

**WEIZMANN IMPEX  
SERVICE  
ENTERPRISE  
LIMITED**

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New Excelsior Cinema Building  
Level 4, A. K. Nayak Marg,  
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Tel: 2203 1501  
Email: [jaldicash@weizmannimpex.com](mailto:jaldicash@weizmannimpex.com)

**STANDARD  
OPERATING  
PROCEDURE FOR  
JALDICASH  
SERVICES**

Regd. Office:  
Empire House  
214, Dr. D. N. Road,  
Ent. A. K. Nayak Marg, Fort,  
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<b>Sr No</b>	<b>Contents</b>	<b>Page No.</b>
1	Introduction	2
2	Modules of JaldiCash Portal	3
3	Terms of Direct To Home (DTH) Recharge	4
4	Terms of Mobile Bill Payment	4
5	Terms of Mobile Recharge	4
6	Terms of Bill Payment	5
7	Terms of Wallet TopUp	5
8	Terms of ePuja Services	6
9	Domestic Money Transfer under PPI	7
10	Domestic Money Transfer as BC Agent	12
11	Code of Conduct for Retailers & Distributors	14
12	Audit and Inspection	14
13	Preservation of Records	15
14	Suspicious Transactions Reporting	15
15	Customer Service Centre	16

## Introduction

Weizmann Impex Service Enterprise Ltd ("WISE") is an Indian company incorporated under the Companies Act, 1956 and has its registered office at Empire House (Basement), AK Nayak Marg, Dr DN Road, Fort, Mumbai 400001. WISE is part of Weizmann Group which includes entities such as Weizmann Forex Limited, a RBI Registered Authorized Dealer Category-II and one of the Principal Agents of Western Union Financial Services USA in respect of international Inbound Money Transfer, Vedang Forex Solutions Limited, a RBI Registered Full Fledged Money Changer.

WISE is authorized by Reserve Bank of India (RBI) to issue and operate Prepaid Payment Instruments in India. WISE owns and maintains the website [www.jaldicash.com](http://www.jaldicash.com) (hereinafter called JaldiCash). JaldiCash is a technology platform in India, where WISE presently provides a medium to Retailers (Agents, Franchisees) & Distributors to distribute retail & financial services as per the "Terms and Conditions for Appointment of Retailer" or "Distributor Agreement" between WISE and the Retailer or Distributor.

The Standard Operating Procedure for JaldiCash Service intends to guide the Retailer or Distributors on using JaldiCash portal and their terms of various services that a Retailer or Distributor can offer through JaldiCash.

## Modules of JaldiCash

- I. **User Management:** The Retailer or Distributor may choose to create sub-user in order to facilitate processing of transactions. The Retailer or Distributor are completely responsible for the action of its sub-user.

Unique ID and Password needs to be created for the sub-user by the Retailer or Distributor through the User Management tab.

The Retailer or Distributor can assign specific credit limit to the sub-users and will be responsible for all the transactions conducted by his sub-users. The Retailer or Distributor can at any point of time deactivate a user from the User Management screen.

- II. **Reports:** The Retailer or Distributor can monitor his working capital usage, limits and transactions through the Ledger Reports and Transaction Details.

- III. **Complaints:** In case the Retailer or Distributor has any queries or complaints, he can add a complaint for a specific transaction by clicking on the "Add" button in the Transaction Details.

Further the retailer can call our helpline numbers 1800 123 6990 / 022-22035171 / 022-22035173 / 022-22036171 and speak to our contact centre executives or he can write to us at [jaldicash@weizmannimpex.com](mailto:jaldicash@weizmannimpex.com).

The contact centre will be open from 8.00 a.m. to 10.00 p.m. on all weekdays except on company specified holidays.

- IV. **Profile Management:** The retailer or distributor can view his profile by clicking on the tab "My Profile". For changing his log in password he can click on "Change Password". To update or make changes to his profile, the retailer can click on "CP Profile Management" and make necessary changes.

- V. **Support:** The Retailer can call his distributor or our Marketing Executives by referring to the contact details mentioned on this screen. At any point of time the retailer can reach out to us by also calling our helpline numbers.

- VI. **Add Money:** The Add Money feature guides retailers and distributors on loading their working capital wallet which is a closed wallet. The retailer and distributor can either deposit cash at the Bank account specified, use the payment gateway or transfer funds through NEFT / RTGS. The instructions for each mode of deposit are given in this section. The charges for each mode of deposit are also available by clicking on the link "click here for changes". The Working capital cannot be withdrawn or redeemed by the Retailer or Distributor and needs to be mandatorily consumed to conduct business under JaldiCash.

### **Terms of Direct To Home (DTH) Recharge**

1. The Retailer agrees to handover receipt as an acknowledgement for every DTH recharge payment accepted by the Retailer.
2. The Retailer will not take any additional charges from the customer for the recharge.
3. The recharge amount once submitted or processed is not refundable.
4. The Retailer will refund the amount to the customer in case the recharge fails.
5. The recharge amount is inclusive of all taxes and retailer will not charge over & above the same.
6. The terms and conditions, privacy policy and terms of use detailed in the website [www.jaldicash.com](http://www.jaldicash.com) and shall be binding on the retailer for each recharge.

### **Terms of Mobile Bill Payment**

1. The Retailer agrees to handover receipt as an acknowledgement for every mobile bill payment accepted by the Retailer.
2. The Retailer will not take any additional charges from the customer for the mobile bill payment.
3. The mobile bill payment amount once submitted or processed is not refundable.
4. The Retailer will refund the amount to the customer in case the mobile bill payment fails.
5. The bill payment amount is inclusive of all taxes and the retailer will not charge over & above the same.
6. To ensure no service disruptions or late payment charges, the retailer will educate and caution the customer to pay your bill at least 3 working days before the due date.
7. WISE does not take any liability of a delay in credit of the receipt amount by the Operator to the Customers mobile account held with the Operator.
8. The terms and conditions, privacy policy and terms of use detailed in the website [www.jaldicash.com](http://www.jaldicash.com) and shall be binding on the retailer for each mobile bill payment.

### **Terms of Mobile Recharge**

1. The Retailer agrees to handover receipt as an acknowledgement for every DTH recharge payment accepted by the Retailer.
2. The Retailer will not take any additional charges from the customer for the recharge.
3. The recharge amount once submitted or processed is not refundable.
4. The Retailer will refund the amount to the customer in case the recharge fails.
5. The recharge amount is inclusive of all taxes and the retailer will not charge over & above the same.
6. The terms and conditions, privacy policy and terms of use detailed in the website [www.jaldicash.com](http://www.jaldicash.com) and shall be binding on the retailer for each recharge.

### Terms of Bill Payment

1. The Retailer agrees to handover receipt as an acknowledgement for every bill payment accepted by the Retailer.
2. Capturing the mobile no. is mandatory and Retailer will ensure that he captures the genuine mobile no. of the customer availing the Service at the location.
3. WISE will not accept any responsibility if the incorrect mobile no. is captured.
4. The Retailer will cross verify the Customer ID, Registration No., Policy No. etc. based on the documents produced by the Customer.
5. The Retailer will not take any additional charges from the customer for the bill payment unless approved by WISE.
6. The bill payment amount once submitted or processed is not refundable.
7. The Retailer will refund the amount to the customer in case the bill payment fails through the “Refunds Transaction” tab provided on JaldiCash. The Retailer will refund the amount only on successful verification of OTP (One Time Password) sent on the mobile no. of the customer.
8. To ensure no service disruptions or late payment charges, the retailer will educate and caution the customer to pay your bill at least 3 working days before the due date.
9. WISE does not take any liability of a delay in credit of the receipt amount by the biller to the customer’s account.
10. The terms and conditions, privacy policy and terms of use detailed in the website [www.jaldicash.com](http://www.jaldicash.com) and shall be binding on the retailer for each bill payment.

### Terms of Wallet TopUp

1. The Retailer will not take any additional charges from the customer for the TopUp.
2. The TopUp amount once submitted or processed is not refundable.
3. The TopUp amount is inclusive of all taxes and the retailer will not charge over & above the same.
4. The terms and conditions, privacy policy and terms of use detailed in the website [www.jaldicash.com](http://www.jaldicash.com) and shall be binding on the retailer for each TopUp.
5. Process if “Book My Show” or “UDIO” Wallet TopUp fails: In the rare event that a “Book My Show” or “UDIO” Wallet TopUp fails, “Book My Show” or “UDIO” will keep retrying the top-up in the back-end and ensure that the wallet gets topped up and success messages are sent within a couple of hours. However, should there be a dispute at the Retailers store, and the customer is adamant about taking back his cash from the counter, please call 022-61445050 before 10 pm on the same day of transaction (Note that a top-up cannot be revoked post 11.00 pm on the day of the transaction). Refunds will be made only in case the wallet has not been topped up

successfully, so we would advise the Retailer to ask the customer to wait and NOT refund him/her the money until we confirm that the refund is successfully made to your account.

Note: If the mobile number is wrongly entered or a wrong top-up amount is entered, then the top-up will go to a wrong account, or a wrong amount will be credited. In such cases, no refunds or exceptions will be made.

#### **Terms of ePuja Services**

1. ePuja Service once booked cannot be cancelled or refunded.
2. Amount displayed (& shown on the receipt) is inclusive of all taxes and the retailer will not charge over & above the same.
3. Retailer takes full responsibility to provide the correct correspondence address of the customer.
4. Retailer agrees to handover receipt as an acknowledgment for every ePuja Service booked.
5. Retailer agrees to communicate the time of 40-45 day for Prasad delivery.
6. The terms and conditions, privacy policy and terms of use detailed in the website [www.jaldicash.com](http://www.jaldicash.com) and shall be binding on the retailer.

## Domestic Money Transfer under PPI

WISE is authorized by the Reserve Bank of India (RBI) to issue and operate Semi Closed Prepaid Payment Instruments (PPI) in India. It is governed by the Payment and Settlement Systems Act, 2007 (“the PSS Act”), Regulations made there under and the Issuance and Operation of Prepaid Payment Instruments in India (Reserve Bank) Directions, 2009 (“the RBI Guidelines”) laid down by the RBI and as amended from time to time. The Retailer agrees to inform the customer on the provisions of issuing the Prepaid Payment Instruments every time he issues or reloads the JaldiCash of the customer.

**1. Scope of work under PPI:** The current scope of work for retailers under PPI is restricted to assisting customers in processing domestic money transfers on their behalf to Bank accounts in India using the JaldiCash Services

**2. Definitions:**

- a. **‘Semi Closed Prepaid Payment Instruments’** shall mean Prepaid Payment Instruments that can be used for purchase of goods and services, including financial services at a group of clearly identified merchant locations/ establishments which have a specific contract with WISE to accept the payment instruments. These instruments do not permit cash withdrawal or redemption by the holder.
- b. **‘Jaldi Cash Card’** shall mean a Semi Closed loop Prepaid Payment Instrument issued by WISE through its website or through its authorized Retailers.
- c. **‘Customer’** shall mean the holder and/or user of Jaldi Cash Card.
- d. **‘Virtual Wallet’** shall mean a non physical payment instrument i.e. virtual account issued by WISE in accordance to the PPI authorization granted by RBI to WISE.
- e. **‘Card’** shall mean the Jaldi Cash Card issued by WISE

**3. Terms and conditions of issuance and usage of Prepaid Paid Instruments:**

- 1. Jaldi Cash Card is a virtual wallet and 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.
- 2. This Card can be issued only to individuals above 18 years of age.
- 3. Customers can use JaldiCash Card to transfer funds to Banks accounts in India and for such other services that will be intimated to the Retailer from time to time. The Card can be used subject to compliance of KYC requirements as prescribed by RBI from time to time.



4. As per the present Guidelines of RBI, the maximum value that can be stored on the Card is Rs. 10,000/- in case the customer has not provided his KYC documents. The maximum value that can be stored on the Card is Rs. 1,00,000/- in case the customer has provided his full KYC i.e. proof of identity and proof of address as specified by WISE from time to time.

Note: As per RBI guideline DPSS.CO.PD.No.1288/02.14.006/2016-17 dated 22nd November'16, maximum value of a Card in case customer has not provided his KYC documents is increased to Rs 20,000 till 30th December'16

5. Presently the customers can use the JaldiCash Card to transfer funds up to Rs 5,000/- in a single transaction. The monthly fund transfer transaction limit on the Card 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 on a Card for non KYC Customers is increased to Rs 20,000 till 30th December'16.

6. No redemption, transfer of funds to other Cards or cash withdrawal is permitted on this Card, except as per directions of the RBI, if any.
7. The Card is valid for a year from the date of issuance. On each reload of the Card, the life of the Card is extended further one year from the date of reload. If there is no reload for a year post issuance of the card, the card will be treated as expired at the end of one year and balance held in the Card will be forfeited by WISE. WISE reserves the right to recognize the forfeited amount as income in their books of account.
8. Cash withdrawal is not permitted on the Card. The outstanding balance cannot be redeemed by the customer, if for any reason the Card service / scheme is withdrawn or terminated then the customer will be intimated in advance and he can redeem the outstanding balance by transferring the amount to a bank account by visiting our authorized Franchisee / Retail Outlet.
9. This Card is not transferable.
10. WISE reserves the right at any time to refuse for any reason whatsoever, the use of the Card.
11. All transactions done by using this Card are subject to applicable Indian laws.
12. Transactions may be scrutinized as per directions of RBI.
13. WISE reserves the right to amend, alter, delete, insert and revise these terms and conditions. The Retailer agrees to implement any changes that are communicated to him from time to time by WISE.

#### **4. Terms and Conditions of Reload:**

1. The Reload of Card is subject to all conditions specified in "**Terms and conditions of usage of Prepaid Paid Instruments**" given above.
2. The Card serial number and intellectual property rights exposed during Reload process are the exclusive property of WISE and Retailer agrees to maintain confidentiality of the information.

3. WISE may charge a convenience / transaction charge from the Retailer or Card holder on the reload as may be prescribed from time to time.
4. The convenience / transaction charge will be intimated to the Retailer through WISE’s web portal.
5. The Retailer agrees to issue the customer the “Customer Transaction Receipt” for each reload.
6. The Retailer agrees not to charge the customer is excess of the charge mentioned in the “Customer Transaction Receipt”.
7. The customer transaction charge on the Card reload will be fully retained by the Franchisee / Retail Outlet and service tax liability thereon remains with the Retailer.
8. All transactions to reload of Card are subject to applicable Indian laws.
9. WISE reserves the right to amend, alter, delete, insert and revise these terms and conditions. The Retailer agrees to implement any changes that are communicated to him from time to time by WISE.

**5. Identity Documents Acceptable for KYC Transactions:**

<b>1</b>	<p><b><u>Id Proof bearing photo:</u></b></p> <p>Legal name and any other names used</p>	<ol style="list-style-type: none"> <li>1. Valid Passport</li> <li>2. PAN card</li> <li>3. Voter’s Identity Card</li> <li>4. Valid Driving licence</li> <li>5. Aadhar card</li> <li>6. NREGA Job Card</li> </ol>
<b>2</b>	<p><b><u>Correct permanent address:</u></b></p> <p>Proof of address to be obtained</p> <p>i. Where ID Proof does not contain address e.g. If the id proof submitted is PAN card.</p>	<ol style="list-style-type: none"> <li>1. Valid Passport</li> <li>2. Voters Identity Card</li> <li>3. Valid Driving licence</li> <li>4. Aadhar card</li> <li>5. NREGA Job Card</li> </ol>

**6. Guidelines regarding specific acceptable Identity and Address proofs:**

1. Original and valid Government issued ID as mentioned above must be verified at the time of customer registration.
2. All IDs must have the Customer’s photograph and should also be valid in case the ID has an expiry date.
3. In case of driving licence, it may be noted that learner’s driving licence is not acceptable Only valid (i.e. within expiry date) driving licence issued by the State Transport Authorities is acceptable. Driving license issued by foreign countries is not acceptable.
4. Retailer must make an effort to ensure that the photocopy of the ID is clear and the face of the receiver is identifiable even in the photocopy.
5. A photocopy of such photo ID and address proof should be self-attested by the customer at the time of applying for acquiring a prepaid instruments / service.

## 7. Procedure for issuing a Semi closed PPI:

1. The customer needs to be present “in person” at the Retailers Outlet.
  2. Two Types of wallets can be issued to customers:
    - a. Minimum – KYC – Upon registering minimum customer details such as Name, Address & Mobile number
    - b. Full KYC –Upon obtaining KYC documents such as Proof of Identity & Proof of Address and the same being approved by WISE.
  3. The Retail Outlet location shall then log into the WISE application and enter these details & create a customer wallet. Customer will be issued a “**Serial Number**” and “**-pin**” that will be sent directly on his registered mobile of the customer. This “**pin**” will be required to operate his wallet. The customer has to be clearly informed about the confidentiality of “pin” and WISE shall not be responsible in the event of such “pin” issued is shared by the customer with others and consequently it leads to any mis-happening in use of his wallet.
- 8. Sender Registration Process:** Retailer Logs in to Jaldicash Portal and enters the customers mobile no. on the space provided for “Enter Customers Mobile Number”.

### **A) Minimum KYC Customer Registration: The retailer will log in as mentioned above and enter the customers mobile no.**

- i. The retailer needs to enter minimum customer information in the portal i.e. Customer Name, DOB, Gender, Current Address and Permanent Address.
- ii. On submitting the information the customer will receive a OTP (One Time Password) through SMS on his mobile with the Senders Name, DOB and Address Pin Code.
- iii. On providing the correct OTP to the Retailer, the sender will get a registration SMS with his Card No. and Pin.

The customer is now registered as a Non KYC customer and can process transactions within the given limits on a Non KYC Customer

### **B) Full KYC Customer Registration:** The Retailer needs to follow procedure given under Minimum-KYC Customer Registration and follow all step given from point i to iii.

- I. On registering the customer as a Minimum-KYC Customer, the Retailer will see the Customer KYC Status on the screen as “Non KYC”. The retailer needs to click on the “Non KYC” icon and a new window will open.
- II. The Retailer will obtain the KYC documents as mentioned in the list of “Identity Documents Acceptable for KYC Transactions”. The retailer will verify the original documents and take a copy of the same.

- III. The Retailer will obtain the customers signature on the photo copy of the documents obtained by him above.
- IV. The retailer will stamp the KYC documents as “Original Seen & Verified” and sign on the document.
- V. The retailer will upload the documents in JaldiCash system for onward verification by WISE.
- VI. In case the document is rejected for any reason, the retailer will contact the customer and request him to resubmit the documents.
- VII. The retailer will send the original KYC documents of the customer by post to the address:  
**Domestic Remittance Operations Team, Weizmann Impex Service Enterprise Ltd, New Excelsior Cinema Bldg, Level – 4, A.K. Nayak Marg, Fort, Mumbai – 400 001**

## **Domestic Money Transfer as BC Agent (RBL Bank Cash Point - RBL Bank Ltd)**

WISE and RBL Bank Ltd have entered into a Business Correspondent Agreement where WISE will be a Business Correspondent of RBL Bank, subject to the compliance with RBI guidelines. Retailer is “BC Agent” of WISE and will act of RBL Bank Cash Point.

### **1. Scope of Activities as a BC Agent**

The current scope of activity of the BC Agent is for offering domestic remittance, other roles would be included as and when new products and services are included. The transaction limit is Rs 5000 with a maximum remittance limit of Rs 25000 per month per remitter.

The BC Agent shall render the following activities:

- a. BC Agents need to have provision for cash safe, manned by BC Agents on all working days.
- b. The BC Agents needs to make the following infrastructure at the outlet:
  - I. Display of signage as approved by the Bank and provided by WISE.
  - II. Display of BC Agent certificate as an authorized Bank’s BC and provided by WISE.
  - III. Ensure availability of required Stationery – Account opening forms, loan application forms, check lists, publicity materials / pamphlets for banking products.
  - IV. Display of Phone numbers of internal help line, and officials for raising customer grievances. Also display contact number for Bank helpline, Bank officials (link Branch / Channel Manager/Regional Office)
  - V. Ensure provision like box, almirah for safe upkeep of finger print scanner / device etc and other stationery registers.
  - VI. List of Do’s and Don’ts for customers to be displayed as provided by WISE.
- c. BC Agent will only charge fee / commission from customers as per instructions given by the Bank or intimated by WISE from time to time.
- d. BC Agent will ensure that the fee/ commission charged to the customer are acknowledged by issuing the receipt.
- e. BC Agent should promptly inform the designated officials of WISE about the grievances and enquiries of the customers without any delay.

### **2. The Retailer agrees to adhere to the below general guidelines as a BC Agent:**

- i) The retailer shall represent and provide banking services only to RBL bank to adhere to the “one bank only” directive by the RBI.
- ii) The retailer should not be the employee of RBL Bank.
- iii) The retailer will post a signage indicating their status as service provider for the bank disclosing the name of the WISE, the telephone number of the controlling office of the bank & the Banking Ombudsman and the fees for all services available at the outlet.
- iv) The charges for offering various services should be indicated in a brochure and displayed by the retailer.
- v) The retailer must be a permanent resident of the area in which he operates.
- vi) The retailer needs to have the below minimum infrastructure:
  - a. The retailer should have adequate space and privacy for the customer to feel comfortable to make the financial transaction.
  - b. The retailer should have enough manpower to be able to man the BC Agency at all times and manage customer footfall.
  - c. The retailer should have proper storage capacity for documents acquired from the customers to run the remittance business of the bank.
- vii) The retailer should not be involved in any unethical or unlawful business.

**3. Duties, obligations and functions of a BC Agent operating on POS/ ABT (Anywhere Banking Terminal)/Mobile ATM/Mobile Banking:**

1. The BC Agent will assist in capturing the biometrics of the members of the SHG/JLG’s and individuals in case of biometric registration of the Customers.
2. The BC Agent shall intimate WISE immediately on any technical snag in the POS /other device and other operational problems.
3. The POS /other device shall be handled with utmost care and precaution will be taken for its safety. Any mis-appropriation of the POS device by the BC Agent or its Personnel will be the responsibility of the BC Agent and has to be intimated to the Bank immediately.
4. The BC Agent shall depute specific person(s) for operating the POS /other device.
5. The time of transaction through the POS /other device has to be followed strictly as advised by WISE from time to time.
6. The BC Agent shall hand over printed receipts, wherever applicable, for every transaction made and maintain one copy at his end.
7. The cash delivery shall be evidenced by withdrawal slip and remittance evidenced by pay in slip or through electronic confirmation via POS and these must accompany the charge slip generated from the transaction machine.
8. The deposit and withdrawal slip shall be presented at the Bank or to WISE the same day or as agreed for reconciliation.
9. If a smart card/ATM card /other card of a SHG/JLG or an individual is lost, the information has to be immediately given to the Bank for hot listing. Any financial loss to the Bank due to non adherence of any of the above mentioned condition has to be indemnified by the BC Agent.

### **Code of Conduct for the Retailer and Distributors**

To act fairly and reasonably in all our dealings with customers by:

- a. Providing minimum banking facilities of receipt & payment of cash etc and also other services available under JaldiCash.
- b. Meeting the commitments and standards set in this Code, for the products and services JaldiCash offers, and in the procedures and practices WISE follows.
- c. Ensuring that our dealings rest on ethical principles of integrity and transparency.
- d. Ensuring that the advertising and promotional literature is clearly displayed.
- e. Give information on the types of products and services we offer and those that may suit customer needs.
- f. Ensuring that customers are given precise & clear information about the products and services, the terms and conditions and the interest rates/service charges, which apply to them.
- g. Provide information to the customers on who they can contact and how they can contact for addressing their queries.
- h. Not discriminate customer on the basis of age, race, gender, marital status, religion, disability or financial status.
- i. If customer complaint has been received in writing, BC Agent will promptly forward it to WISE.
- j. The Retailer should not use any coercive language to customers.
- k. The Retailers should take special care not to entice customers by offering any incentives or benefits or false hopes beyond the scope of services that are offered by WISE.

### **Audit and Inspection**

The Retailer hereby agrees and acknowledges that-

- a. RBL Bank or WISE shall be entitled to access the Retailers records of transactions.

- b. RBL Bank or WISE shall be entitled to conduct audits/inspection by its internal or external auditors, or by agents appointed to act on its behalf and to obtain copies of any audit or review reports and findings made on the Retailer in connection with the Services undertaken.
- c. RBI/any other competent authority or persons authorised by shall be entitled to access documents, records of transactions, and other necessary information given to, stored or processed by the Retailer within a reasonable time.
- d. RBI shall be entitled to carry our inspection on the Business Correspondent and its books and account by one or more of its officers or employees or other persons.

**Preservation of Records:** As per the current guidelines records need to be preserved for a period of 5 years and should be available for scrutiny by the Reserve Bank or any other agency / agencies as may be advised by the Reserve Bank.

**Suspicious Transaction Reporting:** A transaction, whether or not in cash, which gives rise to a reasonable ground of suspicion that it may involve the proceeds of crime; or appears to be made in circumstances of unusual or unjustified complexity; or appears to have no economic rationale or bonafide purpose, is stated to be suspicious in nature.

Retail Outlets are required to exercise additional due diligence / caution of the following while dealing with customers during the day to day operations:

- a. Suspicious background or links with known criminals
- b. Providing misleading information / information not easily verifiable while making a transaction;

**Examples of Suspicious Transactions:**

The following is an illustrative list of examples which, when encountered, may warrant additional scrutiny. The mere presence of such transactions / dealing may not by itself be an evidence of criminal activity. Closer scrutiny would help to determine whether the activity is genuine legal transaction or suspicious and does not appear to be for a reasonable business or legal purpose.

- a. A customer submits unusual nature of documents as proof of identification which cannot be readily verified.
- b. A customer or group attempt to persuade the Retail Outlet staff not to file required reports or maintain required records.
- c. A customer is reluctant to provide information needed to file a mandatory report / original documents for verification by the Retail Outlet and seeks exemption in this regard.
- d. Large numbers of fund transfers are received without apparent justifiable reasons.
- e. Funds transfer activity is unexplained, repetitive, or shows unusual patterns.
- f. Fund transfers are sent to the same person by different beneficiaries.
- g. Fund transfers are received by the same person from different senders.



- h. Customers conducting a suspicious transaction may appear nervous, uncooperative, rushed or aggressive. These characteristics may intensify if there is a delay in processing the transaction.
- i. The customer may be reluctant to show you ID, or the ID presented may seem unusual.
- j. The customer may offer gifts / inducements to avoid certain record keeping requirements or handling the transaction in certain way which is not in accordance with laid down policies and guidelines of WISE.
- k. A customer is reluctant to go forward with a transaction after being informed that identification information will be required
- l. A customer provides information that seems minimal, possibly false, or inconsistent
- m. A customer changes the information provided if more detailed information is requested

The Retailer shall ensure that documents, data / information collected under the Customer Due Diligence process is kept up-to-date and relevant, undertaking reviews of existing records, particularly for higher risk categories of customers.

If any of the above activity is observed or any activity which is considered suspicious or unusual activity, the Retailer shall immediately inform details of the transaction - name of the customer and details/ reasons for considering the transactions as suspicious, along with id/ address proof (if available) to [compliance@weizmannimpex.com](mailto:compliance@weizmannimpex.com).

#### **Customer Service Center**

- a. Toll Free: 18001236990
- b. Tel. No's: 022-22035171 / 22035173 / 22036171
- c. Email: [jaldicash@weizmannimpex.com](mailto:jaldicash@weizmannimpex.com)
- d. Timing: 9.30 am to 8.30 pm on all week days excluding company specified holidays

#### **If you are not happy with our response you may write to us at**

- a. Email: [escalations@weizmannimpex.com](mailto:escalations@weizmannimpex.com)
- b. Postal Address:  
Customers Grievance Redressal Committee  
Weizmann Impex Service Enterprise Ltd  
New Excelsior Cinema Building  
Level 4, A K Nayak Marg,  
Fort, Mumbai 400001  
India