



1. Virtual Debit Card Terms and Conditions

These Terms and Conditions are applicable to your Virtual Debit Card. Please read them carefully before you sign or use the Virtual Debit Card. When you read these Terms and Conditions bear in mind that "you", "your" and "Card Holder" mean the person holding the IPPB account or the card holder who has been issued RUPAY Virtual Debit Card by India Post Payments Bank Ltd. The words "we", "our", "us" and "Bank" refer to India Post Payments Bank Ltd. and its successors and assigns. The word "RuPay Virtual Debit Card" if you have a IPPB Account.

2. Applicability of Terms

The Terms and Conditions contained herein form a contract between You and India Post Payments Bank. You will be deemed to have unconditionally accepted these Terms and Conditions and any subsequent modifications/alterations/additions/deletions of these terms and conditions made from time to time and accepted the onus of ensuring compliance with the relevant RBI Regulations, Exchange Control regulations of Reserve Bank of India ("RBI"), Foreign Exchange Management Act 1999 as may be amended or replaced from time to time, any other rules and regulations/Terms & Conditions/Laws framed by the Governing Bodies or the Government and all the rules and regulations framed there under, by opening a IPPB saving account and in the event of any failure to do so, the cardholder is liable for action under FEMA/RBI's Regulations/Rule prescribed by the Government of India for such purpose.

These Terms and Conditions will be in addition to and not in derogation of the Terms and Conditions relating to IPPB account. The Card Holder, while making use of any services/facilities relating to the Virtual Debit Card will at all times continue to be bound by the Terms and Conditions stipulated by India Post Payments Bank from time to time for such services/facilities.

3. Definitions

Unless otherwise set out, the following terms will have the meaning as set out hereunder. Words denoting the singular include the plural and vice versa; words denoting the masculine gender include the feminine or neuter gender and vice versa; references to persons are to be construed as references to an individual, company or trust as the context requires and vice versa. Clause and other similar headings are for ease of reference and will not affect the interpretation of any provision herein. In this agreement, unless otherwise required:

- a. **"Account"** means and includes and IPPB account or any of them.
- b. **"ATM"** means an automated teller machine or card operated machine or device whether belonging to us or of any other bank on a shared network.
- c. **"ATM Limit"** means the maximum permissible limit prescribed by the Bank for all cash withdrawals and/or any other Transaction which you may effect through an ATM in any one day or per transaction.
- d. **"Bank"** means and refers to India Post Payments Bank Ltd.(IPPB)
- e. **"Card"** means and refers to Virtual Debit Card, issued to the customers by India Post Payments Bank Ltd. in association with RUPAY.
- f. **"Card Holder"** means an applicant who has been issued Virtual Debit Card by the bank.
- g. **"Card Transaction"** means any payment made or any amount charged for any goods, services and/or other benefits by, through or from the use of the Card on ecommerce portal or or in any other manner, regardless whether a sales draft or other voucher or form is signed by you and whether authorization has been sought by us.
- h. **"Card-Not-Present Transaction"** means a Transaction effected in a merchant environment where the Card Holder and the Card are not physically present at the time of usage. Typical Card-Not-



Present transactions include but are not limited to internet-based transactions, mail, telephone or facsimile orders or reservations or recurring payments. All transaction for the RuPay Virtual Debit Card will be Card-not-present Transactions.

- i. **"IPPB account"** refers to a savings account designated by us to be an eligible account for operation through the use of the Debit Card and/or accessed by the customer through Electronic Services.
- j. **"IPPB app"** means an application for Mobile Devices that can be downloaded by the customer from a designated location or application store.
- k. **"Debit Card"** with reference to IPPB account refers to RuPay Virtual Debit Card (a virtual Debit Card will be generated when the customer applies for a Virtual Debit Card to the Bank. Debit Card with reference to IPPB account refers to a RuPay Domestic Debit Card and includes any replaced Debit Card linked to a IPPB account.
- l. **"Electronic Services"** means any banking and other services or facilities which the Bank and/or any Participant may make available to the card holder from time to time and offered via electronic means, including any card, electronic computerized or telecommunication devices or modes of operating accounts in or outside India, and where the context requires, also means any PIN and/or Card used to access Electronic Services.
- m. **"GST"** means any goods and services tax, including any tax of a similar nature that may replace it or be levied in addition to it, by whatever name called.
- n. **"Information"** means information regarding the money or other relevant particulars relating to the card holder, or any User, or the Account or any Transaction.
- o. **"Domestic Transactions"** refers to the transactions performed by the card holder through the Debit Card in India.
- p. **"Merchant"** means any person, firm or corporation which enters into an agreement with the Bank, or any member or licensee of, card scheme, or any other electronic service provider relating to the use and/or acceptance of a Card in payment to such person whether for goods, services or charges provided or incurred.
- q. **"Merchant Establishments (ME's)"** means and shall include online e commerce portal, shops, stores, restaurants, hotels and commercial establishments, etc advertised as handling the Virtual Cards by displaying the same at the place of establishment.
- r. **"Participant"** means any person, firm, company or organization in India or otherwise which, from time to time, participates or is involved, directly or indirectly, in providing Electronic Services or any goods and services in relation to the Card.
- s. **"PIN"** or **"PASSWORD"** means a secured PIN or Password issued and generated by the Bank and communicated to the Card Holder for performing card transactions.
- t. **"Point of Sale/POS"** transactions means transactions initiated at Merchants' point of sale terminals.
- u. **"Spending Limit"** means the maximum permissible limit prescribed by the Bank in respect of total Card transactions effected in a day.
- v. **"Terms and Conditions"** mean these Terms and Conditions as amended or supplemented by the Bank.
- w. **"Transaction"** means any transaction or instruction effected or issued, or purported to be effected or issued, by the card holder through the Card and/or Electronic Services.

4. Terms and Conditions for Usage of the RuPay Virtual Debit Card on the Internet

- a. The card holder agrees and accept the services that are being provided by us at the card holder's request to carry out online transactions through RuPay Virtual Debit Card instructions on the card holder's IPPB Account, as given by the card holder. The card holder hereby undertake that the card holder will take all necessary precautions to prevent unauthorised and illegal use of the Virtual Debit Card and unauthorised access to the card holder's IPPB Account/s.



- b. The customer have no objection whatsoever, that the customer's billing details are provided to us by merchants to whom the cardholder make payment using IPPB Services.
- c. The Debit Card can be used by the card holder at all Internet Websites in India which display the logos of the Bank/RuPay and/or any other Shared Networks and/or agencies which have the facility of offering goods or services for purchase through Internet Websites in India.
- d. The customer agree that a valid RuPay Virtual Debit Card will mean a Virtual Debit Card which is currently active on the system and not blocked or hot listed. If a Debit Card is hot listed or blocked, the customer will not be able to carry out any transactions with immediate effect.
- e. The card holder agree that the Bank has the authority of the Cardholder to debit the Card account of the Cardholder for all transactions affected by the Cardholder by using the Card, as evidenced by Bank's records, which will be conclusive and binding on the Cardholder. The card holder also agree that the Bank has the authority of the Cardholder to debit the Card account with service charges or other related charges (if any) notified by the Bank from time to time.
- f. The card holder will be responsible for ensuring the availability of the balance in the IPPB account
- g. The card holder shall be responsible for the accuracy of the amount given by the card holder and payment details while performing transactions.
- h. The transaction performed will be binding on the Cardholder and it will be conclusive unless verified otherwise and corrected by the Bank.
- i. The card holder agree that the card holder will make payments as required by the merchant. The card holder will not hold us responsible for the merchant rejecting the payment amount because of incorrect or incomplete entries or for any other reasons whatsoever. The card holder agrees that the record of the instructions given and transactions with us will be conclusive proof and binding for all purposes and can be used as conclusive evidence in any proceeding.
- j. The card holder understands and acknowledge that only those websites/merchants accepting payments through a 3D secure or 2nd factor authentication will allow transactions done through the RuPay Virtual Debit Card. The card holder also understands and agree that the shared networks may provide different functionalities and service offerings that may require the card holder to provide certain additional details to complete the online transaction.
- k. The customer agree that the said functionalities and service offerings by the shared networks will be advertised on the Internet Website of the merchant by displaying an additional logo/trademark/symbol.
- l. The card holder agrees that for the purpose of using the RuPay Virtual Debit Card for an internet purchase, the card holder will provide the card number, Card Verification Value (CVV) security digits, expiry date of the Debit Card, and a One Time Pin (OTP) which will be sent to the card holder's registered mobile number with us. The card holder agrees that for the purpose of using the RuPay Virtual Debit Card to make payment to the card holder's merchant using Bharat QR, the card holder will login to the card holder's IPPB app, scan the relevant Quick Response (QR) code and authenticate using the card holder's secure password/PIN.
- m. The customer agree that unless (i) the customer enter the complete and correct data/information in the verification field/s in the internet website, the customer will not be able to make payment using the customer's RuPay Virtual Debit Card.
- n. In case the card holder wishes to cancel a completed transaction due to an error or on account of agreed merchandise return, the Card holder need to contact the respective Merchant for reversal/refund, and no claims /requests shall be made to the Bank.
- o. The card holder agrees that all refunds due to non-delivery of goods or services/rejection of the goods or services will be done at the request of the relevant merchant only. In case of refunds, the Bank will not refund payment processing charges levied, if any, on the card holder for processing of the transaction.

- p. The card holder agree that without prejudice to anything contained anywhere in these Terms and Conditions, the Bank will be under no liability, whatsoever, to the card holder , in respect of any loss or damage arising, directly or indirectly, out of (i) any defect in any goods or services supplied; (ii) the refusal of any merchant to honor or accept the payment through RuPay Virtual Debit Card; (iii) the malfunction of any computer terminal, any delay/technical failures; (iv) sharing of access details of the card holder's account by the card holder or any third party to any unauthorized person; (v) Any misstatement, misrepresentation, error or omission in any details disclosed to us by the card holder; or (vi) Any discrepancy between the amount required to be paid by the respective merchant(s) and the instructions given by the card holder; or (vii) inability of the card holder's Mobile Device to scan the QR code; or (viii) failure of the merchant to raise cancellation/refund request.
- q. The card holder agree that the Bank will not be responsible for any dealings that the card holder may have through internet websites, including but not limited to the supply of goods and services. It must be distinctly understood by the card holder that this Debit Card facility is purely a facility for the card holder to purchase goods and/or make use of services, and the Bank hold out no warranty or make no representation about the quality, delivery or otherwise of the merchandise
- r. The card holder agree that for reasons that the internet website is not capable of accepting all the details required by us and/or the shared networks to complete the online transaction, the said transaction will not be treated as complete and in which case the Bank will not be held liable for any incomplete/unprocessed/rejected transactions.
- s. The card holder agree that on completion of the online purchase transaction, the amount for which the card holder make an online purchase will be debited from the IPPB account (as the case may be) linked to the Debit Card immediately.
- t. The customer agree that the Bank will not be held responsible for the delivery of any item purchased by the customer or the condition of the item when it is delivered. Our role is restricted to provision of information and payment services only. All disputes regarding delivery/condition of goods are to be taken up directly with the concerned merchant. The Bank will not, in any way, be responsible for merchandise, merchandise warranty or services purchased, or availed of by the customer from Merchant Establishments, including on account of delay in delivery, non-delivery, non-receipt of goods or receipt of defective goods by the customer.
- u. The card holder agree that will the card holder have any complaints concerning any transaction placed through internet website, the matter will be resolved by the card holder with the concerned merchant and failure to do so will not relieve the card holder from any obligations to us. The Bank accept no responsibility for any surcharge levied by any internet website and the same being debited to the card holder's Account with the transaction amount. The card holder will at all times take all appropriate steps, including those as mentioned herein, to maintain the security of the Card, ATM PIN and other details pertaining to the card holder's Debit Card.
- v. The customer agrees that any dispute or claim regarding the merchandise must be resolved by the customer with the merchant. The existence of any claim or dispute will not relieve the customer of the customer's obligation to pay all the charges and the customer agree to pay promptly such charges, notwithstanding any dispute or claim, whatsoever. Any financial liability arising out of any dispute and/or fraudulent internet transaction will rest solely on the customer and may result in cancellation of the Debit Card and the Bank will not be held liable for the same.
- w. In case of any dispute, the Bank reserve the right to suspend any merchant/master merchant either temporarily or permanently. During this period, the Debit Card facility will not work for all such suspended merchants.

- x. The Cardholder's account is liable to be debited with the fees as to transaction cost, as laid down in the schedule of charges (which may be amended from time to time by the Bank) for which the cardholder agrees to pay.
- y. Fees / charges (if any) for the use of the Card is not refundable under any circumstances.
- z. Use of the Card shall be terminated without notice, upon the death, bankruptcy or insolvency of the Cardholder or on receipt of a letter from the card holder, receipt of an attachment order from a competent court or revenue authority or from RBI due to violation of exchange control regulations, or for other valid reasons or when the whereabouts of the cardholder become unknown to the Bank due to any cause attributable to the cardholder.
- aa. The Bank is not liable if the cardholder is unable to withdraw cash for any reason whatsoever or is unable to avail any facility mentioned herein.
- bb. The Bank is not responsible for the refusal by any Merchant Establishment (ME) to accept or honor the Card, nor shall it be responsible in any respect for the goods or services supplied to the Cardholder. The Cardholder shall handle or resolve all claims or disputes directly with such Establishments and no claim by the Cardholder against the ME is subject to set-off or counterclaim against the Bank. The Cardholder's Account will be credited only on receipt of money from the ME or the acquirer.
- cc. The Bank will not be responsible for furnishing original bills of the ME to the cardholder.
- dd. The Cardholder will collect from the ME the Cardholder's copy of the transaction receipt and will preserve the same for his personal record.
- ee. The Bank at its discretion will approve/reject any card transaction.
- ff. The Cardholder should not countermand an order, which he has given by means of his card.
- gg. The Bank shall not be liable for any loss caused by a technical breakdown of the Payment system.
- hh. The Card is non-transferable.
- ii. In the event of death of the Card holder during the currency of the card, the Bank will stop operations in the account. The balance available in the account will be settled as per the rules governing the disposal of assets of the Deceased Constituents .
- jj. The Bank reserves the right at any time and from time to time to modify or discontinue, temporarily, Virtual Card services (or any part thereof) with reasonable notice.
- kk. The Bank reserves the right to debit the customer account for recovering any additional amount/ charges that are charged by the merchant for providing the Goods / services to customer.
- ll. The Bank shall not be responsible for interception/ misuse of Virtual Card. Creation and usage of the card is OTP (One Time Password) protected. The Bank will not be liable if the Virtual Card is misused due to any reason whatsoever and or if the Terms and Conditions relating to use of password is not complied with.
- mm. The Bank reserve the right to change, at any time, these Terms and Conditions, features and benefits offered to the card holder including, without limitation to, changes which affect existing balances, interest charges or rates and methods of calculation. The card holder agrees that charges, if any, for the Debit Card facility and related services will be at the sole discretion of the Bank and will be at the liberty to vary the same from time to time. The Bank will communicate all the amended Terms and Conditions by hosting the same on our website, <https://ippbonline.com> or in any other manner as decided by the Bank. The card holder will be liable for all charges incurred and all other obligations under these revised Terms. The card holder will be responsible for regularly reviewing these Terms and Conditions including amendments thereto as may be posted on the website and will be deemed to have accepted the amended Terms and Conditions by continuing to use the direct debit facility.



- nn. The Bank may, at our sole discretion, utilize the services of external service provider/s or agent/s and on such terms as required or necessary, in relation to the products/services made available by us.
- oo. The customer agree that the Bank will at its own discretion withdraw at any time the Virtual Debit Card facility, or any services provided hereunder, in respect of any or all the account(s) without assigning any reason whatsoever, without giving the customer any notice.
- pp. The customer agree that the customer will not use the RuPay Virtual Debit Card facility/services for any mail order/phone order purchases and any such usage will be considered as unauthorised and the customer will be solely responsible
- qq. The customer agrees and understand that bank may levy charge for Issuance of the card. For more information, customer may visit www.ippbonline.in
- rr. The customer agrees and understand that Virtual Debit Card will be activated for Online Transactions within India.

5. Electronic Services

The RuPay Virtual Debit Card can only facilitate electronic transactions through websites in India.

6. Use of RuPay Virtual Debit Card

This RuPay Virtual Debit Card can only be used to carry out only domestic transactions. It is clarified that card not present transactions like merchant payments on domestic websites can only be carried out.

7. Limit

a. Spending Limit

Subject to availability of balance in the card holder's IPPB Account, in case of RuPay Virtual Debit Card a per day, per transaction, per card spending limit is of Rs. 50,000/-. The Spending Limit will apply to all or Card Not Present transactions (including internet purchases) and/or for utilizing other Electronic Services.

b. Charges Not to Exceed Spending Limit

The card holder may perform a RuPay Virtual Debit Card Transaction only if there are sufficient funds in the card holder's IPPB Account to cover such transactions and the total charges incurred will not exceed the Spending Limit. The card holder will not affect or attempt to perform any RuPay Virtual Debit Card Transaction that will result in the card holder's Spending Limit being exceeded. The Bank may also refuse to authorize any transaction that the card holder wishes to effect even if such transaction will not cause the card holder's Spending Limit to be exceeded.

8. Duty to Notify Us

The card holder must notify us immediately if (a) the Debit Card is used by any other person or (b) any other event occurs which will, under these Terms and Conditions, allow us to suspend or cancel the use of Debit Card or the Electronic Services.

The Card Holder wishing to surrender the Virtual Debit Card will give the Bank notice in writing.

The card holder must immediately notify the bank of the loss/theft of mobile or unauthorised use by hotlisting the Debit Card from the IPPB app or call our 24-hour Card holder Service Hotline at 155299 or by notifying us in writing by visiting the IPPB branch nearest to the card holder during the working hours on working days of the Branch or such other modes as may be acceptable to the Bank.

The card holder shall himself/herself be liable for any delay in hotlisting his/her Debit Card due to occurrence of the loss/theft of mobile or unauthorised use of the Debit Card, and Bank shall not be liable for any unauthorized transaction occurred in the meantime i.e between the period in which his/her Debit



Card is lost/stolen or there is assumption of unauthorized use of his /her Debit Card by an unauthorized person, and upto the period till his/her debit card is hot listed.

9. Cardholder's Obligations

The cardholder undertakes and agree to (i) provide true, accurate, current and complete information about the card holder whenever required by the Bank and (ii) maintain and promptly update the Data to keep it true, accurate, current and complete. If the cardholder provides any Data that is untrue, inaccurate, not current or incomplete, or if the Bank have reasonable grounds to suspect that Data provided by the cardholder is untrue, inaccurate, not current or incomplete, the Bank have the right to suspend, terminate, or refuse current or future use of Virtual Card facility.

10. AUTHENTICATION

The cardholder agrees and undertakes to validate any requirement on a future date regarding providing for any additional authentication in addition to what has been requested for by Certain websites/the Bank at a later date.

11. Data Privacy

- a. The data of the cardholder shall not be shared by the Bank with online retail merchants or merchants in other transactions for which Virtual Card is used.
- b. The cardholder acknowledges and agree that the Bank may disclose the data of the cardholder if required to do so by Applicable Law, when the disclosure is necessary to (i) comply with legal process raised by court, regulatory or other statutory authorities or (ii) enforce this terms and conditions.

12. CONDUCT GUIDELINES

The cardholder agrees not to:

- a. Impersonate any person or entity using the Virtual Card;
- b. Upload, post, email or otherwise transmit any material that contains software viruses or any other computer code, files or programs designed to interrupt, destroy or limit the functionality of any computer software or hardware or telecommunication equipment used by Virtual Card;
- c. Spam or flood the Virtual Card website or service; d. Modify, adapt, sub-license, translate, sell, reverse engineer, decompile or disassemble any portion of the Virtual Card service or the software used in connection with Virtual Card;
- e. Remove any copyright, trademark, or other proprietary rights or notices contained in Virtual Card;
- f. "Frame" or "mirror" any part of the Virtual Card service without Bank's prior written authorisation;
- g. Use any robot, spider, site search/retrieval application, or other manual or automatic device or process to retrieve, index, "data mine", or in any way reproduce or circumvent the navigational structure or presentation of the Virtual Card service or its contents;
- h. Otherwise interfere with, or disrupt, Virtual Card or servers or networks connected to Virtual Card, or violate this terms of service or any requirements, procedures, policies or regulations of Virtual Card or of any networks connected to Virtual Card; or
- i. Intentionally or unintentionally violate any applicable local, state, national or international statute, regulation, regulatory guideline or judicial or administrative interpretation, or any rule or requirement established by Bank (all of which shall constitute "Applicable Law") in connection with use of Virtual Card.

13. RESPONSIBILITY



Subject to the Terms and Conditions applicable to the Account, the card holder understand that the card holder is responsible for all uses of the Virtual Cards created by the card holder and for confidentiality of Data, the card holder's password or other information.



14. MISCELLANEOUS

- a. The card holder agrees and acknowledge to Keep the password/OTP totally confidential and not reveal/ forward the password to any third party. The Bank shall not be responsible for interception/misuse of the OTP sent to the card holder for generation of Virtual Card.
- b. The use of Virtual Cards is susceptible to a number of frauds, misuses, hacking and other actions, the security to which is provided by the Bank, but the Bank does not guarantee against such frauds, misuses, hacking and other actions. The card holder shall separately assume/evaluate all risks arising out of the same.
- c. Limit on Virtual Cards:

The card holder is aware that the Bank may from time to time impose maximum and minimum limits on the Virtual Cards. The card holder realizes, accept and agree that the same is to reduce the risks on the card holder. The Bank may impose transaction restrictions within particular periods or amount restrictions within a particular period or even limits on each transaction or limit of number of cards created per day. The card holder shall be bound by such limits imposed and shall strictly comply with them.

- d. Indemnity:

The card holder shall indemnify the Bank for and against all losses and damages that may be caused as a consequence of breach of any of the Virtual Card Terms and Conditions/TOS and the terms and conditions relating to the operation of the card holder's internet banking Account and for purchases made by use of the Card.

15. Disclaimer:

IPPB expressly disclaim liability for errors or omissions or any delays in the delivery of the Content, or for any action taken in with respect to the Content. No warranty of any kind, implied, express or statutory, including but not limited to the warranties of non-infringement of third party rights, title, merchantability, satisfactory quality or fitness for a particular purpose is given in conjunction with the Services, the password/PIN or the Content.