FAQ

1. General

- **What is a Razorpay Wallet?**

  Razorpay Wallet is a prepaid wallet issued by Razorpay Technologies Private Limited. Using your wallet, you can store money and pay for services across partner platforms.

- **What are the different types of Razorpay Wallet?**

  Razorpay Wallet is available in two types based on your KYC level:

	Min/Small KYC Wallet	**Full KYC Wallet**
KYC required	Mobile OTP + self-declared government ID	Mobile OTP + PAN + Aadhaar + Video KYC verification
Maximum balance	Rs. 10,000	Rs. 2,00,000
Pay for goods & services	Yes	Yes
Transfer to bank account	No	Yes

- **Where do I check my Razorpay Wallet balance and transactions?**

  All Razorpay Wallet transactions and balance can be tracked from the wallet webpage.

- **Can I transfer funds from my Razorpay Wallet to my bank account?**

  If you have a Full KYC Wallet, yes. You can add a beneficiary bank account and transfer funds to it. Min KYC Wallet users cannot transfer to bank accounts.

- **Why am I not able to add funds in my Razorpay Wallet?**

  Please check the following:

  1. Your account should have the required KYC completed. Check your KYC details from the wallet webpage.

2. You may have reached your load limit. Min KYC Wallet load limit is Rs. 10,000 per month. View your updated limit from the Balance option.
3. The amount you are trying to load may cause your outstanding balance to exceed your wallet limit (Rs. 10,000 for Min KYC Wallet, Rs. 2,00,000 for Full KYC Wallet).
4. Razorpay may set daily, monthly or yearly load limits on your wallet as per its risk assessment. These limits are set at Razorpay's sole discretion in accordance with RBI guidelines.
5. Your account may have been suspended. Please visit https://razorpaywallet.com/support to reach out to us.

- **Why am I not able to spend from my Razorpay Wallet?**

  Please check the following:

  1. For Min KYC Wallets, you may have reached your monthly spend limit of Rs. 10,000.
  2. Your cart may contain restricted items that are not supported by our bank or merchant partners.
  3. Razorpay may have placed limits on your wallet transactions as per its risk assessment policies. These limits are set at Razorpay's sole discretion in accordance with RBI guidelines.
  4. Your wallet may have been suspended as per terms and conditions. Please visit https://razorpaywallet.com/support for further actions.

- **Does Razorpay Wallet balance expire?**

  Razorpay Wallet balance does not expire, however, Razorpay Wallet may choose to impose a validity period as and when required and mandated by the regulatory authorities. You will receive reminders before this happens on your registered mobile number. Please check our Terms and Conditions for more details.

- **How will I get a refund for a transaction made through Razorpay Wallet?**

  The refund process depends on the type of transaction:

  Payments to merchants: Please visit https://razorpaywallet.com/support and create a ticket clearly explaining the circumstances of your refund request. Where we determine that a refund request is valid, we will make every reasonable effort to return the funds to your Razorpay Wallet. If there is a service or goods issues provided by the merchant, we are not responsible for it.

Transfers to bank accounts (Full KYC Wallet): Once a fund transfer to a beneficiary bank account has been processed, it cannot be reversed by Razorpay. If you transferred funds to the wrong beneficiary, you will need to contact the beneficiary directly.

Please note:

- All payments made through the wallet for mobile/DTH recharge, bill pay, P2P transfers or any other payment processed on a merchant partner platform are final and cannot be refunded, returned or cancelled once initiated.
- If you erroneously processed a payment to an unintended merchant or for the wrong amount, your only recourse is to contact the merchant directly. Razorpay cannot reverse such payments.
- In case we receive a refund for a transaction you processed earlier, the refunded amount will be credited back to the source of funds used at the time of the original payment.
- In case of cancellation of a transaction, the refunded amount will be credited back to the source of funds used at the time of the original payment or transfer.

For complete details, please refer to our Terms and Conditions, Terms and Conditions - Co-Branded PPI

- **Terms and Conditions of Razorpay Wallet**

  1. Terms and Conditions
  2. Terms and Conditions - Co-Branded PPI
  3. Razorpay Wallet Grievance Policy

2. Privacy and Security

- **I got an SMS alert regarding a payment that was not authorized by me. What should I do?**

  Any customer who suspects fraud or unauthorized activity on their wallet must report it immediately to customer support via https://razorpaywallet.com/support. Such reporting shall be done on an immediate basis to the designated Nodal Officer nominated by Razorpay Wallet.

- **What if my device is stolen?**

  Visit https://razorpaywallet.com/support to raise a ticket and your wallet will be blocked immediately. To unblock the wallet, please contact customer support.

- **Can I change my phone number linked to my wallet?**

No, a phone number is unique to a wallet.

- **Is my money and information on my Razorpay Wallet secure?**

  Razorpay's Terms and Conditions, Terms and Conditions - Co-Branded PPI, Privacy Policy, and Privacy Notice describe how and for what purposes it collects, uses, retains, discloses and safeguards any personal data the user provides.

- **Is there anything I should take care of as a user?**

  We know that as a user you protect yourself from fraud on the internet. The below information can help you identify and minimize internet scams and phishing attempts.

  1. Beware of phishing attacks: From time to time you might receive emails or messages that might look like they are from Razorpay Wallet but may not be. Please do not provide any sensitive or personal information in case you do not trust the sites and links.
  2. Beware of internet scams:
     1. Do not complete any payments on sites that direct you away from merchants' sites.
     2. Do not make payments to someone whose identity cannot be confirmed or verified.
     3. Do not enter any claim codes offered by Razorpay Wallet on any untrusted sites or links.
     4. Always be vigilant about phishing attempts like fraudulent SMS, calls, or email. Always reach out to the provided support number or contact email address in case of any suspicion.