

## **ABOUT THE PRODUCT**

### **Q. 1. What is State Bank eZ Pay Card?**

A. 1. The State Bank eZ Pay Card is a Prepaid Card usable at all State Bank Group ATMs free of cost, other bank ATMs with charges (currently Rs.20/- inclusive of service tax) Through PIN, at Merchant establishments/ Point of Sale through or for online transactions, in India only.

## **PURPOSE**

### **Q. 2. What are the uses of State Bank eZ-Pay Cards?**

A.2. State Bank eZ-Pay Card is an ideal product for disbursement of various social benefits like scholarship to underprivileged students, wages to blue collar Workers, bonus to employees / reimbursement of expenses to staff/ periodical payment of incentives to agents/ commission to distributors. It is a Prepaid Card which allows employees to access their pay at ATMs through PIN & at PoS by signatures

### **Q.3. . How do I perform the e-Commerce/ online transaction?**

#### **A.3.**

- a) While making e-Comm. transaction at the merchant site, select Debit Card as the mode of Payment.
- b) Provide the card details, such as Card number, Expiry Date, CVV and Name of Card holder and click on Submit.
- c) You will receive OTP (One Time Password) on your registered mobile number.
- d) In case OTP is not received in the first instance, then click on resend OTP button for regeneration of OTP.
- e) In the Next screen input the OTP received in your mobile number and click on submit to complete the transaction.

## **WHERE AND HOW TO BUY**

### **Q. 4. Where do I buy State Bank eZ-Pay Card?**

A. 4. State bank eZ-Pay Card is available at all State Bank of India Branches in India.

## **ELIGIBILITY**

### **Q. 5. Do I need to have State Bank account to purchase the State Bank eZ-Pay Card?**

A.5. No, you need not be a State Bank account holder for purchasing State Bank eZ-Pay Card.

### **Q. 6. What documents should I submit when I purchase the State Bank eZ-Pay Card?**

A.65. Basic KYC norms will be completed. The customer/corporate approaching the branch needs to provide the following:

- Application
- PAN Card
- Proof of Identity
- Proof of Residence

## SBI eZ-PAY CARD KIT

### Q.7. What does a State Bank eZ-Pay Card kit contain?

A. 7. Along with eZ-Pay Card, State Bank eZ-Pay Card kit contains PIN Mailer, State Bank eZ-Pay Card booklet containing terms, conditions and other necessary details.

## SCHEDULE OF CHARGES

### Q. 8. What is the schedule of charges of State Bank eZ- Card?

#### A.8. Schedule of charges

Issuance charges	Rs. 150+ GST (irrespective of the amount loaded)
Issue of Replacement card	Rs. 150+ GST
Reload fee	Rs. 10+ GST per card each time
Physical statement of account	Rs. 100+ GST (in case customer requests for it)
Withdrawal at Other Bank ATMs	Rs.20/- (inclusive of GST)
Balance Enquiry at Other Bank ATMs	Rs.9/- (inclusive of GST)

## OTHERS

### Q. 9. How do I check the balance on my State bank eZ-Pay Card?

A. 9. Balance enquiry is free of cost at any State Bank ATM in India. Balance can also be checked online at <https://prepaid.sbi> without any charges or with charge at other bank ATMs.

### Q. 10. What if I forget my PIN Number?

A.10. Can be generated online by visiting <https://prepaid.sbi> (Green Pin) or Give application for duplicate PIN at Branch, Alternative PIN will be issued by prepaid host through the branch.

## SAFETY

### Q. 11. Is my SBI eZ-Pay Card safe?

A. 11. The usage of your card is protected against misuse at ATM with a 4-digit secured PIN. Further the PoS transaction is also PIN based and the e-Comm transaction is validated by OPT received on the registered mobile number.

## LOST/ STOLEN:

### Q. 12 What do I do if my SBI eZ-Pay Card is lost or stolen?

A.12. To report a damaged/lost/ stolen card, just call **1800-11-22-11/1800-425-3800**, SBI 24 hour toll free number or **+91-22-27566598/ +91-22-27580506** either directly or through the employer/company/government organizations. The call centre will ascertain any 2 of the Following additional information about the Card/cardholder viz. employer s/company s/government organization s name (individual or corporate), Employee ID, provident fund account number, eZ Pay card number (16digits), eZ pay card reference numbers(11digits), details of last transactions (Application date and correct amount). On verification of the

information, the card will be blocked. Application for replacement Card will be given through the Card issuing Branch/Corporate/Government Organizations. Replacement Card will be send by the prepaid host to the issuing Branch.

**Q. 13.** What will happen when balance in my eZ-Pay Card is available and there is no transaction for last 10 years?

A.13. As per RBI Guidelines, the entire amount will be transferred to the Depositor Education Awareness Fund (DEAF) of RBI.

**GLOSSARY:**

**POS:** Point of Sale electronic terminals at a Merchant Establishments (MEs) in India at which the customer can use the card to make payments. Merchant Establishment (MEs): shall include shops, stores, restaurants, hotels and commercial establishments in India handling the card transactions.