

## South Indian Bank Reloadable Prepaid Cards FAQs

### 1. What are Reloadable Prepaid Cards?

Reloadable Prepaid Cards are Prepaid Cards issued with amounts loaded as per customer choice and the same can be replenished (reloaded) as and when required.

### 2. Can these cards used for ATM withdrawals?

Yes, withdrawals are permitted using Reloadable Prepaid Cards.

### 3. To whom Reloadable Prepaid Cards can be issued?

Reloadable Prepaid Cards can be issued to SIB Customers only, who has not availed this facility from Other Banks.

### 4. What are the documents to be collected for Reloadable Prepaid cards from SIB customers?

Reloadable Prepaid Cards shall be issued after collecting the necessary KYC Documents viz. Aadhaar/Passport/Driving License/Voter's ID/PAN of the Prepaid card applicant and the Prepaid card holder(beneficiary)

In addition to this, other details of the applicant and the Beneficiary such as mobile number, email id, DOB, address etc..along with a Passport size photograph and duly filled and signed Applications form is to be submitted to the Bank.

### 5. What are the charges for SIB Reloadable Prepaid Cards?

The charges for the Reloadable Prepaid cards are as below:

SL No.	Particulars	Charges in INR (Service Tax Extra)
1	Issuance Fee / Replacement Fee	100.00
2	Reloading Fee	50.00
3	Encashment Fee*	100.00
4	ATM Transactions Fees in SIB ATMs	5.00 for Balance Enquiry and 10.00 for Cash Withdrawal
5	ATM Transactions Fees in other Bank ATMs	8.00 for Balance Enquiry and 20.00 for Cash Withdrawal

## **6. What is encashment Fee?**

Encashment fee is the fee which is being charged when the prepaid card applicant wishes to encash (transfer) the available balance in the Prepaid Card to his/her account maintained with the Bank.

## **7. What are the Different types of Reloadable Prepaid cards, SIB is offering?**

South Indian Bank offer two variants of Reloadable Prepaid cards in RuPay Platform, which are:-

- ✓ CashCard
- ✓ DigiCah

## **8. What are Reloadable Prepaid CashCard?**

These are Reloadable Prepaid Cards Issued to Retail Customers (dependents/family members). CashCard can be issued to the dependents/family members of fully-KYC compliant customers with a limit of only one card per beneficiary (dependents/family members).

## **9. What is the maximum amount that can be loaded into a Prepaid CashCard?**

Prepaid CashCard can be loaded up to a maximum amount of Rs 100,000/- The balance in the CashCard should not exceed Rs 100,000/- at any point of time.

## **10. What is the daily limits for Prepaid CashCard?**

The maximum daily cash withdrawal limit from ATM using CashCard is INR 10,000/- subject to a monthly ceiling of Rs. 25,000/-. The daily POS/Online Transaction Limit is Rs.100,000/-.

## **11. What are Reloadable Prepaid DigiCash?**

These are Reloadable Prepaid Cards Issued to Corporate Customers. These cards shall be loaded/reloaded only by debit to the KYC complied bank account maintained by the corporate.

## **12. What is the maximum amount that can be loaded into a Prepaid DigiCash?**

Prepaid DigiCash can be loaded up to a maximum amount of Rs 50,000/- The balance in the DigiCash card should not exceed Rs 50,00/- at any point of time.

## **13. What is the daily limits for Prepaid DigiCash?**

The maximum daily cash withdrawal limit from ATM using DigiCash is INR 10,000/- subject to a monthly ceiling of Rs. 25,000/-. The daily POS/Online Transaction Limit is Rs.50,000/-.

**14. What is the Validity of Reloadable Prepaid Cards?**

The maximum validity of Reloadable Prepaid Cards is 3 years. The card shall expire on the date printed on the face of the card.

**15. How are the Reloadable Prepaid cards authorized for Transactions?**

Reloadable Prepaid cards are protected by a 4-digit secret PIN for authorizing ATM and POS transactions. Online transactions are secured by OTP(One Time Password), sent to the Beneficiary mobile number registered in the application form.

**16. Where all can the Reloadable Prepaid cards be used?**

The Reloadable Prepaid cards can be used in all NFS ATM's in India as well as at any Merchant Establishments in India which accepts RuPay Card.

Please note that SIB Prepaid card is usable in India only. International purchases and purchases from International sites are restricted.

**17. How do I buy the SIB Reloadable Prepaid Card?**

The SIB Reloadable Prepaid Card is available off-the-shelf at our designated branches.

**18. Do I need to have a SIB Bank account to purchase SIB Reloadable Prepaid Card?**

Yes. You need to have an account with SIB to purchase SIB Reloadable Prepaid Card and the card can be loaded/re-loaded only by debit of an SIB account.

**19. How soon can I use the card after I have purchased it?**

The SIB reloadable Prepaid Card will be activated with the loaded amount within 24 hrs after the bank has received clear funds from the customer. Once activated, the card is ready for use.

**20. How can the balance on the Card be used?**

The Available Balance on the Reloadable Card can be used by making a purchase with the Card or through ATM withdrawals. Every time you do this, the full amount of the purchase/withdrawal, including taxes and any other fees, gets deducted from the Available Balance.

**21. How do I ensure the safety of my SIB Prepaid Card?**

The beneficiary of the Card needs to sign on the reverse of the Card on receipt of the Card to avoid its unauthorized use.

**22. What do I do if my SIB Prepaid Card is lost or stolen?**

On loss of the card, please report to South Indian Bank through Toll free Number or to your nearest South Indian Bank branch for hot listing the card.

SIB Toll Free Number: 1800 425 1809

**23. What do I do when my SIB Prepaid Card has expired?**

In such cases please cut the card into four pieces and hand them over to the nearest South Indian Bank branch. Kindly note that all unutilized balances at the time of expiry of the Card shall lapse to the Bank.

**24. What do I do when the balance on my SIB Prepaid Card becomes nil?**

The beneficiary can visit the SIB designated branches for Reloading the card and submit the reload form.

**25. What is the procedure for getting duplicate PIN Number?**

The customer can contact the branch where the card was issued. PIN will be re-generated and a minimum time frame of 5 days is required for new PIN delivery.

**26. What is the TAT for amount loading on the new card?**

The TAT communicated is 24 hours to the customer. Corporate Prepaid Card will be loaded 24 hours after the funds and funding instruction is given by the Corporate/Client.

**27. What is the documentation for Duplicate card?**

To apply for a duplicate Card: The applicant and the beneficiary should contact the branch with the original card number. He/she should also furnish his/her identification proof and address proof at the time of applying for a duplicate card from the Branch.

**28. Are there any transactions for which I cannot use this card?**

You can use it at any merchant outlet that accepts RuPay cards or for online shopping within India/websites accepting payments with two factor authentication.

**29. What is a welcome kit?**

It is an elegantly designed envelope containing the card, a PIN (personal identification number) along with a welcome letter with instructions on how to use the card securely. PIN is used for checking your card balances and transactions details online, and for authorizing POS /Ecommerce transactions OTP(One Time Password) is sent to the registered Mobile Number.

**30. Can the value of the Reloadable Prepaid card be topped up?**

The beneficiary can visit the SIB designated branches for Reloading the card by submitting the reload form.