

KNOW YOUR SIB PAYTAG

1. What is SIB PayTag?

South Indian Bank's PayTag is a secured contactless payment keychain and Rupay Form Factor of Debit Card. With the SIB PayTag, customers can make payments upto Rs 5,000 without entering PIN in POS and upto Rs 1,00,000 with PIN in POS & Online transactions.

2. What is the transaction limit of SIB PayTag?

- PIN less POS transactions upto Rs.5,000/-
- PIN-based POS & E-Commerce transactions upto Rs. 1,00,000/-

3. What are the advantages of carrying my SIB PayTag?

- Convenient Cash less transactions
- Tap & Pay facility
- PIN less POS transactions upto Rs 5000 /-

4. Where to find my SIB PayTag number, CVV & expiry date?

A card model is provided along with your SIB PayTag with the number, CVV & expiry date printed on it. Take extra care to ensure that your SIB PayTag and model card is always in your safe custody for future reference.

5. How to set the PIN and activate SIB PayTag ?

The PayTag PIN can be set through our mobile banking application- SIB Mirror+, or Internet banking portal- SIBerNet

SIB Mirror +	Log In -> Select Debit Card under Services & Request -> Select the account in which PayTag is issued -> Click Set/Reset PIN -> Create your new PIN->Enter MPIN -> Click on Reset.
SIBerNet	Log In -> Service Request-> ATM PIN Set/Reset-> Click Continue-> Select the account in which PayTag is issued -> Click Continue-> Select your Pay Tag Number-> Enter & Confirm your PIN-> Click Continue-> Enter OTP received in your registered mobile number-> Click Submit

6. How can SIB PayTag be enabled/disabled for transactions?

You can enable/disable your SIBPayTag through mobile banking application-SIB Mirror+ or Internet banking portal- SIBerNet

SIB Mirror +	Log In -> Select Debit Card under Services & Request -> Select the account in which PayTag is issued -> Select Manage Card->Select Manage Usage-> Enable/Disable or modify the limits-> Click Proceed-> Click Confirm->Enter Your MPIN and click Submit
SIBerNet	Log In -> Service Request-> Manage ATM Card Usage->Click Continue-> Select the account in which PayTag is issued -> Click Continue ->Select Pay Tag Number-> Click Continue ->Enable/Disable the required options-> Click Continue-> Enter OTP received in your registered mobile number-> Click Submit

7. How can I block my SIB PayTag if lost?

Blocking the usage of your SIB PayTag can be done through the following channels.

SIB Mirror +	Log In -> Select Debit Card under Services & Request -> Select the account in which PayTag is issued -> Click Block Card-> Enter your MPIN and click on submit
SIBernet	Log In -> Service Request-> Block Debit Card-> Select the account in which PayTag is issued -> Click Go-> Select your Pay Tag number-> Enter your Transaction Password & enter the OTP received in your registered mobile number & click Submit
SMS	Send a SMS in the following format- CARDBLOCK <SPACR> <16 digit card number> to 09840777222 from your registered mobile number. (All cards and wearable issued in the account number mentioned in the SMS shall be blocked)
IVR(toll free) Agent support (24x7)	Please call to 1800 102 9408 / 1800 425 1809
Branch	Contact your parent branch to block your PayTag.

8. How can I set the transaction limit of my SIB PayTag?

SIB Mirror +	Log In -> Select Debit Card under Services & Request -> Select the account in which PayTag is issued -> Manage Card-> Manage Usage-> Set the limit as you required-> Click proceed-> Click Confirm-> Enter MPIN and click Submit
SIBernet	Log In -> Service Request->Manage ATM Card Usage-> Click Continue-> Select the account in which PayTag is issued -> Select your Pay Tag Number-> Set the Limits-> Click Continue-> Enter the OTP received in your registered mobile number & click Submit

9. How can I identify whether my SIB PayTag is contactless?



Check for this indicator on your PayTag.

10. How can I raise complaints against the transactions initiated through SIB PayTag?

You can raise your complaints through SIB Mirror+, SIBernet, 24x7 customer care or through branches.

Toll Free 24X7	Please call to 1800 102 9408 / 1800 425 1809
E-Mail	customercare@sib.co.in