

## ABOUT THE CARD

The Ola Money Gold Card is a Co-Branded reloadable Open Loop Prepaid Card ("**Card**") issued by YES BANK Limited (hereinafter referred as "**The Bank**"), in a co-branding arrangement with Zipcash Card Services Private Limited (hereinafter referred as "**Zipcash**"), as per applicable laws. In these terms and conditions, reference to ("**You**") is to the card purchaser or Cardholder. Zipcash has the right and title on the 'Ola Money' brand. The Bank and Zipcash are collectively referred as "**We**" or "**Us**" or "**Our**". The Card can be used for purchasing goods and services where Rupay Prepaid Cards are accepted for electronic transactions at merchants and e-commerce sites in India. The Card can be used for paying utility bills, recharge mobile/DTH, booking railway tickets etc. The Card can also be used for withdrawing money from any ATM in India as per the limits prescribed under applicable laws. The Card is neither a credit card nor is it linked to a deposit account with the Bank like a debit card. The Card can be loaded upto Rs. 1,00,000/- (or as revised by Reserve Bank of India guidelines) and can be issued only after fulfilling the KYC requirement of the Bank.

## TERMS AND CONDITIONS

Before You use the Card issued by The Bank, please read these Terms and Conditions carefully. By using the Card, You are unconditionally agreeing to the Terms and Conditions set out below and will be bound by them ("**Terms and Conditions**"). By agreeing to these Terms and Conditions, You represent the following:

1. You are 18 (eighteen) years old or older;
2. Capable of entering into a legally binding agreement;
3. You are an Indian resident;
4. You have not been previously suspended or removed from the using a prepaid payment instrument;
5. You consent to the collection of information provided by You to Us, including but not limited to Your personally identifiable information, and its storage and use thereof for the purposes of availing the Card related services and for purposes as per Our applicable privacy policy.
6. You are not impersonating any person or entity, or falsely stating or otherwise misrepresenting identity, age or affiliation with any person or entity.
7. The Card cannot be used to make transactions that exceed the available prepaid balances and shall be subject to the limits prescribed by the Reserve Bank of India, from time to time.
8. You agree to be bound by these Terms and Conditions by purchasing, activating, using or attempting to use the Card or making any transaction, enquiry or exercising any right to redeem the value loaded on the Card. You are advised to sign at the appropriate place

provided on the reverse side of the Card before making any transactions. The Card remains the Bank's property at all times.

9. The Card has been issued to You on receipt of your KYC documents as required by the Bank. The transfer of money between the Card and any PPI issued by Zipcash will also be regulated by any independent contractual relationship between You and Zipcash, as applicable.
10. Card Activation will happen usually within one to three working days of the Card purchase and submission of KYC documents. Your KYC documents submitted to Zipcash will be verified during this period. You may contact Customer Support for any issues with the Card activation.
11. Card Validity: Card Expiry date is printed on card. The Card is valid until the expiry date mentioned on the Card and cannot be used after expiry. A notice will be provided to the Card holder by SMS and/or email and/or otherwise at least fifteen (15) days before the expiry of the Card giving instructions for steps on applying for a new Card. The existing card will be cancelled on the expiry date and the balance lying on the existing Card will be transferred on the new Card, if applicable. If you do not wish to avail a new Card, You have to ensure that You utilize the balance lying on the Card or transfer such balance to Your bank account, before the expiry date.
12. You shall inform the Bank or Zipcash in writing within fifteen (15) days, if any irregularities or discrepancies exist in the transactions/particulars of the Card account or any statement that is made available to You. If We do not receive any information to the contrary within fifteen (15) days, it shall be assumed that the statement and the transactions are correct. All records maintained by Us, in electronic or documentary form of the instructions of the Cardholder and other detail (including but not limited to payment made or received) pursuant to the Terms and Conditions, shall as against the Cardholder, be deemed to be conclusive evidence of such instructions and such other details.
13. We shall not be liable for any consequences connected with the use/misuse of the Card or due to any loss/improper/fraudulent/duplicate/erroneous use of the Card and/or the PIN, except to the extent applicable under law and/or to the extent solely attributable to Us.
14. If Your Card is lost or stolen, You must immediately report such loss/theft to the helpline number - 1800 3000 1113.
15. You hereby agree that We shall on adequate verification, have the right to suspend the Card and terminate all facilities provided to You.
16. The Card cannot be used to make transactions that exceed the available balance. The Card is reloadable multiple times before the expiry date. Card can be used only in India.
17. If you have a problem with a purchase made with the Card, or a dispute with a merchant, you must deal directly with the merchant involved. If you cannot resolve the dispute with the merchant, you can Contact our Customer Care.
18. The Card is not transferable under any circumstances.

19. The Card is reloadable in nature
20. You shall be bound by these Terms & Conditions and / or any other policies that may be stipulated by Zipcash or the BANK, from time to time, in this regard.
21. The Bank or Zipcash reserves the right to block, suspend, cancel or terminate Your Card if:
  - a. You report that your Card has been lost, stolen or damaged; or
  - b. We believe (or reasonably suspect) that you have used or will use your Card contrary to Terms and Conditions applicable to the Card or the applicable laws; or
  - c. Any unauthorized use of the Card or breach of the Terms and Conditions by You.
22. Any refunds on Card transactions are subject to the policy of the merchant. Refunds will be made only to the Card. If the Card expires or is revoked before You have spent any funds resulting from a refund (whether or not the original transaction being refunded was made using the Card) then You will have no access to those funds.
23. You are responsible for all transactions on the Card. If you notice any error relating to your Card or You lose possession of your Card, you should immediately intimate Us.
24. You are responsible for checking Your transaction history on your mobile application and knowing your available balance. You will receive alerts (SMS and/or email) related to activation, reload, expiry and transactions.
25. Information about the forfeiture of balance in Your Card (due to the impending expiry of Your Card) shall be intimated to You at reasonable intervals, during the 30 (thirty) days period prior to the expiry of Your Card.
26. No interest shall be payable by Us on the amount available/loaded on the Card.
27. Any dispute arising out of the Terms & Condition or use of the Card shall be subject to the exclusive jurisdiction of the courts or tribunals at Mumbai. The Bank or Zipcash may, however, in its absolute discretion commence any legal or proceedings arising out of these Terms and Conditions in any other Court, tribunal or other appropriate forum. The use of the Card and its usage terms and conditions shall be governed by and construed in accordance with the laws of India.
28. The Bank may, at its discretion, make available to You more services on the Card, ATMs, internet or otherwise and/or other devices through shared networks for Your convenience and use. You understand and agree that the shared networks may provide different functionalities and service offerings and different charges for different services.
29. The Card PIN will be reset from the Your mobile application. In case of any queries, You can contact our helpline number 1800 3000 1113.
30. In consideration of Bank providing You with the facility of the Card, You hereby agree to indemnify and keep Us and/or Our employees indemnified against whatsoever losses which We may at any time incur, sustain, suffer or be put to as a consequence of or by reason of or arising out of providing You the said facility of the Card or by reason of Us acting in good faith and taking or refusing to take or omitting to take any action against you; breach or non-compliance of these Terms and Conditions and/or fraud or dishonesty relating to any Transaction by You or any person on Your behalf.

31. Without prejudice to the foregoing, We shall be under no liability whatsoever to You in respect of any loss or damage arising directly or indirectly out of any defect in quality of goods or services supplied, the refusal of any person to honor to accept Card, the demand and procure the surrender of the Card prior to the expiry date, whether such demand and surrender is made and/or procured by Us.
32. The exercise by the Bank of its right to terminate the Card, any injury to the credit, character and reputation of the Cardholder alleged to have been caused by the repossession of the Card and/or, any request for its return or the refusal of any merchant establishment to honor or accept the Card, any misstatement, misrepresentation, error or omission in any details disclosed by the Bank except as otherwise required by law, shall not make the Bank or Zipcash liable to the Cardholder under any circumstances.
33. You agree to adhere to all applicable laws and all such regulations, guidelines and rules prescribed from time to time by RBI, Us and any other regulatory body to the extent applicable to You.
34. If you have any query about the Card, you should contact Us:
  - a. Sending email at [Zipcash.support@yesbank.in](mailto:Zipcash.support@yesbank.in) or
  - b. Call us on 1800 3000 1113.
35. Card Usage Restrictions: Your Card cannot be used:
  - a. Outside India.
  - b. After the validity period ends.
  - c. To make transactions that exceeds the available balance.
  - d. At prohibited categories of merchants such as gambling merchants.
  - e. To get Cash from a merchant
  - f. At merchants who do not accept Rupay Cards.

**Governing Law: -**

You hereby agree and confirm that all claims, matters and disputes are subject to the jurisdiction of the competent courts in Mumbai and irrevocably submit Yourself to the jurisdiction of that court or tribunal. These Terms and Conditions shall be governed by the laws of the Republic of India.

The Cardholder hereby agrees to abide by these Terms and Conditions on signing of the application form and You shall be deemed to have unconditionally agreed to and accepted these Terms and Conditions by performing a transaction through the Card.

**Information Disclosure:** Information will be disclosed to third parties about the Card, or transactions made with the Card, whenever allowed and required by law or any applicable regulation or order by any competent authority. Notwithstanding anything contained herein above, the user hereby accepts and confirms that as a precondition to the use of the Card, the user hereby agrees and gives consent to the disclosure by the Bank and Zipcash of all or any such:

- Information and data relating to the You/ Card;
- Information or data relating to any of the Terms and Conditions;

· Information or data relating to default committed by You in discharge of the obligation contained herein; as We may deem appropriate and necessary, to disclose and furnish to credit information Bureau (India) Ltd or any other relevant statutory authorities as per applicable laws or any other agency authorized in this behalf by Reserve Bank of India or any other regulatory authority

#### **OLA MONEY GOLD CARD FEES**

<b>Fee Item</b>	<b>Customer Charges</b>
Card Annual Fee	INR 99 ( <i>inclusive of applicable taxes</i> )
ATM Withdrawal Fee	INR 20+ applicable Taxes

Note: Fees are subject to change from time to time at the discretion of Bank and Zipcash. The above amount may be recovered by a debit to the balance available on the Card.