

ATM - DEDUCTION OF PETROL SURCHARGE

When State Bank ATM Card is used at Petrol Pumps for payment of petrol charges, the acquiring bank (the Bank servicing the POS machines at the Petrol Pumps) claims a surcharge at 2.50% or minimum Rs.10/- separately. The State Bank card comes under "MAESTRO" and in Maestro cards there is no option of adding the Surcharge along with the petrol bill amount at the time of raising the charge to the customer account at the Petrol Bunk. Therefore, these charges are received subsequently after a time lag by the Bank and not along with the original debit amount.

Owing to the large volumes, the Bank has stopped absorbing Petrol Surcharge ***Since September 2010*** and the same is now being recovered from the Customers.