

Stops and Disputes

Terms & Conditions



THESE IMPORTANT RULES RELATE TO STOPPING DEBIT ORDER PROCESS ON YOUR ACCOUNT. PLEASE READ THEM CAREFULLY

What is a Stop payment?

1. You request RMB Private Bank to prevent future debit orders from this provider.
2. Based on the amount you choose, ALL debit orders from this provider for this amount or amount range will be prevented from going off your account provided that you stop the debit order five business days before the debit order goes off your account.
3. Placing a stop payment does not cancel the related agreement. You must still cancel the debit order Instruction with your service provider.
4. RMB Private Bank will charge you fees for placing a stop payment. Visit www.rmbprivatebank.com to view the RMB Private Bank pricing guide.
5. Stop payments are only valid for 12 months.
6. The following debit orders can only be stopped by contacting your banker or by calling the number on the back of your card:
 - If it has been disputed by you through card and pin (AEDO), or
 - If it is over a certain amount.

RMB Private Bank shall not be held responsible should you incur any loss when placing a stop payment on a valid debit order on your account. Stopping a valid debit order may result in a negative impact of your credit profile.

THESE IMPORTANT RULES RELATE TO DISPUTING DEBIT ORDERS ON YOUR ACCOUNT. PLEASE READ THEM CAREFULLY

What is a Dispute?

1. You request RMB Private Bank to reverse the transaction.
2. If your debit order is more than 40 calendar days old, RMB Private Bank will investigate if the debit order has a valid mandate. Your request will be investigated and an outcome will be provided within 40 calendar days.
3. For follow-up queries on this debit order dispute, contact your branch, banker or the number on the back of your debit card.
4. The following debit orders can only be disputed by contacting your banker or by calling the number on the back of your card
 - If it has been disputed before, or
 - If it has been authenticated by you through card and pin (AEDO), or
 - If it is over a certain amount.

RMB Private Bank shall not be held responsible should you incur any loss when disputing a valid debit order on your account. Disputing a valid debit order may result in a negative impact of your credit profile.