

# Weizmann Impex Service Enterprise Ltd

## FREQUENTLY ASKED QUESTIONS

### **Q. What is JaldiCash?**

A. JaldiCash is a virtual wallet (account) that enables the holder (user) to use this wallet to transfer funds to any bank account in India. JaldiCash 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.

JaldiCash 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 wallet holder in such circumstances.

### **Q. How can I register for JaldiCash?**

A. You can visit any WISE Franchisee / Retail outlet to register. You need to provide your Name, Mobile number along with self-declared unique identification number of any of the OVD during registration and creation of PPI with minimum details. Further, for converting / creating KYC compliant PPI, you need to provide Pan Card or Form 60, if you don't possess a Pan Card, and an officially valid address proof document.

### **Q. How will I get JaldiCash details?**

A. On completion of the registration process you will receive your JaldiCash details.

### **Q. Can I start using my Wallet directly once I get the details?**

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

### **Q. How much will it cost me to register for JaldiCash?**

A. Registration is free.

### **Q. What comprises my JaldiCash virtual wallet?**

A. Your wallet (account) carries a serial number which can be used for any communication with Franchisee / Retailer or customer care.

**Q. How much amount I can keep in my JaldiCash?**

A. On completing the registration you can load your wallet for up to Rs.50,000/- in a month.

**Q. What is the fund transfer limit on my JaldiCash?**

A. The monthly fund transaction limit is maximum up to Rs.1,00,000 per month.

**Q. What is the validity of the JaldiCash Wallet?**

A. The JaldiCash Wallet 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 wallet?**

A. On expiry of the wallet, the amount will be available for refund to the wallet holder on providing the wallet holders KYC and Bank Account details.

**Q. Can I register my own Bank account details in advance for facilitating transfer of funds on expiry of the wallet?**

A. Yes

**Q. When will the wallet holder be intimated about the expiry of the wallet?**

A. The wallet holder will be intimated on the 30<sup>th</sup>, 15<sup>th</sup>, 3<sup>rd</sup>, 2<sup>nd</sup> and 1 day in advance about the impending expiry of the wallet through SMS to ensure that the customer is aware of the wallet 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 wallet will be available for re-utilization till the expiry of the wallet.

**Q. Is cash withdrawal or redemption permitted on the wallet?**

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

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

A. If for any reason the JaldiCash 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 wallet 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 JaldiCash wallet?**

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

**Q. How do I register a Beneficiary?**

A. You need to provide the Beneficiary Bank Account Number, Bank Name and IFSC Code to the Franchisee / Retailer. Further you can place specific limits for the fund transfer for each beneficiary.

**Q. Where can I reload my JaldiCash wallet?**

A. You can visit any WISE Franchisee / Retailer outlet to reload your JaldiCash wallet.

**Q. Is there any charge applicable to reload my JaldiCash?**

A. WISE does not charge for reload of your JaldiCash wallet. 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 JaldiCash wallet?**

A. The maximum charge is 1% 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 RBL Bank Ltd. and Weizmann Impex Service Enterprise Ltd.
- b) The transaction is governed by RBI (EFT System) Regulations, 1996, and 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 or 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 JaldiCash wallet?**

A. You can check the balance at our authorized Franchisee / Retail outlet or call our customer care on 022-4017 2555

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

A. Customers can call our customer care on 022- 4017 2555 or email [jaldicash@weizmannimpex.com](mailto: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 wallet shall be subject to this policy.