



**Version 1.04**

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### **FAQs:**

## **TRANSCORP PREPAID CARD**

Q. What are PPIs?

Ans: PPIs are instruments that facilitate (a) purchase of goods and services, including financial services, against the value stored in / on such instruments.

Q. Who are the issuers of PPIs?

Ans: PPI issuers are companies incorporated in India and registered under the Companies Act, 1956 / Companies Act, 2013. They operate / participate in a payment system for issuing PPIs to individuals / organisations. A company can issue and operate PPIs after receiving authorisation from RBI.

Q. Who is a holder of a PPI?

Ans: A holder of a PPI is an individual who obtains / purchases the PPI from the PPI issuer. However, in case of a Gift PPI, any other intended / targeted beneficiary, though not being the purchaser, can also be a holder.

Q. What are the various types of PPIs?

Ans: PPIs can be issued in the country under three types:

- a. **Closed System PPIs:** These are PPIs issued by an entity for facilitating the purchase of goods and services from that entity only. No cash withdrawals are permitted. These instruments cannot be used for payment or settlement for third party services. The issuance and operation of such instruments is not classified as a payment system and does not require approval / authorisation from the RBI.
- b. **Semi-closed System PPIs:** These are PPIs issued by banks (approved by RBI) and non-banks (authorised by RBI) for purchase of goods and services, including financial services, remittance facilities, etc., for use at a group of clearly identified merchant locations / establishments which have a specific contract with the issuer (or contract through a payment aggregator / payment gateway) to accept the PPIs as payment instruments. These instruments do not also permit cash withdrawal, irrespective of whether they are issued by banks or non-banks.
- c. **Open System PPIs:** These are PPIs issued by banks (approved by RBI) for use at any merchant for purchase of goods and services, including financial services, remittance facilities, etc. Cash withdrawal at ATMs / Points of Sale (PoS) terminals / Business Correspondents (BCs) is also allowed through these PPIs.



Q. How long can a customer hold a 'Small' PPI? What will happen to the balance after expiry of stipulated time?

Ans: 'Small' PPI can be held for a maximum period of 24 months only. The 24 months shall be counted from the day of opening such a PPI. Within this period of 24 months, it has to be converted into a full-KYC PPI failing which, no further credit in such PPI shall be allowed. However, the PPI holder shall be allowed to use the available balance. All such PPIs existing as on February 28, 2018 shall have to be converted into full-KYC PPI by February 29, 2020.

Q. Can a closed 'minimum-detail'/small PPI be reopened after exhausting the maximum time limit of 24 months?

Ans: Re-issue of such PPIs using the same mobile number and same minimum details is not allowed.

Q. How shall the refunds in case of failed / returned / rejected / cancelled transactions be dealt with?

Ans: Refunds in case of failed / returned / rejected / cancelled transactions shall be applied to the respective PPI immediately, to the extent that payment was made initially by debit to the PPI, even if such application of funds results in exceeding the limits prescribed for that type / category of PPI.

Q. Can refunds in case of failed / returned / rejected / cancelled transactions using any other payment instrument be credited to a PPI?

Ans: Refunds in case of failed / returned / rejected / cancelled transactions using any other payment instrument should not be credited to a PPI and should be credited back to the same payment instrument.

Q. What is a TRANSCORP Reloadable Prepaid Card?

Ans: Transcorp Reloadable prepaid Card is a Rupee denominated reloadable semi-closed loop prepaid card powered by Ru-Pay/VISA. It is an easy, convenient & secured mode of payment.

Q. What are the advantages of TRANSCORP Prepaid Card?

Ans:

- >> It can be used for Shopping Outlets, online portals.
- >> Wide accessibility at around 3 million Merchant locations and over 10,000 online websites.
- >> Easy loading up to INR 2,00,000/- (Full KYC cards only)
- >> Reload facility available.
- >> No need to open a Bank account.
- >> Easy tracking of spends using the dedicated TRANSCORP Mobile app.

Q. What are the advantages of TRANSCORP Small PPI Card?

Ans:

- >> It can be used for Shopping Outlets, online portals.
- >> Wide accessibility at around 3 million Merchant locations and over 10,000 online websites.
- >> Easy loading up to INR 10,000/- in a month (small PPI cards only)
- >> Reload facility available . However, total balance that can be loaded is limited to INR 120000/- in a year.
- >> No need to open a Bank account.
- >> Easy tracking of spends using the dedicated TRANSCORP Mobile app.

Q. Can I personalize my card?

Ans: Yes, you can personalize your card.



Q. How do I buy this card?

Ans:

>> These cards are issued by our branches and Corporates partners to their employees and their customer as a part of their payment programs.

>> Visit to your nearest Transcorp Branch to buy this card.

Q. How to get a Duplicate / Replacement card?

Ans:

>> In case if the card is lost or stolen, the Cardholder can apply for duplicate/replacement\* card by calling our Customer Care number 7597182222

>> Post the request placement, it will take 5-7 working days for the card to be delivered at your communication address.

Q. What is the validity of TRANSCORP Prepaid Card?

Ans: The Reloadable Prepaid card comes with a validity of 4 years.

Q. When can I use the card?

Ans: Your card will be activated with the loaded amount within a few hours after TRANSCORP has Received clear funds from you. Once activated, the card is ready for use.

Q. What are the Scenarios and reasons for failed/declined transaction?

Ans: There are several possibilities:

>> Your card has not been activated.

>> The amount of the purchase exceeds the available balance

>> Your card has expired

>> Your card has been reported lost or stolen

>> You have entered your PIN incorrectly

>> Any other technical issues.

Q. Where can I check the transaction details?

Ans: You can give a missed call on 8880273273 and get balance details.

Q. Will I get an alert for all the transactions done from my card?

Ans: Yes, you will receive an SMS on your registered mobile number for all the transactions made. Make sure to update your contact details to avail this facility.

Q. What is an ATM PIN or APIN?

Ans: APIN (ATM Personal Identification Number) is a 4-digit unique password required to authenticate POS transactions from your card. Never share this with anyone.

Q. How can I generate / change my PIN?

Ans: It can be done through the following link:

<https://cards.transcorpint.com/login>

Q. What is the security features I have on my Transcorp Prepaid Card?

Ans: TRANSCORP Prepaid Card comes with PIN based authentication for all Merchant based transactions and is powered by Ru-Pay Pay Secure for all your online purchases. Hence, the card cannot be misused by anyone else even if it is lost.



Q. What is the minimum & maximum amount that can be loaded on the TRANSCORP PREPAID Card?

Ans: There is no minimum amount (it cannot be less than Re. 1) however the maximum amount that can be loaded is Rs.2,00,000 per card (Full KYC Customer) . However, the balance on the card cannot exceed INR 3,00,000/- at any given point of time.

Q. Can I reload the TRANSCORP PREPAID Card?

Ans: Yes, the TRANSCORP prepaid cards are reloadable in nature and card can be loaded only by the Corporate that has sold/given it to its user. The card holder can also load his / her personal funds on it as below: -

>> Request your employer who issued your card to load it.

Q. How many times the TRANSCORP PREPAID card be reloaded?

Ans: There is no restriction on the number of re-loadings on a card. However, the balance on the card cannot exceed INR 2,00,000/- at any given point of time.(for full kyc)

Q. How do I get to know the balance of the Card?

Ans: Check Balance by using the following methods:

>> You can give a missed call on 8880273273 and get balance details.

>> Call our Customer Care number 7597182222

>> By logging in the portal: <https://cards.transcorpint.com/login>

Q. Where can I use the Card?

Ans: TRANSCORP Prepaid Card can be used at all merchant locations accepting Ru-Pay/VISA interchange for online transactions. It can also be customized as per the Corporate's requirement.

Q. Can I use the Card to withdraw cash?

Ans: Since the Card is a semi closed loop card hence you cannot withdraw cash from the card.

Q. Can I use the Card for online transactions?

Ans: Yes, you can use Transcorp Prepaid Card at Shopping Outlets and for making online payments.

Q. What is the maximum limits for cash withdrawal & Non-cash transactions?

Ans: You cannot withdraw cash from the card and for purchase transactions it is INR 2,00,000/ in full KYC and 10,000 in a month in Small PPI cards- subject to available balance on the card and regulations by RBI.

Q. Can a corporate track the expenditure of its employees?

Ans: Yes, Corporate can check the same from the dedicated Corporate Portal that is made available to every corporate.

Q. What if the card is expired and the employee is continuing in the Organization?

Ans: You may request for a replacement card and get the balance transferred in it.

Q. When can I use the Transcorp Gift Card?

Ans: Your card will be activated with the loaded amount upon receiving an activation request from your end. Or in case the card has been given by your corporate, kindly ask the corporate to get in touch with TRANSCORP. Once activated and loaded, you will receive SMS alerts on your registered mobile number. Now the card is ready to use.



Q. Where can I check the transaction details For Gift card?

Ans: You can call our call centre at 7597182222 and ask to check your transaction details.  
It can be also done through the link: <https://cards.transcorpint.com/login>.

Q. Can I use the TRANSCORP PREPAID card outside India?

Ans: The TRANSCORP Prepaid Reloadable Card is in INR currency and is meant to be used only in India.

Q. Is there a limitation to the number of times the Card can be used?

Ans: No, there is no limitation on the number of times the Card can be used.

Q. What if I have some balance left in my TRANSCORP PREPAID Card at the time of expiry?

Ans: You may request for a replacement card and get the balance transferred in it.

Q. Is there a minimum balance that needs to be maintained in the Card?

Ans: No, there is no requirement to maintain a minimum balance on the Card. The entire balance on the Card can be used.

Q. Is there any maximum balance which needs not to be exceeded at any point of time?

Ans: Yes, the balance on the card cannot exceed in full KYC INR 2,00,000/- and in Small PPI card INR 10,000/- at any given point of time.

Q. Is there any limit for the overall amount that is loaded on the card?

Ans: Yes, in a month the overall load must not exceed INR 2,00,000/- (full KYC card) or any such limit that is fixed by the Reserve Bank of India.

Q. What if my transaction value is more than the card balance?

Ans: In such situation the transaction will get declined, we suggest you check with the Merchant for part payment using the TRANSCORP PREPAID card and the balance through some other mode of payment.

Q. What if my card is lost or stolen?

Ans: The loss of the card can be reported to the branch/corporate/customer care and a replacement card can be requested. A replacement card will be issued, and the amount will be transferred to the replacement card. Replacement charges of Rs. 150 plus GST will be levied. For personalised card, INR 250 plus GST will be levied.

Q. What are the possible reasons for transaction being declined?

Ans: There are several possibilities:

- >> Your card has not been activated
- >> The amount of the purchase exceeds the available balance
- >> Your card has expired
- >> Your card has been reported lost or stolen
- >> You have entered your PIN incorrectly
- >> Another technical issue.



## FAQs:

### TRANSCORP PREPAID GIFT CARD

Q. What is a TRANSCORP PREPAID Gift Card?

Ans: TRANSCORP PREPAID Gift Card is a Rupee denominated prepaid card powered by Ru-Pay. It is an easy and convenient mode of payment.

Q. What are the advantages of TRANSCORP PREPAID Gift Card?

Ans:

>> The TRANSCORP PREPAID Gift Card is a smart and secured way of Gifting.

>> It can be used for Shopping at Merchant Outlets and online payments.

>> With wide accessibility at around 3 million Merchant locations and over 10,000 online websites the beneficiary can choose the Gift of their Choice.

>> Easy loading from INR 500/- to Unto INR 10,000/-

>> No need to open a Bank account.

Q. Can I personalize my Gift card?

Ans: Yes, the Gift Card can be personalized.

Q. I have been gifted with the TRANSCORP PREPAID Gift Card? How does it work?

Ans: The TRANSCORP PREPAID Gift Card is a Rupee denominated Prepaid card loaded with certain amount. You can use it at Merchant outlets and making payments online. Every time you shop, the amount is deducted from the available card balance.

Q. How do I get this card?

Ans: Transcorp Prepaid Gift cards are issued by our Branches/Corporates partners to their employees and customers as a part of their payment programs.

Q. What is the validity of the Card?

Ans: The validity of the card is 1 year from the date of loading or the card expiry date whichever is earlier.

Q. What are the security features I have on my Gift Card?

Ans: TANSORP PREPAID Gift Card comes with PIN based authentication for all Merchant based transactions and is powered by RuPay Pay/VISA Secure for all your online purchases. Hence, the card cannot be misused by anyone else even if it is lost.

Q. What is the minimum & maximum amount that can be loaded on the Gift Card?

Ans: The Gift Card can be loaded with a minimum amount of ₹ 500 to maximum amount of ₹10,000 per card.



Q. Can I reload the TRANSCORP PREPAID Gift Card?

Ans: Gift Card is non-reloadable card hence you cannot reload this card.

Q. How do I get to know the balance of the Card? Ans:

Give missed call on 8880273273 from your registered mobile number.

Q. Can I use the money to withdraw cash with Gift Card?

Ans: No, you cannot withdraw cash from the ATM (Only Balance enquiry and mini statement transactions are allowed).

Q. Can I use the Gift Card for online transactions?

Ans: Yes, you can use Gift Card for making online payments.

Q. Can I use the Gift card outside India?

Ans: The Gift card is in INR currency and is meant to be used only in India.

Q. Can I transfer funds from one Gift Card to any other card or to bank account?

Ans: No, you cannot transfer funds from your Gift Card to any other card or to bank account.

Q. Is there a limitation to the number of times the Gift Card can be used?

Ans: No, there is no limitation on the number of times the Card can be used.

Q. Is there a minimum balance that needs to be maintained in the Gift Card?

Ans: No, there is no requirement to maintain a minimum balance on the Card. The entire balance on the Card can be used.

Q. What is the maximum transaction limits per day on TRANSCORP PREPAID Gift card?

Ans: The transaction limits on TRANSCORP PREPAID Gift Card is INR 10,000/per day/month subject to available balance on the card.

## **TRANSCORP MULTI WALLET PREPAID CARD**

Transcorp Multi Wallet Prepaid Card Features: -

- One Stop Solution
- One card with multiple benefits for various allowance disbursement like meal, fuel, medical, recharge, etc Eliminates the hassle of multiple payment options by type of allowances eg. Vouchers, etc.
- Categorized Wallets designed
- Dedicated Wallets defined as per the type of allowances like meal, medical, fuel, telecom, travel, etc.
- Each wallet usage is restricted to the respective merchant category only.



- Hassle Free Process
- Instant loading on all cards at a time through single loading instruction or directly through an Online Portal. Flexibility to load with any amount from ₹100 to as per the applicable terms
- Reduced Administration cost:
- Easy tracking and monitoring through Online Portals available for Corporate and Cardholders
- Benefits of Multi Wallet Prepaid Card:  
Benefits to Corporate
  - One solution for all types of expenses or allowance disbursement.
  - Reduced administration cost as all cards can be uploaded through single debit instruction or
    - online fund transfer
  - Hassle Free process as cards can be loaded in bulk.
  - Web based MIS for easy tracking of all transactions, card details, usage, etc.
  - Elimination of cash or cheque-based payments and associated paperwork.Benefits to Cardholders
  - One Card for multiple expenses and payments.
  - No minimum balance needs to be maintained.
  - Flexibility to use the available balance on the card as per own requirement and convenience.
  - Online Portal Access available for tracking wallet level transactions, view statements, block/
    - unblock card, etc.
  - SMS alerts for every transaction done on the card.
  - Wider acceptability across Ru-Pay enabled establishments in India.

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