

Weizmann Impex Service Enterprise Ltd

FREQUENTLY ASKED QUESTIONS

Q. What is Jaldi Cash Card?

A. Jaldi Cash Card is a virtual wallet (account) that enables the holder (user) to use this wallet to transfer funds to any bank account in India. Jaldi Cash Card is a semi-closed prepaid payment instrument developed exclusively for the masses who do not have access to the regular banking channel or who require assistance in transferring funds. It is a financial instrument which can be reloaded with the appropriate amount for subsequent use as per the holder's convenience.

Jaldi Cash Card is governed by the Payment and Settlement Systems Act, 2007 & Regulations made thereunder, Issuance and Operation of Pre-paid Payment Instruments in India (Reserve Bank) Directions, 2009 ("RBI Guidelines") and is also subject to directions / instructions issued by the Reserve Bank of India (RBI) from time to time in respect of redemption, repayment, usage etc. and Weizmann Impex Service Enterprise Ltd (WISE) does not hold any responsibility to the cardholder in such circumstances.

Q. How can I opt for Jaldi Cash Card?

A. You can visit any WISE Franchisee / Retail outlet to register. You need to provide your Name and Mobile number during registration.

Q. How will I get Jaldi Cash Card details?

A. On providing your personal information to the Franchisee / Retailer, you will receive a SMS to verify the mobile number, address and a onetime password (OTP) on your mobile. By providing the OTP, the customer registration process will be completed.

Q. Can I start using my card directly once I get the details?

A. Yes, you can load the card immediately through our authorized Franchisee / Retail outlet.

Q. How much will it cost me to register for Jaldi Cash Card?

A. Registration is free.

Q. What comprises my Jaldi Cash Card virtual wallet?

A. Your wallet (account) carries a serial number which can be used for any communication with Franchisee / Retailer or customer care. It also has a transaction pin that is required during transaction.

Q. What is transaction PIN?

A. Transaction Pin is a 4 Digit Pin that needs to be provided to the Franchisee / Retailer every time a transaction is processed.

Q. How much amount I can keep in my Jaldi Cash Card?

A. You can keep maximum Rs 10,000/- in your Card without providing any KYC documents. If KYC documents are submitted to the Franchisee / Retailer and they are approved by WISE then your limit gets increased to Rs 1,00,000/-.

Note: Note: As per RBI guideline DPSS.CO.PD.No.1288/02.14.006/2016-17 dated 22nd November'16, maximum value of a Card is increased to Rs 20,000 without providing KYC till 30th December'16

Q. What is the fund transfer limit on my Jaldi Cash Card?

A. Single fund transfer transaction shall not exceed Rs 5000 per customer. The monthly fund transaction limit for Non KYC Customers is Rs 10,000 per month and for KYC Customers is Rs 25,000 per month.

Note: As per RBI guideline DPSS.CO.PD.No.1288/02.14.006/2016-17 dated 22nd November'16, monthly transaction limit for non KYC Customers is increased to Rs 20,000 till 30th December'16

Q. Where can I submit my KYC documents?

A. You can submit the KYC documents to our authorized Franchisee / Retail Outlets.

Q. What is the validity of the Jaldi Cash Card?

A. The Jaldi Cash Card is valid for a period of 1 year from the date of issuance or reload.

Q. What happens to the outstanding balance on expiry of the card?

A. On expiry of the card, WISE reserves the right to recognize the forfeited amount as income in its books of accounts.

Q. When will the customer be intimated about the expiry of the card?

A. The Card holder will be intimated one month in advance about the expiry of the card through SMS and e-mail (if available), further on three consecutive days alerts will be sent through SMS and e-mail (if available) to ensure that the customer is aware of the card expiry and action is taken to increase the validity.

Q. What happens if my fund transfer transaction fails?

A. In case of non-payment to the beneficiary for any reason whatsoever the amount loaded in customer's card will be available for re-utilization till the expiry of the card. WISE reserves the right to recognize the forfeited amount as income in the books of account on expiry of the card.

Q. Is cash withdrawal or redemption permitted on the card?

A. Cash withdrawal or redemption is not permitted on the card.

Q. What happens to the outstanding balance on the Card in case the service / scheme is withdrawn or terminated?

A. If for any reason the Jaldi Cash Card service / scheme is withdrawn or terminated, the customer will be communicated in advance and he can redeem the outstanding balance by transferring the amount to a bank account by visiting our authorized Franchisee / Retail outlets.

Q. How do I know that my funds are safe?

A. WISE has tied up with RBL Bank Ltd for providing Escrow Bank Service under its Prepaid Payment Instrument (PPI) authorization. The Card holder outstanding balances are maintained in the escrow account of RBL Bank. The amounts maintained in the escrow account are used only for making payments to the participating merchant establishments and other permitted payments as per the RBI guidelines on issuance and operations of Prepaid Payment Instruments.

Q. Where can I use my Jaldi Cash Card?

A. Jaldi Cash Card can be used at our authorized Franchisee / Retail outlets to transfer funds to Bank accounts in India.

Q. Where can I reload my Jaldi Cash Card?

A. You can visit any WISE Franchisee / Retailer outlet to reload your Jaldi Cash Card.

Q. Is there any charge applicable to reload my Jaldi Cash Card?

A. No, WISE does not charge customers to reload your Jaldi Cash Card however the Franchisee / Retailer may charge a “transaction charge” on the reload amount. The transaction charges are fully retained by the Franchisee / Retailer.

Q. What is the maximum transaction charge levied by the Franchisee / Retailer on the reload of the Jaldi Cash Card?

A. The maximum charge is 1.5% of the transaction amount or Rs 10/- whichever is higher. The maximum transaction charge can also be seen on the “Customer Transaction Receipt” which is generated for each transaction. The customer should insist for the “Customer Transaction Receipt” for each transaction from the Franchisee / Retailer.

Q. What are the other Terms and Conditions of the fund transfer?

- a) The Electronic Funds Transfer Facility is through the Reserve Bank of India (RBI) NEFT System and is being executed through The Ratnakar Bank Ltd. and Weizmann Impex Service Enterprise Ltd.

- b) The transaction is governed by RBI (EFT System) Regulations, 1996 and agrees that the rights and obligations provided therein in so far as it relates to the originator shall be binding on the customer in regard to every payment order issued by the customer for execution in the NEFT system.
- c) The customer alone shall be responsible for the accuracy of the particulars given in the payment order issued by the customer and shall be liable to compensate the Bank for any loss arising on account of any error in the payment order. The Bank, WISE shall not be responsible for any loss caused to the customer / the beneficiary in case funds are transferred to wrong beneficiary account, failure of transaction or fraudulent transaction because of furnishing of incorrect/wrong details by the customer.
- d) The payment order shall become irrevocable when it is executed by the Bank.
- e) The Bank is not bound by any notice of revocation.
- f) No special circumstances shall attach to any payment order executed under the NEFT facility under this terms & conditions and under no circumstances; the customer shall be entitled to claim any compensation.
- g) There could be a risk of non - payment to the beneficiary on the day of the transaction. The same may be for any reason whatsoever, including a holiday at the beneficiary's branch. The Bank or RBI or any other participant in the NEFT system shall not be liable, in any manner whatsoever, to the customer for any such delay.
- h) The relevant guidelines issued by RBI in respect of remittance of funds shall be applicable to the transaction.
- i) The Bank, WISE or its Agent (Franchisee / Retail Outlet) shall not be responsible for any loss caused to the customer / the beneficiary in case of furnishing of incorrect details by the customer.
- j) All issues arising out of the registration / transaction are subject to the Jurisdiction of the Courts at Mumbai.
- k) Bank or WISE shall not be liable for any loss or damage arising or resulting from delay in transmission delivery or non-delivery of Electronic message or any mistake, omission, or error in transmission or delivery thereof or in deciphering the message from any cause whatsoever or from its misinterpretation received or the action of the destination Bank or any act or event beyond control.
- l) NEFT request received after cut-off time will be processed on the next working day.

Q. How to check balance on my Jaldi Cash Card?

A. You can check the balance at our authorized Franchisee / Retail outlet or call our customer care on 1800 123 6990 or 022-22035171 / 5173 / 6171

Q. Whom can I contact in case of any complaints or queries?

A. Customers can call our customer care on 1800 123 6990 or 022-22035171 / 5173 / 6171 or email jaldicash@weizmannimpex.com. The customer care is operational from 7.00 a.m. to 11.00 p.m.

WISE has formalized "Customer Grievance Redressal Policy" which is available on this website. All disputes arising out of any transaction pertaining to the use of this Card shall be subject to this policy.

Q. What if I forgot my transaction pin?

A. You can approach our Franchisee / Retail outlet for generating the transaction pin.