

FAQs for IndusInd Kuber Card

Q: What is the IndusInd Kuber Card?

A:

1. The IndusInd Kuber Card is a Prepaid Gift Card that can be used at any VISA/Rupay merchants in India.
2. This card will come preloaded with the amount gifted to you.

Q: How is the IndusInd Kuber Card used?

A:

1. The IndusInd Kuber Card being a swipe card, can be used just like any other debit/credit card at the point of sale at the merchant store by simply swiping it.
2. The IndusInd Kuber Card can also be used online using Card Details & OTP.

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

A: The IndusInd Kuber Card can be used for any amount up to the amount loaded on the card. The card can be used only until the validity period.

Q: How do I check when the card will expire?

A: The card expiry date is printed on the front of the card.

Q: Can we use this card online?

A: The IndusInd Kuber Card can be used for making online purchase.

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

A: You can check your card balance in the Zagggle App or logging in on <https://app.zagggle.in/payments>

Q: How do I place an order online?

A: Once you have selected your item on the E-Commerce website, in the payment section select the Cards option on the checkout page and enter the:

1. Card number
2. Expiry date
3. CVV number
4. Enter the IPIN for the second factor authentication.

Q: What happens if the card gets lost?

A: If IndusInd Kuber Card is lost, please block your IndusInd Kuber Card under Card on the 'Settings' section of the Zaggie Mobile App and subsequently raise a replacement request.

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

A: The fee for reissuance is Rs. 100/- plus GST applicable.

Q: Can money/value be added to the IndusInd Kuber Card?

A: No. Once the amount on the Card has been used, the Card is no longer valid. IndusInd Kuber cards are non-reloadable prepaid cards.

Q: Can we use the IndusInd Kuber Card if the total available balance on the card is less than the total purchase price?

A: The IndusInd Kuber Card cannot be used to make transactions that exceed the available balance. For such a transaction you need to pay the difference by another method if the merchant agrees.

Q: Possible situations 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. The card is being used at wallets like PAYTM, MOBIQWIK etc. As per RBI guidelines these cards cannot be used on wallets.
5. In case of any such issues, please contact the Customer Care 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@zaggle.in. The team will get the issue resolved at the earliest.

Q: How to activate the IndusInd Kuber Card?

A: To activate or link your Zaggle IndusInd Kuber Card, follow these steps:

1. Go to the home page of the Zaggle Mobile App.
2. Tap on 'Zaggle Cards' at the bottom of the page.
3. Select 'Activate/Link your Zaggle Card'.
4. Enter your Card Number.
5. Click on 'Proceed' and enter the OTP sent to your registered mobile number.
6. Then, click on 'Confirm'.
7. Your card will be successfully added/linked to your account.

Q: How to set POS PIN?

A: To Set the POS PIN, follow these steps:

1. Go to the home page of the Zaggle Mobile App.
2. Tap on 'Zaggle Cards' at the bottom of the page.
3. Select the Zaggle IndusInd Kuber Card.
4. Tap on the settings icon located at the top right corner.
5. Choose the 'Set POS PIN' option.
6. Enter the new POS PIN.
7. Provide the OTP.
8. Click on 'Confirm'.
9. Your POS PIN will be successfully updated.

Q: How to set IPIN?

A: To Set the IPIN, follow these steps:

1. Go to the home page of the Zagggle Mobile App.
2. Tap on 'Zagggle Cards' at the bottom of the page.
3. Select the Zagggle IndusInd Kuber Card.
4. Tap on the settings icon located at the top right corner.
5. Choose the 'Set IPIN' option.
6. Enter the new IPIN.
7. Provide the OTP.
8. Click on 'Confirm'.
9. Your IPIN will be successfully updated.