

### **Terms & Conditions - Offline Wallet**

**Introduces a stored value /offline prepaid wallet** functionality to facilitate offline contactless transactions, thereby reducing dependence on network connectivity at the time of transaction

Provides the additional option of creating **Service / Storage Area** which can support merchant / operator specific application, E.g. Metro pass

### **DEFINITIONS:**

**NCMC** means “National Common Mobility Card”, a debit card developed by NPCI 'National Payment Corporation of India’

**Offline** transaction is a transaction wherein the funds are deducted from the wallet available on the EMV chip of the debit card

**Wallet** is a software-based system that enables the Cardholder to securely store an amount of up to Rs.2,000/- in the wallet and the wallet is placed on the EMV chip of the debit card.

- The issue and use of the Card shall be subject to the Rules and Regulations of the Bank and of the Reserve Bank of India as in force from time to time.
- The Bank will not accept any responsibility for any dealings the Merchant may have with the Cardholder, including but not limited to supply of goods and services. Should he have any complaint relating to any Merchant Establishments, the Cardholder should resolve the matter with the Merchant Establishment and in the event of the complaint remaining unresolved it will not relieve the Cardholder from any obligations to the Bank.
- The Bank will not be liable for any failure, to provide any service or to perform any obligation under this Card where such failure is attributable (whether directly or indirectly) to any malfunctioning of the Card, or circumstances beyond its control.
- Closure, transfer or any change in mode of operation of the designated account/s will not be allowed unless the Card is surrendered
- If Card Lost - Offline wallet balance cannot be blocked and is liable for misuse if lost/misplaced/stolen. Bank will not bear any liability for the residual balance on the wallet if card is lost and misused.
- **If Card Damage / Replacement / Account close /Disable (Hotlist) / Deceased**

Please visit your base branch and surrender your physical card. Card balance amount if any will be refunded based on latest balance available in your card balance as per Bank's records after Rupay reconciliation. (Its subject to Rupay's settlement file)

The refund of the card may be processed after cooling period prescribed by card network and bank i.e 7 working days in subject to surrender the card in case of Card damage / Replace of card / Disable etc. Charges will be refunded to Primary Account, shall mean in case of multiple accounts linked to the Card, the account that has been designated as being the main/first account of operation i.e., the account from which cash withdrawals, purchase transactions, charges & fees related to the card are debited in the case of Partnerships / Joined / Linked accounts.