

FAQs for IndusInd Bank Zinger Card

Q: *What is the IndusInd Bank Zinger Card?*

A: The IndusInd Bank Zinger card is a Multi Wallet Card with intelligence to utilize the funds on specific set of merchant categories codes (MCC). It has multiple wallets like Meal, Fuel, Travel, Expense, Telecom/Broadband and Reward. These wallets can be topped up as required.

Q: *Where can I use meal Wallet?*

A: Meal cards can be used at restaurants, food outlets, and grocery stores.

Q: *Where can I use Fuel Wallet?*

A: Fuel wallet can be used at petrol bunks and fuel stations.

Q: *Where can I use Car maintenance wallet?*

A: Car maintenance wallet can be used for vehicle repairs, car washes, and car rentals.

Q: *Where can I use the wellness wallet?*

A: Wellness wallet can be used at healthcare, hospitals and fitness activities.

Q: *Where can I use the Gadget wallet?*

A: A gadget wallet can be used for electronic devices and gadgets.

Q: *Where can I use the Attire wallet?*

A: Attire wallet can be used at apparel stores and family clothing stores.

Q: *Where Can I use Travel wallet?*

A: Travel wallet can be used at travel agencies, tour operator and railway blue line.

Q: How to use my card for transaction?

A:

1. Offline/POS transaction: Set your POS PIN in the Zagggle App under 'IndusInd Bank Multi Wallet Physical Card' settings and you can start using it.
2. Online/ECOM transaction: Enable ECOM in the Zagggle App under 'IndusInd Bank Multi Wallet Physical Card' settings and start using it on eCommerce platforms.

Q: For how much amount can the IndusInd Bank Zinger Card be swiped for at the Merchant Store?

A: The IndusInd Bank Zinger card can be used for any amount up to the amount loaded on the card. The card can be used only until the card expires.

Q: How to check when the card will expire?

A: The expiry date will be printed on the front of the card. It will be visible in the Zagggle Mobile App as well.

Q: Can we use this card online?

A: Yes, the Zinger card can be used online in their corresponding category merchants.

Q: How can I check the balance on my card?

A: You can check the balance of the card on Zagggle mobile App under IndusInd Bank Multi Wallet cards section.

Q: What happens if the card gets lost?

A:

1. If your card is lost, you can lock/block the card from Zagggle Mobile app and report it to Customer Care at toll free number 1860 500 1231, between 10:00 AM to 7:00 PM, Monday to Saturday. You can also write an email to care@zagggle.in for a replacement.

2. Replacement Card issuance charges shall be applicable.

Q: What is the fee for re-issuing card?

A: The Fee for re-issuing is Rs.200 + applicable GST

Q: Can the Zinger Card be loaded again?

A: Yes, it is a reloadable card and can be topped up as per your KYC status.

Q: How to complete Min KYC?

A: Log in with your corporate mobile number, complete the 'Card account creation' with OTP, then fill in and submit the KYC details. Min KYC is successfully completed.

Q: How to view the IndusInd Bank Card?

A:

1. You can view the card on the Zagggle Mobile app, provided the min KYC is completed.
2. Go to 'Zagggle Cards' tab present on the bottom of the Zagggle Mobile app.
3. Click on 'IndusInd Bank Multi Wallet Card'.
4. Card will be displayed along with the card balance and the transaction details.
5. Please note that you need to create MPIN and complete the security questions while viewing the card, if not completed before.

Q: Possible situation where card can be declined?

A:

1. Network could be down; in which case you need to try again later.
2. The card is yet to be activated.
3. The amount being swiped is greater than the available balance on the card.
4. In case of any such issues, please contact the Customer Care toll free number on 1860 5001231, between 10:00 AM to 7:00 PM, Monday to Saturday. You can also write an email to care@zaggle.in.
5. The team will get the issue resolved at the earliest.

Q: How to activate my IndusInd Bank Zinger card?

A: There is no separate process for activating the IndusInd Bank Zinger card. Cards get activated once the KYC is completed.

Q: How to view urn number?

A: To find your URN number, open the Zagggle App, click on 'Zagggle Cards', and scroll below to view the card details.

Q: How to replace my card in case I have lost the old card or the card has expired?

A: In case the card gets lost, you are advised to get the card permanently blocked or if the card has expired, go to 'Zagggle Cards', select your card, and choose 'Card Settings', then 'Block Card'. Email care@zaggle.in with your URN and dispatch address; a replacement card will be sent, with applicable charges deducted from the card balance.

Q: How do I book appointment for Full KYC?

A: You can schedule your Biometric based Full KYC Appointment via Zagggle Mobile App:

1. Log in to the Zagggle Mobile app.
2. Go to 'Zagggle cards'.
3. Click 'Proceed'
4. Click on 'Book Appointment'
5. Please fill the complete form.
6. Click on 'Submit'