



FAQs – Prepaid General Purpose Reloadable (GPR) Card

Q: What is NSDL Payments Bank GPR Card?

Ans: The NSDL Payments Bank GPR card is a Rupee (₹) denominated chip -based reloadable prepaid card. It is an easy, convenient & secured mode of transaction, ideal for online & offline payments on RuPay, VISA or Mastercard enabled outlets.

Q: Which all GPR cards issued by NSDL Payments Bank?

Ans: The NSDL Payments Bank issue GPR Cards as mentioned below –

1. Small KYC Card With no cash loading facility:

- a. The card is issued after obtaining minimum details of PPI holder. It includes mobile number verified with OTP and a self -declaration of name and unique identity / identification number of any mandatory document or Officially Valid Document (OVD).
- b. Loading/Reloading shall be from bank account
- c. Maximum total load amount is ₹10,000/- per month
- d. Outstanding balance should not exceed ₹10,000/- at any given point.
- e. Only Ecom & Pos transaction are permitted. Limit on such transactions may vary from card to card
- f. Cash withdrawal & funds transfers not permitted.
- g. Validity for these cards will be as per the date printed on card

2. Full KYC Card:

- a. The card is issued after completing full KYC of PPI holder.
- b. Outstanding balance should not exceed ₹2,00,000/- at any given point.
- c. Ecom& Pos transaction along with Cash withdrawal & funds transfers are permitted, limit on such transaction may vary from Card to Card.
- d. Validity for these cards will be as per the date printed on card

Q: Where can I use my GPR Card?

Ans: The GPR card can be used at all the RuPay, VISA or Mastercard ATMs and merchant outlets in India only depending on your card set limit and type of GPR card.

Q: Is the NSDL Payments Bank GPR Card reloadable?

Ans: The NSDL Payments Bank GPR Card is a reloadable card.

Q: What do I do if my NSDL Payments Bank GPR Card is lost or stolen?

Ans: On loss of the card, please report to The NSDL Payments Bank customer care at + 91 22 42022190. The lost card will be hot listed/blocked to prevent any future purchases on card and they will be replaced.

Q: What is the procedure for getting a replacement card?

Ans: The customer can call at +91 22 42022190 for Card replacement request.

Q: Can I get my NSDL Payments Bank GPR Card delivered to the locations outside of India?

Ans: The NSDL Payments Bank GPR Cards cannot be delivered to the locations outside of India.

Q: What is the difference between Gift Card & GPR Card?

Ans: Gift cards are one time load instruments. However, GPR cards are reloadable in nature.

Q: What are the charges/fees on GPR Card?

Ans: For detailed information on charges/fees, please check terms and conditions mentioned in the Card Kit/Bank portal.

Q: What is the difference between GPR Card & Debit Card?

Ans: A debit card is linked to your Bank account. However, GPR card is preloaded card and will allow you to spend based on your card limits & availability of balance into the card.