

Customer Protection – Limiting Liability of Customers in Unauthorised Electronic Banking Transactions

Broadly, the electronic banking transactions can be divided into two categories:

- (i) Remote/online payment transactions (transactions that do not require physical payment instruments to be presented at the point of transactions e.g. Internet Banking, Mobile Banking, Card Not Present (CNP) transactions), Pre-paid Payment Instruments (PPI), and
- (ii) Face-to-face/proximity payment transactions (transactions which require the physical payment instrument such as a card or mobile phone to be present at the point of transaction e.g. ATM, POS, etc.)

Coverage of limited liability:

Transactions executed using the following product channels

- Cards (both debit and credit)
- Liability account i.e. savings account
- Unified Payments Interface (UPI)
- Internet Banking
- Mobile Banking

Please [click here](#) for details.