



FAQs

MAKash Wallet Payment Service Customer Application V 1.0

1. What is MAKash Wallet?

A. MAKash is a new age prepaid digital payment Wallet brought to you by Manappuram Finance Limited (MAFIL) falling under Prepaid Payment Instruments specified by RBI. Through MAKash, you can easily

1. Send money to a Bank account
2. Send money to another MAKash wallet
3. Recharge mobile
4. Make utility payments.

2. How can I get information about the MAKash payment Service?

A. You need to visit our branches to create a wallet. You need to submit PAN and OVD (Officially Valid Documents) for onboarding. After verification of KYC, wallet creation will be complete. Then you can download MAKash android app from Google Play store. MAKash as of now supports Android version.

If you want to know more about MAKash wallets, please visit www.manappuramdigital.com or visit the branches.

Customer Service Contact:

Mail to crm@manappuram.com

Call 1800-420-22-33 [toll free - 24 hours]

3. How can I use this service?

A. You have to reach out to any authorized Manappuram branch, to open a MAKash wallet account. The Company's representatives will help you familiarize with the features and to start using the service. After KYC verification a wallet will be created. You can load the MAKash wallet via credit card, debit card and internet banking on MAKash customer mobile application via "ADD MONEY" section or Load cash via Manappuram branch.

4.Can I use the service from any particular handset / telecom operator?

A. Yes, you can use MAKash service irrespective of your telecom operator or handset; you just need to have an active mobile number & mobile internet connection from any telecom service provider in India and a Smartphone

5.Who is eligible to register for payment services?

A. Any Indian resident who is 18 years and above can register for this service.

6.What are the charges for Money Transfer, Wallet Load and Bill payments using MAKash Wallet?

A. Charges / Limits may change from time to time and shall be updated in the below mentioned path and also intimated to you via SMS/email as the case may be.

Home > limits > Fees Features & Limit

Charges are also displayed in the website URL provided below; <https://www.manappuramdigital.com/pdf/Fee%20and%20Limits.pdf>

7.Do I get any alert when the payment transaction is completed?

A. Yes, you will get a SMS alert with the amount debited from or credited to your MAKash wallet after every transaction.

8.What are the key requirements/features of a Full KYC Wallet Account?

particulars	Full KYC services
Documents	KYC verification through MAFIL branch and approval by Head Office. Officially Valid Documents is required as Proof of Identity & Address along with PAN.
Registration time	Instant
Registration Fee	Nil
Wallet Load Facility	Cash via MAFIL branch or Self via Credit/debit card/internet banking

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Service Allowed	Merchant payments & Domestic Money Transfer
Wallet Load Limits	INR 50,000 / Month.
Cash Loading at Branch	Rs.50,000/- per month subject to overall limit of the wallet type & limit
Money Transfer Limits	The Money transfer limits from Wallet to Bank and Wallet to Wallet restricted to Rs.50,000/- per month. May vary as per MAFIL security policy from time to time. In case of pre-registered beneficiaries, the funds transfer limit restricted to Rs.50,000/- per month per beneficiary
Fund transfer	Rs.50,000/- per month per beneficiary
Cooling Period for Money Transfer	Cooling period for money transfer after beneficiary addition is 30 minutes.
Transaction convenience charges	Please refer Home > limits > _Fees Features & Limit section on MAKash customer Application for updated charges. Service charges if any shall also be displayed before each transaction
Number of beneficiaries can be added	No of beneficiaries can be added per day- 5, No of beneficiaries can be added per month-15 and Maximum 50 beneficiaries can be added in year.

9. Is there any other fee for making the payments?

A. There are certain services where you will be charged convenience fee. This is intimated and displayed before each transaction at the time of making payment.

10. How do I pay the above charges?

A. The amount will automatically be deducted from your wallet account. Prior intimation of such deduction will be provided to you at the time of making payment through the MAKash wallet.

11. Where will I get details of various fees and charges in case of any changes?

A. The information will be displayed at our website from time to time. Also, you will get prior intimation at the time of making payment through MAKash account. These details are also available in the path:

Home > limits > _Fees Features & Limit

section in the MAKash customer Application.

12. In case of any query where I should call?

A. Customer can contact in the below mentioned contact points.

Customer Service Contact crm@manappuram.com 1800-420-22-33 [toll free 24 hours]

13. What should I do if I change my mobile service provider?

A. You can change the Telecom Service Provider by Mobile Number Portability, but since your mobile number remains the same, it does not affect your MAKash services and you can continue using the services as before.

14. What is the validity of my MAKash account?

A. At present, MAFIL do not have any expiry period for the MAKash wallet.

15. Do I earn any interest on the amount in my MAKash account?

A. No, the amount in your MAKash account does not earn any interest.

16. In how much time receiver will get the money?

A. As per the RBI guidelines it will take minimum of 2-3 hours and this would be subject to NEFT/IMPS timelines. However IMPS transactions is generally credited into recipient account within few seconds if success.

17. Will I be informed when my account gets credited or debited?

A. Yes, you will always get a confirmation SMS after every transaction.

18. What will happen if I enter the wrong bank account details and money gets transferred to wrong receiver?

A. MAKash is not responsible for wrong bank account details entered by the customer and transaction effected. Therefore, whether you are transferring money using a mobile application or by retailer's assistance, the responsibility lies solely with the customer.

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19. Can I reverse payment if I made it to the wrong mobile number?

A. No. Once you make payment, there no way to reverse it. You should ensure that you enter the mobile number correctly to avoid this problem.

20. Can I pay for someone else's bills?

A. Yes, you can pay for anyone else.

21. When does the biller receive my payment?

A. Your account is debited as soon as you initiate a payment request and will be sent to the Utility biller within two days. Every payment made by you carries a unique transaction ID that can be used to track each payment independently.

22. Do I have to pay the entire bill amount?

A. This will depend upon the biller. You can make a payment in full or in part depending upon whether the biller provides you with that facility.

23. Can I make a payment to a biller who is not on your biller list?

A. No. You can only make payments to participant billers who have been enrolled in the MA-Kash platform.

24. Will I receive a confirmation of the bill paid?

A. Once the bill payment is successful, MAKash will send a message to your mobile number. In case you don't receive a confirmation message, please check "transaction history" or you can contact our call Centre for details.

25. What if I want a physical receipt (for reimbursement etc)?

A. On payment of bill through MAKash, you will only get a confirmation on your mobile screen & an SMS from MAKash stating his transaction ID. If you want a physical receipt, you will have to contact the respective Utility Board. Please note that the payment status at the biller's end is updated on a normal span of 4 days after a payment is made using MAKash.

26. I paid the bill through MAKash but my service still got disconnected. The biller company is saying that they haven't received the bill payment yet. I want a refund.

A. Kindly raise a complaint with the customer care with the following bill payment details - Date on which payment was made, mobile number registered with MAKash, MAKash transaction ID, amount paid, Name of merchant, due date or last date of payment of bill.

27. I initiated a payment on my MAKash but the status showed "submitted/Pending". What should I do?

A. The status shows that the request has been dispatched but not yet processed. This could be due to a network delay. Please wait for a few minutes for the request to be processed. In case the status remains "Submitted" for more than 40 minutes (which is highly unlikely), please check your transaction history by contacting our customer care.

28. What if I lose my mobile phone?

A. Your money on mobile is always safe by your 6-digit mPIN/Password. In case of loss of SIM/phone, please block your MAKash account by calling the Customer Care Executive. When you activate your fresh SIM card with old lost number, you can unblock your MAKash account by calling Customer Care and sharing information as requested for authentication.

29. Can my account get locked? What should I do?

A. Yes, if we detect suspicious activity on your account, we may sometimes lock the account. This is done to protect your money.

Your account may also get locked in case of 3 wrong mPIN /password attempts as a security measure. You can reset your password by clicking the option in the app "Forgot Password". After proper authentication by entering the date of birth and OTP, you can reactivate your account.

30. What is mPIN/Password?

A. mPIN stands for mobile personal identification number and is prompted for customer authentication for every transaction initiated by you.

31. When should I create my mPIN/password?

A. Your mPIN/Password needs to be created when you activate your account right after your registration.

32. What are the mPIN/Password rules that should be fulfilled while creating an mPIN?

A. mPIN/Password should be numeric and 6 digits in length. There should be no spaces between the digits.

Customers are recommended to set up strong password.

33. What if I forget my mPIN/Password?

A. You can reset your mPIN via forget password /mPIN feature on MAKash App. New mPIN shall be sent to your registered mobile number.

34. What happens if I make wrong mPIN/Password attempts?

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A. After three wrong mPIN/Password attempts your account will automatically locked by the system for security reasons.

You can reset your password by clicking the option in the app “Forgot Password”. After proper authentication by entering the date of birth and OTP, you can reactivate your account.

35. How can I reset my mPIN?

A. Go to your MAKash mobile application go to change mPIN. You will be asked to enter old mPIN and enter and confirm new mPIN, and then submit. It will be changed instantaneously and you can transact using your new mPIN.

36. What happens if I lose the mobile phone signal while using MAKash for a transaction?

A. If this happens, the payment may or may not have gone through. To confirm, wait for a few seconds, and then check your account balance and activity history. If you are still unsure of the status of your payment, please call Customer Support.

37. What do I need to provide if I call the Customer Care regarding a particular transaction?

A. You should have the transaction ID and specify the type of service used, time and error message if any displayed related to that transaction and provide that to the Customer Support representative.

38. What do I do if I want to discontinue this service/close the wallet?

A. MAFIL will give an option to close the PPI and transfer the balance as per the applicable limits of this type of PPI. For this purpose, MAFIL will provide an option, including at the time of issuing the PPI, to the holder to provide details of predesignated bank account or other PPIs of same issuer (or other issuer as and when permitted) to which the balance amount available in the PPI shall be transferred in the event of closure of PPI, expiry of validity period of such PPIs, etc

39. What happens to the money that I have in my MAKash when I close this account?

A. MAFIL will give an option to close the PPI and transfer the balance as per the applicable limits of this type of PPI. For this purpose, MAFIL will provide an option, including at the time of issuing the PPI, to the holder to provide details of predesignated bank account or other PPIs of same issuer (or another issuer as and when permitted) to which the balance amount available in the PPI shall be transferred in the event of closure of PPI, expiry of validity period of such PPIs, etc.

40. Can my MAKash account expire?

At present, MAFIL do not have any expiry period for the MAKash wallet.

41. What are the services offered by MAKash?

1. Send money to a Bank account
2. Send money to another MAKash wallet.
3. Recharge mobile
4. Pay utility bills.

Make utility payments Please visit the MAKash app to view the complete list which is updated from time to time.

42. How do I keep my account secure?

- Never share your login credentials / password with any one
- Beware of websites & social media pages that propagate fake offers.
- Change your password regularly.
- Never entertain calls/email/SMS asking for MAKash credentials or credit/debit card/net banking details.
- Never Share details like your date of birth, mothers name etc with anyone.

43. What should I know about email fraud?

- Be aware of any email message that requests personal data-such as passwords, or weblinks that direct you to a web site that asks for any such confidential information. This practice is referred as Phishing, which is fraudulent communication designed to deceive consumers into divulging personal, financial or account information.
- These websites or emails may involve the illegal practice of "spoofing," or forging a website or email address to resemble another legitimate website, email address and business. Remember to never enter your credentials over such websites or send personal information via an email. If you come across such websites or receive such emails, please contact MAKash customer care or call centre immediately.

44. What should I know about phone fraud?

A. It's important for consumers to know that MAKash will not call customers to request their personal account information or any credit card, debit card or net banking details. MAKash call centres do not initiate outbound telemarketing calls. Consumers should not respond to any phone calls with requests for any such information and are advised to immediately report the situation to local law enforcement as well as the concerned financial institution.

45. What to do if you suspect fraud?

A. If your credit card, debit card or bank account is involved, immediately contact the bank or financial institution that issued your card.

46. What is Verified by Visa or VBV?

A. VBV is an additional protection offered by Visa in conjunction with your credit & Debit card issuing bank. VBV protects your Visa card with a VBV password (also referred to as the 3D secure password) that has been created by you. It also provides the added assurance that only you can use your Visa card online. You can simply register your card and choose a 3D secure PIN. This PIN will be required whenever you use your card to make Internet purchases. It prevents unauthorized usage of your card on the Internet, ensuring greater security on online purchases.

47. What is MasterCard Secure Code?

A. MasterCard Secure Code is a service offered by banks in partnership with MasterCard. This service provides a way to PIN-protect your card usage on the Internet. You can simply register your card and choose a 3D secure PIN. This PIN will be required whenever you use your card to make Internet purchases. It prevents unauthorized usage of your card on the Internet, ensuring greater security on online purchases.

48. When a wallet will be treated as inactive?

A. PPIs with no financial transaction for a consecutive period of one year shall be made inactive by the PPI issuer after sending a notice to the PPI holder/s. These can be reactivated only after validation and applicable due diligence. These PPIs shall be reported to RBI separately.

50. Grievance Redressal

Customer Service Contact

crm@manappuram.com

1800-420-22-33 [toll free - 24 hours]

Please refer to the Grievance Redressal policy for TAT and other details as available on MAKash customer application

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