



FAQs- Prepaid Gift Card

Q: What is NSDL Payments Bank Gift Card?

Ans: The NSDL Payments Bank Gift Card is a magnetic -strip-based prepaid card, offering a unique mode of gifting.

Q: What are the uses of the NSDL Payments Bank Gift Card?

Ans: The NSDL Payments Bank Gift Card is the perfect solution for organizations that are interested in a more Flexible and cost -effective way to motivate and reward their employees, vendors and customers.

Q: Where can I use the NSDL Payments Bank Gift Card?

Ans: The NSDL Payments Bank Gift Card is accepted on RuPay, VISA & Mastercard enabled outlets in India – including retail stores and online merchants.

Please note that the NSDL Payments Bank Gift Card is usable in India only

Q: How can the Balance on the Card be used?

Ans: The only way to use the available balance on the gift card is by making a purchase with the card.

Q: Can I withdraw cash from my NSDL Payments Bank Gift Card?

Ans: The NSDL Payments Bank Gift Cards cannot be used for cash withdrawals.

Q: Are there any limits to the amount that can be loaded on the NSDL Payments Bank Gift Card?

Ans: The NSDL Payments Bank Gift Card can be loaded with any amount starting from a minimum of ₹100/and up to a maximum of ₹10,000/-.

Q: Is the NSDL Payments Bank Gift Card reloadable?

Ans: The NSDL Payments Bank Gift Card is a non -reloadable card. It can be loaded only once at the time of issuance.

Q: When does the NSDL Payments Bank Card expire?

Ans: The card is valid for a minimum period of 12 months from the date of issue and the validity period is mentioned on the card or till such time as the amount loaded onto the card is exhausted, whichever is earlier. Please look at the validity date on the card upon purchase.

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

Ans: On loss of the card, please report to The NSDL Payments Bank customer care at + 9122 42022190. The lost card will be hot listed /blocked to prevent any future purchases on card.

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

Ans: The customer can call at + 9122 42022190 for Card replacement request.

Q: Are there any limits to the amount that can be spent on the NSDL Payments Bank Gift Card?

Ans: The NSDL Payments Bank Gift Card can be used with any amount starting from a minimum of ₹49/- and up to a maximum available balance on the card.

Q: How do I check the balance on my NSDL Payments Bank Gift Card?

Ans: Customer can do balance enquiry through the Self -Care Portal: <https://prepaid.nsdlbank.co.in/> & <https://prepaidcard.nsdlbank.co.in/>

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

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

Q: How can I transfer funds from one Gift card to any other card?

Ans: There is no option available on NSDL Payments Gift card to transfer funds to any other card.