance Coverage Amount	Coverage amount caused by accident is up to Baht 1,000,000																
Insurance Coverage Condition	<p>Coverage start date : As of applying date</p> <p>Coverage end date : Until cancellation of card using (renewal 1 time a year)</p> <p>The Insured : A person of age 15-75 years old or ending as of next card payment due date</p> <p>Detail of Coverage</p> <p><u>Chapter 1</u></p> <p>Accident Insurance Benefits PA Aor.Bor.1</p> <p>1.1 Loss of life, dismemberment, loss of sight or total permanent disability caused by general accident</p> <table> <tr> <td>Coverage Amount &gt; within Kingdom of Thailand</td> <td>Baht 500,000</td> </tr> <tr> <td>&gt; within overseas</td> <td>Baht 1,000,000</td> </tr> </table> <p>1.2 1 Loss of life, dismemberment, loss of sight or total permanent disability caused by murder or assault</p> <table> <tr> <td>Coverage Amount &gt; within Kingdom of Thailand</td> <td>Baht 500,000</td> </tr> <tr> <td>&gt; within overseas</td> <td>Baht 500,000</td> </tr> </table> <p>1.3 Loss of life, dismemberment, loss of sight caused by riding or being a passenger on motorcycle</p> <table> <tr> <td>Coverage Amount &gt; within Kingdom of Thailand</td> <td>Baht 150,000</td> </tr> <tr> <td>&gt; within overseas</td> <td>Baht 300,000</td> </tr> </table> <p>1.4 Medical expense per an accident (not limited) and medical expense extension caused by riding or being a passenger on a motorcycle including murder or assault</p> <table> <tr> <td>Coverage Amount &gt; within Kingdom of Thailand</td> <td>Baht 20,000</td> </tr> <tr> <td>&gt; within overseas</td> <td>Baht 20,000</td> </tr> </table> <p><u>Chapter 2</u></p> <p>2.1 Burglary from ATM machine</p>	Coverage Amount > within Kingdom of Thailand	Baht 500,000	> within overseas	Baht 1,000,000	Coverage Amount > within Kingdom of Thailand	Baht 500,000	> within overseas	Baht 500,000	Coverage Amount > within Kingdom of Thailand	Baht 150,000	> within overseas	Baht 300,000	Coverage Amount > within Kingdom of Thailand	Baht 20,000	> within overseas	Baht 20,000
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> within overseas	Baht 20,000																

- The Company will compensate to the Insured for the money stolen with 30 minutes after such money has been withdrew from every Krungthai Bank Plc. ATM machine throughout the kingdom, by using the Insured's debit card the exact damaged amount but not exceed limited amount specified in policy schedule > Baht 5,000/time and Baht 10,000 throughout policy contract period. (Coverage territory will only be Thailand.)

## 2.2 Damage to goods purchased by Debit Card

- Damage of goods purchased by Debit Card caused by accident (A card holder will response for the first 10% of damage)
- Minimum value of goods for compensation is Baht 3,000/piece
- Maximum compensation is Baht 35,000/piece, two pieces per year/card holder
- Such damage must occurred within 30 days starting from goods purchasing date (coverage is applicable for both regular and online shops)

## 3.Roadside Assistance

- Immediate assistance by technician
- towing to the nearest garage free first 20 km.
- In case of emergency fuel runs out, free of fuel up to 10 liters/year once a year.
- In case of accidental locking of the car The staff will coordinate to bring a spare key to the scene for free within a distance of not more than 20 km.

Remark: The service does not cover vehicles that are used for business purposes, such as public transport, taxis.Motorcycles, vans, various transport trucks and does not cover floods, and natural disasters.

### Exceptions

#### *Case No. 1*

Those who hold KTB Shop Smart Palladium more than one card, the Company will only cover for one card/person maximum according to the card holder's name and number the Bank has been notified to the Company.

#### *Case No. 2*

In case the Insured loss of arms, legs or sight prior the coverage date, the Company will compensate only for the damage occurred to the complete body parts as of coverage start date.

*Case No. 3*

In case one KTB Shop Smart Palladium card has more than one account, the Company will not cover at any cause.

**How to request for compensation**

- Contact and send the document requesting for compensation to the Bank or contact the Insurance Company directly.

**Contact Channels**

- Branch of the Bank or Krungthai Call Center 02-111-111 or Dhipaya Insurance Plc. Tel. 1736
- Website : [www.dhipaya.co.th](http://www.dhipaya.co.th)
- Email : [webmaster@dhipaya.co.th](mailto:webmaster@dhipaya.co.th)

Remarks: For more details please see in the card booklet. Coverage condition and another condition in the Policy has been approved by Office of Insurance Commission (OIC)

Electronic Card of Krungthai Bank Public Company Limited (hereinafter referred to as "the Bank") refers to

- Krungthai ATM Card (ATM)
- Krungthai Visa Debit Card (V-DB)
- Krungthai Institution/Organization Card (IPAC)
- Krungthai UnionPay Card (UPD)
- Krungthai Mastercard Debit Card (MCD)

and/or any electronic cards linked with a savings account and/or current account and/or tax-free time deposit account of the Bank (hereinafter collectively referred to as "the Card"), issued by the Bank to its customer, who has been approved to be a Cardholder (hereinafter referred to as "the Cardholder"). The Cardholder agrees to be bound by and comply with the terms and conditions as follows:

1. When the Bank has approved the Card to the Cardholder, the Bank will give the card and notify a Personal Identification Number (PIN). The Cardholder must sign his/her name in the signature box on the back of the Card as soon as the Cardholder receives it. The Cardholder is required to provide utmost care and keep the Card in a secure place in order to prevent the Card from loss or coming into possession of a third party, destruction, damage or being amendment at any part of the Card. The Cardholder shall also be responsible for keeping his/her password confidential.
2. In case the Cardholder has applied for the Card and its services with the Bank according to the application form regarding the account opening for individual depositor (hereinafter referred to as "the Application Form") but he/she does not contact the Bank to receive the Card within 6 months from the date of submitting the card application, the Cardholder consents the Bank to cancel the Card promptly.
3. Regarding the Krungthai Mastercard Debit Card (MCD), the Cardholder guarantees and confirms that the request for the issuance of other types of electronic Cards with the Bank is not caused by guiding, persuasion and/or other actions of the Bank and/or its staff so that the Cardholder who holds Krungthai Mastercard Debit Card (MCD) (if any) changes the Card type to other types of electronic Cards as specified in this Application Form and these terms and conditions for holding the electronic Card.
4. The Cardholder agrees and acknowledges that he/she can use the Card for payments of goods, services or any other payments in lieu of cash payment and/or performing transactions such as withdrawal, deposit, money transfer, balance inquiry via automatic teller machine (hereinafter referred to as "ATM machine") and/or other electronic media and/or performing any transactions related to

financing, banking, and/or any other transactions as provided by the Bank, which may be extended further in the future as prescribed by the Bank.

5. In case the Card is lost, stolen or damaged, or the Card cannot be used or in any case, the Cardholder has the right to notify the Bank to temporarily suspend or cancel the Card via telephone or by other communication devices, or other methods that can be used to contact the Bank likewise; **Krungthai Call Center Tel. 02-111-1111 (24 hours)** or Krungthai Bank headquarters or branch offices (business days and hours). The Bank will suspend or cancel the Card within 5 minutes from the time the notification was made to the Bank and the Cardholder will be notified about the result of card suspension or cancellation at the same time concurrently.
6. In case the Cardholder notifies of the temporary suspension or cancellation of the Card as specified in Clause 5 to the Bank and there is any damage occurring during the loss of the Card until the Bank completely suspends or cancels the Card, the Cardholder agrees to be liable for all damages in all respects. The Cardholder will not be liable to indemnify for any damages occurring after 5 minutes from the time that the Bank has been notified in all respects, except the damages or the obligation is caused by the Cardholder.
7. In case the Cardholder wishes to make a request for a replacement Card because the Card is lost or stolen, and/or a request for a new Card while the current Card has not expired yet and/or is still valid, the Cardholders must contact branch offices or service points of the Bank to request a new Card and must pay new card issuance fees as announced by the Bank which may be changed. Such change shall be informed by the Bank to the Cardholder per the forms and methods as specified in Clause 23 in this agreement. In case the old Card is lost, the Cardholder must provide police notice to the Bank.
8. The Cardholder agrees and acknowledges that a password or signature is always required for using the card. If any other persons conduct transaction(s) by using the Cardholder's Card together with his/her password or signature accurately, the Cardholder agrees and consents that such action(s) has been conducted the same as his/her/their own action(s) in all respects. In addition, the Bank has no duty to be liable for the damages incurred from the transactions conducted by such other persons.
9. The Cardholder agrees and acknowledges that if an incorrect password is entered three consecutive times, ATM machines and/or other electronic media will automatically suspend the Card. If the Cardholder remembers his/her previous password, he/she can contact branch offices or service points of the Bank to unlock the suspension of the Card and the previous password. If the Cardholder does not remember his/her previous password and requests the Bank to issue a new Card, he/she agrees to perform pursuant to Clause 7 of this agreement.



10. The Cardholder agrees and accepts that the Card is owned by the Bank. In this regard, he/she cannot grant or transfer the Card to other persons. The Bank has the right to suspend, seize, cancel and/or temporarily disable the Card due to the cases as follows:
  - 10.1 The Cardholder uses an expired Card or a cancelled Card.
  - 10.2 The Cardholder passed away or the court adjudged that he/she has disappeared or is an incompetent person or quasi-incompetent person.
  - 10.3 The Court has issued an absolute receivership order against the Cardholder or declares him/her a bankrupt or the Cardholder is a person that government agencies or competent authorities have issued an order to seize or attach his/her money in his/her bank account.
  - 10.4 The Cardholder uses the Card to conduct any transactions with bad faith and/or with fraudulent purpose for any illegal purpose and any activities considering as conducting money laundering.
  - 10.5 The Cardholder uses the Card contrary to the purposes of the Card as stipulated by the Bank and/or against the terms and conditions specified in the Application Form and/or this agreement, including its amendments that shall be effective in the future.
  - 10.6 The Cardholder breaches any terms and conditions of the Application Form and/or this agreement, including its amendments that shall be effective in the future.
  - 10.7 The Cardholder makes and/or uses counterfeit documents or provides false information and falsifying facts or affirmations that cause a mistake of essential elements to apply for the Card.
  - 10.8 The Cardholder and/or the Bank closes the deposit account in any case, or the Cardholder transfers a claim of receiving money from the bank account to other persons or the current account with an overdraft or revolving credit line of the Cardholder with the Bank is cancelled or the overdraft or revolving credit is suspended.
  - 10.9 If the Card has been seized by an ATM for any reason and it appears that 4-digit numbers or more are written or appear on the Card, which may be understood to be the password of the Card made by the Cardholder, it is deemed as non-compliance with Clause 1 of the terms and conditions in this agreement stated the Cardholder must always keep the password confidential.
  - 10.10 The Cardholder does not make a full payment for the annual service fee or do not have enough money in his/her account for deducting the full amount of annual service fee within the time specified by the Bank. It is deemed that any benefits he/she receives from being the Cardholder shall be invalid promptly until he/she pays for annual service fee in full before the end of the period specified by the Bank.

If any of the abovementioned cases occurs, the Bank shall have the right to suspend, seize, cancel the use of the Card and/or temporarily disable the Card as the Bank deems appropriate. In this regard, the Cardholder agrees and consents the Bank to amend the mentioned terms and conditions as per the form and procedure specified in Clause 23 of this agreement.

11. The Cardholder has the right to cancel the Card at any time. The Bank shall automatically refund the annual fee for the period of which the service is not used. The Cardholder shall contact branch offices or service points of the Bank for the refund. The Cardholder shall complete the form to cancel the Card as specified by the Bank and cut the card into two parts and return them to the Bank. In this regard, the Cardholder agrees and consents that this is only the cancellation of the Card use. He/she shall be liable for all outstanding obligations arising from or related to the use of the card (if any) until the obligations charged on the said card shall have been fully paid to the Bank.

## 12. Deposit

12.1 The Cardholder can make deposits into his/her deposit account only at ATMs and/or via other electronic media of Krungthai Bank. The Cardholder can deposit either cash or checks.

12.2 In the event that there is an error in deposit made in checks, which causes the Bank to be unable to collect the check in time, such error is not under responsibility of the Bank, its employees and/or representatives. The Cardholder agrees to waive the right to claim or sue the Bank to be liable for any damages.

12.3 The Cardholder agrees and acknowledges that the amount of deposit counted by the Bank is deemed absolute and correct. In the event that the amount of deposit differs from the amount informed by the Cardholder or the money appears to be counterfeit banknotes or partly or totally damaged, the Cardholder consents to the Bank to immediately correct the transaction in the deposit account and agrees to waive the right to claim or sue the Bank to be liable for any damages.

## 13. Withdrawal

13.1 Withdrawal via ATMs and/or other electronic media can be done only from deposit accounts and/or current accounts.

13.2 The maximum times and amount of withdrawal per day of each type of the Cards is pursuant to the announcement of the Bank, which may be changed as specified by the Bank. The Bank will notify the applicant in the procedures and methods as specified in Clause 23 of this agreement.

## 14. Money Transfer

- 14.1 The maximum times and amount of money transfer per day of each type of Cards is pursuant to the announcement of the Bank which may be changed as specified by the Bank. The Bank will notify the applicant in the procedures and methods as specified in Clause 23 of this agreement.
- 14.2 The amount of money transferred to any deposit account by the Cardholder can be withdrawn on the date of the transfer.
- 14.3 The Cardholder can transfer money in Satang unit.

## 15. Money Deduction

- 15.1 The Cardholder can deduct money from his/her deposit account via ATMs and/or other electronic media for bill payment, payment of products and/or services as the available balance. The maximum amount of money transfer per day of each type of Cards is pursuant to the announcement of the Bank. The deduction for payment is divided into 2 ways as follows:

- 15.1.1 The Bank proceeds with payment according to the Cardholder's order and/or statement that the Cardholder and/or the Bank receives from a service provider/seller (as the case may be).

- 15.1.2 The Cardholder proceeds with payment by himself/herself via ATMs and/or other electronic media.

- 15.2 The Cardholder consents the Bank to deduct from his/her bank account for bill payments, payment for products and/or services according to the amount that appears on the statement received by the Cardholder or the Bank from the service provider/seller (as the case may be); The Bank shall transfer the deducted money to the bank account of the service provider/seller (as the case may be). The Cardholder also consents the Bank to deduct a fee from the abovementioned account.
- 15.3 The amount of money that can be deducted per day is pursuant to the Bank's notification at the Bank's offices/branch offices and/or brochures and/or other electronic media.
- 15.4 If it appears later that the amount of money that the service provider/seller (as the case may be) notifies the Bank is incorrect and the Bank has already deducted money from the Cardholder's bank account for the amount that appears in the statement; the Cardholders agrees to directly make a claim for the said amount from the service provider/seller (as the case may be). The Cardholders also agrees to waive the right to claim or sue the Bank for any compensation due to the Bank's money deduction and transfer from the Cardholder's bank account to pay bills, goods and/or services according to the statement that the Cardholder and/or the Bank receives from the service provider/seller (as the case may be).

- 15.5 The Cardholder agrees that the Bank shall deduct from his/her deposit account only when the available balance in the account at that time is sufficient to pay bills, goods and/or services according to the statement that the Cardholder and/or the Bank receives from the service provider/seller (as the case may be).
- 15.6 In case any documents and/or the deposit account number that linked with the Card changes for any reasons; the Cardholder certifies and affirms that the consent given to the Bank to debit the mentioned deposit account remains valid for deposit account and/or any other documents of the Cardholder that changes in all respects. The abovementioned consent to deduct money shall be valid promptly from the application date and shall remain valid until the Cardholder notifies the Bank to cancel or revoke the consent in writing at least 30 days in advance. In case the Cardholder notifies the cancellation or revocation of the consent, the Bank has the right to cancel or suspend the Card according to this agreement.
16. The Cardholder has the right to receive a transaction slip as evidence of using an ATM. In case that an ATM slip runs out, the ATM monitor screen will show the message "Transaction slip runs out. Do you wish to continue?". If the Cardholder chooses to transfer money to a bank account of other banks, the ATM will not conduct the transaction. If the Cardholder chooses to withdraw cash without receiving the transaction slip, the Cardholder can check the transaction occurred at that time by updating his/her passbook or through other channels as specified by the Bank.
17. When the Cardholder receives a transaction slip, he/she has a duty to check his/her transaction in the transaction slip. If any error/discrepancy or inaccuracy is found, the Cardholder is required to express his/her objection to the Bank within 10 business days from the date that he/she receives the transaction slip. If the Cardholder fails to make objection within the specified period, the Cardholder agrees and consents to the Bank that the amount indicated in the transaction slip shall be deemed to be a complete and accurate transaction. However, the Cardholder shall not be deprived of his/her right, if later should the Cardholder be able to later prove that some expenses indicated in the transaction slip is inaccurate, which is not caused by the Cardholder's fault or error. In this regard, the Cardholder shall lodge an objection within 60 days from the date that he/she receives the transaction slip.
18. If there are any errors occurred in money transfer/deduction for bill payment, payment for goods and/or services occurred, the Cardholder has to promptly inform the Bank of such error and provide the following information:
- 18.1 Date and time of transaction,
  - 18.2 Location of the ATM machines and/or other electronic media,
  - 18.3 The bank account numbers of the Cardholder and of any person related to the Cardholder,
  - 18.4 Types of transactions,

18.5 Inward or outward transfer amount and/or deducted amount,

18.6 Name and address of the Cardholder and the person who contacts the Bank.

19. The Bank's liabilities to the Cardholder are as follows:

19.1 The Bank performs an act or omission to act according to money transfer order, preventing the Cardholder from completely receiving money transfer via ATM and/or other electronic media, except:

19.1.1 The Cardholder does not have enough money in his/her account;

19.1.2 The Cardholder does not have credit line with the Bank or his/her use of credit line is suspended;

19.1.3 Money transfer will cause debts exceeding the credit line agreed with the Bank;

19.1.4 The Cardholder is in the middle of legal proceedings, for example, the Cardholder's money in his/her account was seized and/or attached by the Revenue Department, enforcement officer, the court and/or any other persons in authority to give an order of attachment or seizure, and/or the Cardholder is subject to receivership or adjudicated to be bankrupt;

19.1.5 The Bank has informed the Cardholder of a money transfer service malfunction prior to or while conducting money transfer;

19.1.6 The Cardholder has breached the conditions or agreement made with Bank;

19.1.7 Force majeure.

19.2 The Bank fails to comply with the Cardholder's order to seize or cancel the use of the Card as specified in Clause 5 of this agreement and later money transfer via an ATM and/or other electronic media occurs.

19.3 The Bank does not send the Card and/or password and/or any other tools that the Bank provides to the Cardholder for using as a tool to transfer money from the Cardholder's account and illegitimate money transfer transactions via an ATM and/or other electronic media have later been conducted.

19.4 Illegitimate money transfer transactions via an ATM and/or other electronic media have been conducted, which are not the Cardholder's fault.

20. In the event that the Bank is aware or informed of any incorrect transaction by the Cardholder, the Bank shall check the transactions from the related documents in the work system. If the cause and error is found, the Bank shall process to rectify it within 30 days from the date that the Bank was informed of such error by the Cardholder in compliance with the Bank's regulations and procedures for investigation and rectification as specified by the Bank.

21. The Cardholder agrees and consents that the Bank can inquire or disclose details, in a whole or in part, regarding the Cardholder to any person when necessary or deemed appropriate by the Bank. In case laws, announcements or government regulations requires the Bank to disclose the Cardholder's information or financial transactions to government officials or government agencies when receiving a request for such information, the Cardholder agrees to allow the Bank to disclose and/or provide the Cardholder's financial transaction report to government officials or government agencies in all respects.
22. The Cardholder agrees to pay fees and expenses regarding Card issuance and use according to the rate as announced by the Bank. The Cardholder agrees to pay fees for card issuance and first year annual fee on the application date. Next year annual fee and any service fees or expenses will be charged by the Bank in the future. The Cardholder agrees to allow the Bank to promptly deduct money for payment of fees or expenses from his/her account **until the Bank receives full payment. The Cardholder agrees to not cancel or revoke the consent. The Cardholder can make payment at any branch offices of Krungthai Bank or other channels as specified by the Bank.** However, the service fees and other expenses related to the issuance and use of the Card can be changed. The Bank will notify the Cardholder as per the formats and methods specified in Clause 23 of this agreement.
23. The amendment of the terms and conditions regarding the Card use, fee rates, service fee rates and any expenses, including the terms and conditions for Card use and/or any contractual agreement relating to the Card, the Bank shall inform the Cardholder as follows:
  - 23.1 The Bank shall inform the Cardholder in writing in advance by posting an announcement at offices/branch offices and/or on the Bank's website (krungthai.com)
  - 23.2 In emergency cases, the Bank shall notify the Cardholder via letter or announcement in Thai language daily newspapers domestically at least 7 days in advance before the effective date. The Bank shall inform the Cardholder of such amendment with a letter again.

In addition, in case of changes that are beneficial to the Cardholder or reduce the burden of the Cardholder, the Bank reserves the right to make such changes effective immediately. The Bank shall inform the Cardholder of such changes within 30 days after the effective date.
24. In case any notice or letter is sent to the Cardholder's address stated in the Application Form by any means of delivery or sent to the Cardholder's changed address notified the Bank in writing, whether there is a recipient or not, the notice or letter shall be deemed as received by the Cardholder. If the delivery cannot be accomplished because the address is changed or the building is demolished and the Cardholder does not notify the Bank of the change or demolition in writing, or because the given address cannot be found, it shall be deemed that the Cardholder acknowledges the information in those letters rightfully.

25. The Cardholder acknowledges and understands the clauses in this agreement thoroughly and agrees to be bound by and comply with this agreement, including the existing and/or future amended rules, regulations, conditions and any practices regarding the use of the Bank's Card in all respects. In this regard, I shall request the Bank to issue the Card, including renewing the Card and issuing a new Card until I cancel and/or the Bank cancels the services. I acknowledge that in case of cancellation of the Krungthai Visa Debit Card, Krungthai MasterCard Debit Card, Krungthai Institution/Organization (IPAC) Card and/or Krungthai Union Pay Debit Card, either caused by me and/or the Bank, this shall not affect the right to request the Krungthai ATM Card service and/or the right to withdraw money from my account.
26. The Cardholder can check the remaining balance of electronic Card at the Bank's branch, ATMs/ADMs and the Call Center Tel. 02-111-1111 (24 hrs.) or via other channels as specified by the Bank. The Cardholder can check the terminated date of using the electronic Card at the Bank's branch by informing the electronic Card number or via other channels as specified by the Bank.
27. The Cardholder can check transaction history at any branch of the Bank, ATMs/ADMs (only 5 recent transactions) and other channels as specified by the Bank. The Cardholder agrees and consents the Bank to collect fees and/or expenses (if any) in accordance with the rates and methods as specified by the Bank.

## Terms of condition for card holders of Blue Diamond Xtra, Pearl, Palladium and debit cards or Krungthai ATM cards with an accident insurance policy

1. Insured : Card holders who agree to commit and comply with the agreement and the terms of holding the electronic card are considered part of the agreement and the terms of holding the electronic card.

2. The condition of the accident insurance policy is based on the coverage of the card holder. This condition is considered part of the agreement and the terms of holding the electronic card.

3. A card holder who is protected by personal accident insurance

3.1 The card holder will be covered from the day of the application and will be covered every year until the card expires. If the bank gets a full annual payment by charging a deposit with a card or payment at the branch of the bank or other channels as provided by the bank.

3.2 The case where the bank does not receive a full annual service fee at the due date. If the cardholder pays the annual service fee within 60 days from the due date. The cardholder will be entitled to protection from the date of payment of the annual service fee.

4. The case where the coverage ends.

4.1 Card holders cancel the card.

4.2. In case that the deposit account linked to the card is closed under any circumstances. This includes closing by the cardholder or by the bank's system due to the account balance is lower than the minimum amount or no deposits for more than 1 year, which the bank has deducted account maintenance fees and the bank considers closing the deposit account which has no remaining balance.

4.3 The cases that the system cannot not charge annual service fee, including the case where the money in the account is not enough.

4.4. The card holder died.