

## **SIB Prepaid Gift Card FAQs**

### **1. What is South Indian Bank Gift Card?**

The South Indian Bank Gift card is a prepaid, non-reloadable magnetic stripe based card on the RuPay platform.

### **2. How do I buy the SIB Gift Card?**

The SIB Gift Card is available off-the-shelf at our designated branches. You just need walk into one of our designated branches and walk out with a fully loaded SIB Gift Card.

### **3. Do I need to have a SIB Bank account to purchase SIB Gift Card?**

No. You don't need to have an account with SIB to purchase SIB Gift Card, but minimum KYC to be complied with.

### **4. What are the charges for SIB Gift card?**

<b>Schedule of charges</b>	
Card Issuance Charges / Replacement Fee (per card)	Rs. 50/- per card plus tax

### **5. Where can I use SIB Gift Card?**

The SIB Gift Card is issued on the RuPay platform and can be used at merchant outlets across the country accepting RuPay Cards - including retail stores and online merchants.

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

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

The SIB Gift 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.

### **7. How can the balance on the Card be used?**

The only way to use the Available Balance on the Gift Card is by making a purchase with the Card. Every time you do this, the full amount of the purchase, including taxes and any other fees, gets deducted from the Available Balance.

### **8. Can I withdraw cash on my SIB Gift Card?**

SIB Gift Cards cannot be used for cash withdrawals at ATMs.

**9. Are there any limits to the amount that can be loaded on the SIB Gift Card?**

The SIB Gift Card can be loaded with any amount starting from a minimum of Rs. 500/- and upto a maximum of Rs. 10,000/-.

**10. Is the SIB Gift Card reloadable?**

The SIB Gift Card is a non-reloadable card. It can be loaded only once at the time of issuance.

**11. When does the SIB Gift Card expire?**

The card is valid for a period of 1.5 years from the date of issue or the validity period is mentioned on the face of the card (Valid from/Valid Thru), whichever is earlier. The minimum validity will be 6 months.

Kindly note that the SIB Gift Card is valid until the “valid thru” date shown on front of the Card or until the Available Balance on the Card has been exhausted, whichever is earlier.

**12. How do I ensure the safety of my SIB Gift Card?**

If the applicant uses the Card he needs to sign on the reverse of the Card on receipt of the Card to avoid its unauthorized use. If the applicant is gifting the Card to someone else, then the beneficiary of the Card needs to sign on the reverse of the Card on receipt of the Card to avoid its unauthorized use.

**13. What do I do if my SIB Gift 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 843 1800 / 1800 425 1809

**14. What do I do when my SIB Gift 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.

**15. What do I do when the balance on my SIB Gift Card becomes nil?**

In such cases please cut the card into four pieces and hand them over to the nearest South Indian Bank branch.

**16. 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

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

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

**18. What documents should I submit when I purchase an SIB Gift Card?**

If you are an existing SIB Bank Current or Savings Account holder then you just need to submit the Gift Card application form.

If you are not an existing SIB Bank Current or Savings Account holder then you need to submit the Gift Card application form along with your valid ID proof, address proof, PAN No and a passport size photo.

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

To apply for a duplicate Gift Card: The applicant 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.

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

The card cannot be used to withdraw cash. You can use it at any merchant outlet that accepts RuPay cards or for online shopping.

**21. Can the value of the card be topped up?**

The SIB Gift Card is a single load card and the value on the card cannot be re-loaded.

**22. 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.