



Frequently Asked Questions on Cash Withdrawal Using Fingerprints on Our ATMs

Do I need a debit card to use the Fingerprint option?

No, all you need is your registered fingerprint

How do I initiate the Fingerprint option?

Press the enter button on the ATM and select "Bio Withdrawal"

How do I know if the fingerprint is correct?

"Verification successful" is displayed on the screen.

Will I receive cash immediately?

Yes. Cash is dispensed for every successful transaction and account is debited instantly.

Can I perform other transactions with the Fingerprint?

No. You can only withdraw cash.

Can I use other fingers?

You can only use your right thumb and right index fingerprint.

What do I do when I get a "please re validate with your right thumb" error?

Please ensure your thumb is dry and clean and retry the process again

Do I need pin to do a transaction?

No pin is required. Your fingerprint is your pin number

How long do I need to place my fingerprint?

Place your finger on the until you get a "Verification Successful" message