

## **FAQs- Prepaid Card** **Gi# Card**

**Q: How do I know the balance on my gi6 card?**

**Ans:** Balance enquiry through the Self -Care Portal: <https://prepaid.nsdlbank.co.in/>

**Q: What should I do if I lose my gi6 card?**

**Ans:** Report the loss of the card to our Customer Care at +91 22 42022190 as soon as you come to know about it. We will block the card and thus prevent any further usage.

**Q: Can the value of the NSDL Payments Bank Gi6 Card be topped up?**

**Ans:** The NSDL Payments Bank Gift Card is a single-load card, and the value on the card cannot be reloaded.

**Q: Are there any transactions for which I cannot use my gi6 card?**

**Ans:** The card cannot be used to withdraw cash. You can use it at any merchant outlet that accepts Rupay or Visa cards or for online shopping and merchant outlets.

**Q: What is the NSDL Payments Bank Gi6 Card?**

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

**Q: What is the minimum and maximum amount that can be loaded on the gi6 card for gifting?**

**Ans:** The NSDL Payments Bank Bank Gift Card can be loaded with a minimum amount of INR 100 to a maximum amount of INR 10,000 per card.

**Q: Do you deliver NSDL Payments Bank Gi6 Cards to locations outside India?**

**Ans:** No

**Q: Why am I being asked for the details of the person to whom I wish to gift the card?**

**Ans:** Internal processes like card balance enquiry, etc. require verification to prevent misuse of the gift card; hence, we ask for the receiver details. Also, according to the RBI guidelines, NSDL Payments Bank is required to keep records of the person who shall be using the card, this is for AML (anti-money laundering) purposes.

**Q: Can I transfer funds from one gift card to any other card?**

**Ans:** No, you cannot transfer funds from one gift card to any other card.

**Q: At what time is my gift card valid?**

**Ans:** The gift card would be valid for a minimum period of 12 months from the date of card generation (expiry date 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 expiry date on the card upon purchase.