



FAQs - Prepaid Card

Gift Card

What is the NSDL Payments Bank Gift Card?

The **NSDL Payments Bank Gift Card** is a prepaid, non-reloadable magnetic stripe supported by RuPay & VISA network.

How can I purchase NSDL Payments Bank Gift Card?

The NSDL Payments Bank Gift Card can be purchased through any of our partner program managers. Please contact our customer care team to know the list of the program managers.

Is the NSDL Payments Bank Gift Card reloadable?

No, the NSDL Payments Bank Gift Card is not reloadable. When issued, it can be loaded only once.

What is the validity of the NSDL Payments Bank Gift Card?

The validity is for one year, from the date of issue.

Where can I use the NSDL Payments Bank Gift Card?

NSDL Payments Bank Gift Card can be used at all merchants that accept RuPay and Visa cards to shop online or offline. This NSDL Payments Bank Gift Card can be used in India only.

How soon can I use the card after purchasing?

You can start using the card immediately once activated.

What is the maximum limit that can be loaded on the NSDL Payments Bank Gift Card?

The NSDL Payments Bank Gift Card can be loaded with a maximum of ₹10,000.

Can the NSDL Payments Bank Gift Card be used to withdraw cash?

No, the NSDL Payments Bank Gift Card cannot be used to withdraw cash at ATMs.

Is there a minimum spend limit on the NSDL Payments Bank Gift Card?

The minimum spend limit is ₹49

How can I check the balance on my NSDL Payments Bank Gift Card?

You may check the balance on your NSDL Payments Bank Gift Card using the link:

<https://prepaid.nsdlbank.co.in/master/fetchUserDetails.jsp>

What to do if my NSDL Payments Bank Gift Card gets stolen?

- You should immediately report the loss of your card to the NSDL Payments Bank Customer Care Team or the Partner from whom you have purchased the card.
- Please visit: https://nsdlbank.com/contact_us.php to contact the bank customer care team.
- The lost card will be blocked, and a new card will be issued with the original balance after deducting the necessary charges to the customer.

How can I get a replacement card?

Please contact the partner from whom you have purchased the card for a replacement card.

Can the balance on the NSDL Payment Bank Gift card be refunded?

No, the remaining amount cannot be refunded

What to do when the balance on my NSDL Payment Bank Gift card becomes zero?

You should destroy the physical card completely by cutting it into 2 pieces