

Offline mode of payment through RuPay NCMC Debit Card - Terms & Conditions:

- 1) A physical wallet account will be opened and linked to the above provided RuPay NCMC debit card. This physical wallet is the replica of card balance maintained on the RuPay NCMC debit card chip, which is debited while carrying an offline transaction at the authorized merchant location.
- 2) Maximum permissible loading amount to the physical wallet is INR 1000 at any point in time. Loading/Replenishment of limit shall be allowed only in online mode with Additional Factor of Authentication (AFA). Amount shall be loaded at authorized transit points, kiosks and by initiating a fund transfer from your debit card linked primary account balance using the internet and mobile banking facility. Post successful loading/fund transfer to physical wallet, card balance shall be reflected at a particular touch point on tapping/dipping your card against an online card reader.
- 3) It is not allowed to transfer back the fund loaded to physical wallet to the main account. This transfer is allowed at the time of card closure subject to completion of reconciliation process and submission of physical card at the base branch.
- 4) Card balance & balance in the physical wallet will not be in sync as the transaction settlement happens only after the reconciliation. Card balance shall be checked at the transit points on availability. Balance in the physical wallet/wallet of the card shall not be refunded back in case of loss of debit card.
- 5) The upper limit of an offline payment transaction shall be INR 200 and is subjected to change as per the RBI guidelines. The upper limit of an offline payment transaction is set at the merchant terminals.
- 6) Offline payments shall be made in proximity (face to face) mode only.
- 7) All Offline payment transactions offered are contactless and without PIN.
- 8) The card balance/physical wallet Account balance will not be eligible for any interest, as it is being treated as prepaid payment instrument.
- 9) Offline transaction carried out through card will be debited immediately from the card balance. The same shall be reflected in the physical wallet only after the settlement & reconciliation at the Bank's end.
- 10) Bank shall not send any SMS/e-mail alerts for the offline transactions carried out through the card.
- 11) The card holder is solely responsible for all the offline transactions done using the card with or without his knowledge and the amount stored in the physical wallet/Card Balance even after the intimation to Bank after the loss of card.