Saraswat Bank

Saraswat Co-operative Bank Ltd.
(Scheduled Bank)

Digital Banking Department

<u>FAQs : General Purpose Prepaid Cards</u>

Version 1.00

FREQUENTLY ASKED QUESTIONS

1. What is a Prepaid Card?

Saraswat Bank Prepaid card is a perfect way to go cashless and is a reloadable EMV chip based card under RuPay brand issued in partnership with NPCI.

2. How do I get a Prepaid Card?

Visit any of the nearest Saraswat Bank Branch, fill in the Prepaid Card Application form, his e-KYC is done at the branch and Prepaid card (Kit) will be issued instantly.

3. Where can I use my Prepaid Card?

You can use your Prepaid Card at any Rupay enabled POS outlets and for Ecom transactions. You can also use your Prepaid Card at ATMs to withdraw cash.

4. What are the features of the card?

a. Safety - Store your money safely on the Prepaid Card

b. Accessibility - Access your funds stored on the card from anywhere, anytime

c. Convenience - Offers you a convenient way of carrying cash as the same can be loaded as and when required.

5. Is my Prepaid Card Reloadable?

Yes, Saraswat bank Prepaid Card is Reloadable. The balance amount outstanding in the card shall not exceed Rs. 49,999/- at any point of time.

6. What are the ways of re-loading Prepaid cards?

Prepaid Cards can be reloaded through followings ways: -

I.	Prepaid Mobile application
II.	Visit to Branch via – Cheque
III.	Online through Customer Portal

7. Any information I should know about before I shop?

At any merchant establishment do not let the merchant manually enter the card details on the POS (point of sale) as the payment will not go through. Always ensure the merchant swipes/ inserts the card on/ in the POS (point of sale terminal). Do not use the

card for temporary transactions. If the same has been done, please ask the merchant to use the same authorization code for final settlement to avoid double debit.

8. What happens if the purchase amount is more than the balance amount?

If you try to purchase an item of greater value than your card balance, your transaction will be declined.

9. What if one of the posted transactions on my account is not legitimate at a merchant location?

To know the detailed process of disputing transaction, please visit our website at www.saraswatbank.com or call at our customer care -1800-266-9545. Even you can report a transaction through Prepaid card mobile application provide through 'Report Transaction' option.

10. What happens if I do not use my Prepaid Card?

If there are no financial transactions for a consecutive period of One year, the card becomes inactive. For reactivation of the card, Re-KYC needs to be done by visiting the branch.

11. Can I use my Prepaid Card while travelling outside of India?

No, Prepaid Cards can only be used within India. International transactions are not permitted.

12. What alerts will I receive?

You will receive an SMS alert on all Debit and Credit transactions.

13. What if, I forget my Prepaid card PIN?

You can reset / change your PIN through the Prepaid card mobile application / web portal. You may alternatively contact the call center at **1800-266-9545** for further assistance.

14. How do I know my card is genuine?

To ensure your Prepaid Card is genuine, look for the RuPay hologram on the reverse of the card. Kindly ensure that when you purchase the Prepaid Card, the packaging is not tampered.

15. What is CVV code?

CVV code is a card verification code. It is a 3-digit number on the back of your Prepaid card. CVV code uniquely identifies the card issued to a Cardholder. This is another measure to safeguard your card.

16. What are the issuance charges for Prepaid Card?

The following Fee Structure is applicable for Prepaid Card: -

Services	Fee
Issuance Fee	100/- + GST
Cash withdrawal at Saraswat ATM	FREE
Cash withdrawal at Other Bank ATMs	20/- per transaction + GST
Balance enquiry at Saraswat ATM	FREE
Balance enquiry at Other Bank ATM	10/- per transaction + GST
Card Replacement – Lost / Damaged Card	100/- + GST
Card Issuance after expiry	100/- + GST
Card Reloading Charges at Branch	50/- + GST
Card Reloading Charges – Online	Payment Gateway Charges Applicable.

17. Reissuance of lost/stolen card?

In the event of loss of your Prepaid Card, a new card will be issued to you after reporting the loss to Saraswat Bank, you can report the loss of your Prepaid Card to our customer care at 1800-266-9545, so that the card can be Hot listed.

18. What happens if my Prepaid Card expires?

You may request a new card before your existing card expires. The balance amount from your existing card will be transferred to your new card. A reissuance amount will be debited from the available card balance at the time of transfer.

19. Can I surrender my prepaid card before the expiry date?

Yes, you can surrender your prepaid card by visiting any of the nearest Saraswat bank branch and the balance amount on your card will be transferred to the account number mentioned on the prepaid application form**.**