

Frequently Asked Questions (FAQ's) (On Prepaid Payment Instruments (PPIs))

1. Under what authorisation EbixCash has been authorised on Prepaid Payment Instruments (PPIs)?

Ans. In exercise of the powers conferred under Section 18 read with Section 10(2) of the Payment and Settlement Systems Act, 2007 (PSS Act), RBI has issued the Master Directions and subsequent to the same, EbixCash has been authorised as a non-Bank PPI Issuer.

2. What are EbixCash PPIs?

Ans. PPIs are instruments that facilitate purchase of goods and services, conduct of financial services, enable remittance facilities, etc., against the value stored therein.

3. Is EbixCash an Issuers of PPIs?

Ans. PPIs can be issued by banks and non-banks. EbixCash is a non-bank issuer. Banks can issue PPIs after obtaining approval from RBI. The non-bank PPI issuers are companies incorporated in India and registered under the Companies Act, 1956 / 2013. They can operate a payment system for issuing PPIs to individuals / organisations after receiving authorisation from RBI.

4. Who is a holder of PPIs?

Ans. A holder of a PPI is an individual who obtains / purchases the PPI from the PPI issuer. However, in case of a gift PPI, any other intended / targeted beneficiary, though not being the purchaser, can also be a holder.

5. What do PPI issuer entities do with the monies collected from PPI holders?

Ans. The monies so collected by the PPI issuers are to be used to make payments to merchants who are part of the acceptance arrangement and for facilitating funds transfer / remittance services on behalf of the PPI holders.

6. What are Closed System PPIs?

Ans. The closed system PPIs are issued by an entity for facilitating the purchase of goods and services from that entity only. Cash withdrawals are not permitted. These instruments cannot be used for payment or settlement for third party services. The issuance or operation of such instruments is not classified as a payment system requiring approval / authorisation by RBI and are, therefore, not regulated or supervised by RBI.

7. What are various types of PPIs?

Ans. The PPIs that require RBI approval / authorisation prior to issuance are classified under two types: a. **Small PPIs (or minimum-detail PPIs)**: These PPIs are issued by

banks and non-banks after obtaining minimum details of the PPI holder. These PPIs can be used for purchase of goods and services at a group of clearly identified merchant locations / establishments which have a specific contract with the issuer (or contract through a payment aggregator / payment gateway) to accept the PPIs as payment instruments. Funds transfer or cash withdrawal from such PPIs is not permitted. **b. Full-KYC PPIs:** The PPIs are issued by banks and non-banks after completing Know Your Customer (KYC) of PPI holder. These PPIs can be used for purchase of goods and services, funds transfer or cash withdrawal.

8. How can PPIs be loaded and is there any limit on loading of these PPIs by Cash or electronic means?

Ans. The EbixCash PPIs can be loaded / reloaded by debit to a bank account, credit and debit cards, PPIs (as permitted from time to time) and other payment instruments issued by entities regulated in India and in Indian Rupees (INR) only. Currently, EbixCash issues & loads minimum KYC cards only to corporates against an online modes (non-cash loadings) and loadings for minimum KYC wallets also can be done only from online modes (non-cash loadings). The limit on loading of PPIs via electronic / online means is subject to overall limit of the PPI.

9. What are the salient features of the small PPIs issued by EbixCash?

Ans. The Small PPIs issued by EbixCash can be used only for purchase of goods and services. The amount loaded during any month shall not exceed ₹ 10,000/-; The total amount loaded during the financial year shall not exceed ₹ 1,20,000/-; The amount outstanding at any point of time shall not exceed ₹ 10,000/-; Cash withdrawals or funds transfer is not permitted and Loading / Reloading shall be from a bank account / credit card / full-KYC PPI.

10. What happens to an outstanding balance if the Small PPIs issued by EbixCash are not required anymore and has to be closed?

Ans. The PPI holder has an option to close the PPI at any time and transfer the funds 'back to source' (payment source from where the PPI was loaded) at the time of closure. Alternatively, the closure proceeds can be transferred to a bank account after complying with KYC requirements of PPI holder.

11. What are the salient features of an EbixCash, "Full-KYC" PPI?

Ans. The salient features of 'Full-KYC' PPIs are as follows:

- a. Reloadable in nature;
- b. The amount outstanding shall not exceed ₹ 2,00,000/- at any point of time;
- c. There are no limits prescribed for total credits or debits during a month; and

- d. They can be used for purchase of goods and services, cash withdrawal and funds transfer.

12. Is funds transfer allowed from an EbixCash 'Full-KYC' PPI?

Ans. Yes, funds transfer is allowed from a 'Full-KYC' PPI within a limit of ₹ 10,000/- per month per holder. Taking into account the operational risks, and others risk assessments, per transaction maximum limit is ₹ 5,000/-.

13. Can an EbixCash PPI holder close the EbixCash 'Full-KYC' PPI? If yes, what will happen to the outstanding amount?

Ans. The EbixCash PPI holder has an option to close the EbixCash PPI at any time and have the funds transferred 'back to source' (payment source from where the EbixCash PPI was loaded) at the time of closure as per the applicable limits of this type of PPI. Alternatively, the closure proceeds can be transferred to a bank account after complying with KYC requirements of EbixCash PPI holder. At the time of closure or the expiry of validity period of EbixCash PPIs, etc., a holder can specify a bank account which can be different from pre-designated account if given earlier at the time of opening.

14. What are the cash withdrawal limits in case of 'Full-KYC' PPIs issued by EbixCash?

Ans. Cash withdrawal is permitted upto a limit of ₹ 2,000/- per transaction within an overall monthly limit of ₹ 10,000/- per PPI across all channels (agents, ATMs, PoS devices, etc.).

15. What are salient features of a EbixCash Gift Cards?

Ans. EbixCash Gift Card is an alternative to cash/cheque for gifting within an organization. Salient features of an EbixCash Gift Cards are as follows:

- a. EbixCash Gift Cards are issued only for the Corporate Clients needing to gift their employees and or Business associates under their reward & recognition programs.
- b. Maximum value of each such prepaid gift instrument does not exceed an amount of ₹ 10,000/-;
- c. Are not reloadable;
- d. Cash-out or fund transfer is not permitted. However, the funds may be transferred 'back to source account' (account from where Gift PPI was loaded) after receiving consent of the PPI holder;
- e. Shall be revalidated (including through issuance of new instrument) as and when requested by the PPI holder or the corporate (whichever the case maybe); and
- f. The Additional Factor of Authentication (AFA) / Two Factor Authentication (2FA) for transactions using Gift PPIs is not mandatory.

16. Does an EbixCash PPI holder earn any interest on an EbixCash PPI balances?

Ans. No interest is payable on PPI balances.

17. In what form can an EbixCash PPIs be issued?

Ans. EbixCash PPIs can be issued as cards, wallets, and any such form / instrument which can be used to access the EbixCash PPI and to use the amount therein. EbixCash PPIs in the form of paper vouchers are not issued. A Full KYC customer can also opt for a GPR card after logging into the site. This card can be used like a debit / credit card within India only.

18. What is the minimum validity period of an EbixCash PPI?

Ans. All EbixCash PPIs shall have a minimum validity period of one year from the date of last loading / reloading in the EbixCash PPI.

19. What will happen to an EbixCash PPI that is not used for a certain period?

Ans. A PPI with no financial transaction for a consecutive period of one year is made / treated inactive after sending a notice to the PPI holder. It can be reactivated only after validation and applicable due diligence. It further to be noted that Inactive PPIs are subject to inactive fees of Rs. 100 + GST per year

20. How shall the refunds in case of failed / returned / rejected / cancelled transactions be dealt with?

Ans. Refunds in case of failed / returned / rejected / cancelled transactions shall be applied to the respective EbixCash PPI to the extent that payment was made initially by debit to the EbixCash PPI, even if such application of funds results in exceeding the limits prescribed for that type / category of EbixCash PPI.

21. Is there any requirement of providing account statement or transaction history of EbixCash PPI transactions?

Ans. Yes EbixCash PPI holders are provided with options to generate / receive account statements for at least past 6 months. The account statement at the minimum, provides details such as date of transaction, debit / credit amount, net balance and description of transaction. Additionally, the EbixCash PPI holders can avail transaction history for at least 10 transactions. It is further to be noted that a customer can download the statements as a pdf file after logging into his/her account.

22. Is the Reserve Bank – Integrated Ombudsman Scheme applicable for EbixCash PPI transactions?

Ans. Yes, customers have recourse to the Reserve Bank - Integrated Ombudsman Scheme, 2021 for grievance redressal. This scheme is available on the RBI website at the link -

<https://cms.rbi.org.in>. Besides this, the company is also complying as per the notification of Reserve Bank of India ref# CEPD.CO.PRS.CIR.NO.01/13.01.013/2019-20 dt October 22, 2019 which institutionalise's an internal ombudsman scheme for all non-bank system participants who are issuers of PPIs having more than one crore outstanding PPIs to appoint an Internal Ombudsman to facilitate a swift, efficient and effective complaint redressal mechanism within the Entity itself also to ensure that customer complaints are adequately addressed at the level of the non-bank system participant itself by an independent authority placed at the apex level in the entity's grievance redressal mechanism.

23. Can an EbixCash PPI issuer issue multiple EbixCash PPIs to a same customer?

Ans. An EbixCash PPI issuer can issue any one of the following two types to a customer:

- a) Small PPIs upto ₹ 10,000 (with no cash loading facility); and
- b) Full-KYC PPIs.

24. Within the types mentioned above, in case an EbixCash PPI issuer is issuing multiple EbixCash PPIs to a same customer due to reasons like multiple co-branding partners, various forms like wallet and card etc. how will the limits be treated?

Ans. Within the types mentioned above, in case multiple EbixCash PPIs are issued to the same customer due to various reasons (e.g. multiple co-branding partners, issuance of PPI in different form factors like wallets / cards), then EbixCash system monitors the limits through centralised database / management information system (MIS). For example, the limit of ₹ 2,00,000/- at any point of time is calculated after combining the value in all full-KYC PPIs issued to a customer under various arrangements / form factor. Similarly, the limit of ₹ 10,000 in paragraph 9.1(i) of MD-PPIs is across all Small PPIs (issued by the PPI issuer under various arrangements / form factor). However, the limits do not include the two categories (Gift PPIs and PPI-MTS) mentioned in paragraph 10 of the MD-PPIs.

25. What is meant by interoperability? Are EbixCash PPIs interoperable?

Ans. Interoperability is the technical compatibility that enables a payment system to be used in conjunction with other payment systems. Interoperability has been allowed in EbixCash PPIs.

26. Is it mandatory for an EbixCash PPI to allow interoperability?

Ans. Yes, it is mandatory for an EbixCash PPI to be interoperable. It is mandatory to give the holders of EbixCash full-KYC PPIs with interoperability through authorised card networks and UPI.

27. What are the modes of interoperability?

Ans. If an EbixCash PPI is issued in the form of wallet, interoperability across an EbixCash PPIs shall be enabled through UPI. If an EbixCash PPI is issued in the form of a card, the card shall be affiliated to the authorised card network for interoperability.

28. What is meant by electronic payment transactions?

Ans. For the purpose of master directions, electronic payment transactions can be:

- a. Remote / Online payment transactions: Transactions that do not require physical PPIs to be presented at the point of transactions e.g. wallets, card not present (CNP) transaction, etc.; and
- b. Face-to-face / Proximity payment transactions: Transactions that require physical PPIs to be present at the point of transactions e.g. transactions at ATMs, PoS devices, etc.).

29. Does the customer get an alert of transactions in his/her EbixCash PPI account?

Ans. Yes, the customer gets an SMS alert for payment transaction in his / her account. In addition, an e-mail alert may also be sent, wherever registered. The transaction alert consists of a contact number and / or e-mail id on which the customer can report unauthorised transactions or notify the objection.

30. Where can the customer report an unauthorised transaction in his / her EbixCash PPI account?

Ans. Customers can reach out on Business hours at Business days via access to website / SMS / e-mail / dedicated toll-free helpline for reporting unauthorised transactions and / or loss or theft of an EbixCash PPI. Further, a direct link for lodging of complaints is provided on the mobile app and contact us page of the EbixCash website.

31. Is the customer protected against a contributory fraud / negligence / deficiency on the part of EbixCash for PPIs?

Ans. The liability of a customer in cases of contributory fraud / negligence / deficiency is ZERO.

32. How will the liability of the customer be fixed in cases of a 3rd party breach where the deficiency lies neither with EbixCash nor with the customer but lies elsewhere in the system, and the customer notifies EbixCash regarding the unauthorised payment transaction?

Ans. The 'per transaction customer liability' in such cases will depend on the number of days lapsed between the receipt of transaction communication by the customer from EbixCash and the reporting of unauthorised transaction by the customer to EbixCash. If EbixCash is reported within three days' of receiving of communication, the customer liability will be ZERO. Similarly, for any such transaction reported between four and seven days of receiving of communication, the customer liability will be limited to a maximum of ₹ 10,000/-. Reporting beyond seven days' time will be dealt in accordance with the

Board approved policy of EbixCash as well as the decision of the Internal Ombudsman of the company. The number of days mentioned above shall be counted after excluding the date of receiving the communication from EbixCash.

33. In cases where the loss is due to negligence by the customer, such as where he / she has shared the payment credentials, who will bear the loss and to what extent?

Ans. In cases where the loss is due to negligence by the customer, such as where he / she has shared the payment credentials, the customer will bear the entire loss until he / she reports the unauthorised transaction to EbixCash.

34. What is an EbixCash E-wallet account?

Ans. EbixCash E-wallet is a virtual account that enables users to make transactions at merchants accepting EbixCash payments. It is a Full KYC Prepaid Payment Instrument, designed for those without credit/debit cards or who prefer not to use them online. The E-wallet can be pre-loaded with funds via online deposits only for convenient usage.

35. How can I opt for EbixCash E-wallet account?

Ans. Visit [EbixCash](#) and click on the Login/Signup link. Provide your name, mobile number, email ID, date of birth, gender, ID proof, and set a password to register.

36. How do I get account details?

Ans. Post registration, you can directly log into the <https://ebixcash.com/> and obtain your registration details.

37. Can I start using my account directly once I get the account details?

Ans. Yes, you can start using the wallet for recharges only.

38. What comprises my E-wallet account?

Ans. Your E-wallet account carries a linked mobile number which can be used for any communication with customer care.

39. Can I use my E-wallet for transferring funds?

Ans. Yes, but you need to upgrade to a Full KYC wallet by completing a Video KYC process. Fund transfer is not permitted for Min KYC PPI (Prepaid Payment instruments).

40. What are the monthly limits of my account?

Ans. Different types of accounts have different limits. You can upgrade your account to one of a higher limit by submitting your KYC documents to us.

Type	Max allowable Balance (Rs.)	Reload limit (Rs.)
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All Service –Basic KYC	Rs.10,000/- at any point of time	Rs.10,000/- Monthly & Rs.1,20,000/- F.Y
All Service – Full KYC	Rs.200,000/- at any point of time	Maximum Rs.6,00,000/- F.Y (Retail Limit) and Maximum Rs. 12,00,000/- F.Y (Corporate Limit)

41. Is there any charge applicable for fund transfers?

Ans. There are no charges for funds transfer from one wallet to another within EbixCash. Funds to be transferred to other account will attract charges and the same is mentioned on the website at the time of transaction. When one initiates a transaction, at that time the same is shown.

42. Is there a usage limit?

Ans. No upper limit for usage on Point of Sale as well as online purchase transactions. Usage restricted to the available balance in card.

43. Is there a load amount limit?

Ans. Card balances cannot exceed Rs.10,000 at any given point in time.

44. How do I top up the value of the card?

Ans - Corporate customers should contact their respective relationship managers.

45. How soon can I get the EbixCash Gift Card?

Ans. EbixCash Gift Card will be issued post corporate KYC documents are verified.

46. Where can I contact for offers/service-related issues?

Ans. Corporate customers can get in touch with their relationship managers for such queries.

47. Where can I contact for any card or transaction related issue?

Ans. Please call customer service centre number 1800 266 5757 or write to care@ebixcash.com

48. In case the card is lost or stolen or misused where I can hotlist my card?

Ans. Card can be hot listed by calling/writing to customer service centre at the phone number and/or email address listed on the back of your card.

49. Can I use my EbixCash Gift card outside India?

Ans. No. EbixCash Gift card is INR prepaid card which can be used only in India.

50. Where I can use the card?

Ans - It can be used for various online and offline transactions like utility bill payments, ticket bookings, mobile recharges, online shopping, and at merchant outlets.

51. How do I know my card is genuine?

Ans. To ensure your Gift Card is genuine, look for the VISA/RuPay hologram on the reverse of the card. Kindly ensure that when you get the Gift Card, the packaging is not tampered.

52. What alerts will I receive?

Ans. You will receive an SMS alert on all Debit and Credit transactions.

53. What happens if my IPIN password gets locked?

Ans - Regenerate your IPIN/WEB PIN online.

54. Where I can view my card balance and card history?

Ans – Login to <https://ebixcash.com/> -> Click 'EbixCash for Business' → Select 'Prepaid & Gift cards' → select your respective card to proceed or contact the customer service centre.

55. What is the resolution timeline for my queries?

Ans. Please refer to the escalation matrix as available under contact us page.

56. What are the charges associated at the time of transactions?

Ans. On certain websites / POS terminals there could be a possibility that the merchant would add a surcharge at the time of transaction. Hence to avoid any liabilities, EbixCash levies the below surcharges at the time of the transactions done by the customers.

At the time of settlements performed by the merchants, three scenarios can occur:

- a) If the surcharge amount as levied by EbixCash is more than the settlement amount, then the system will automatically credit the difference back to the customer's card.
- b) If the surcharge amount as levied by EbixCash is less than the settlement amount, then the system will automatically debit the difference to the customer's card.
- c) If the surcharge amount as levied by EbixCash is the same as the settlement amount, then the system will not take any action on the card.

Merchant Surcharge:

Merchant Name	% of surcharge levied to Card
Government Services	3.00%
Educational Services	1.00%
Utilities	1.60%
Elementary, Secondary Schools	1.50%
MCA21 / Tax Payments Government Agencies	3.00%
Railroads–Freight	3.00%
Joint Counselling Commission / Colleges, Universities	3.00%
FUEL	For fuel transactions, the configuration is Rs. 11.80 or 2.95% of transaction amount, whichever is higher.

57. What is the EbixCash Prepaid Card?

Ans. It is an electronic Prepaid Card issued to individual to use for all digital modes of transactions.

58. Is the Card accepted on Rupay/Visa networks?

Ans. EbixCash Prepaid Cards are network branded and issued in alliance with Visa/Rupay.

59. Where all can the Prepaid Cards be used/accepted?

Ans. Ebix Payment Services Pvt. Ltd. Prepaid Cards are accepted by over 8 million merchant outlets which display Visa/Rupay logos and ATMs on a pan India basis. Additionally, Ebix Payment Services Pvt. Ltd. Prepaid Cards can also be used for e-commerce transactions (online shopping), bill payments, travel bookings and shopping. Prepaid cards cannot be used for non-INR transactions and for international spending due to regulatory restrictions.

60. How to load the Card?

Ans. The prepaid cards issued under the corporate account can be loaded basis instructions from the authorized corporate representative and funds transfer should be initiated from designated account of the corporate held with a scheduled commercial bank. Such transfers should be in the local currency and from the own account of the

corporate. The card holder can alternatively also reload their own card by logging into the www.ebixcash.com portal using your credentials, click on your name, under EbixCash wallet click on + sign. You can use your debit card, credit card and net banking.

61. How can the card be personalized with the name of the cardholder?

Ans. Ebix Payment Services Pvt. Ltd. offers personalization of prepaid cards which means the name of the cardholder (up to 20 characters) can be printed on the card.

62. How can the card be used if it is not personalized or if the card holder's name is not embossed on the card?

Ans. The prepaid cards are well accepted by all merchants across India even if the names are not printed on the card.

63. How can the card be used online?

Ans. As per RBI guidelines, every customer must first enable the e-com option by logging into EbixCash portal page and set the limit as required for full KYC cards. Only after this, the customer can use the card online across merchant websites for bill payments and online shopping. Online usage of cards requires second level of authentication (2FA) for security purposes and as per RBI regulations in the form of OTP. Please also note that only INR transactions are permitted and are restricted to Indian portals only. Gift cards do not need to be activated with the transaction level limits.

64. Are there any merchant discounts & offers on the card?

Ans. Ebix Payment Services Pvt. Ltd. is also part of the Visa/Rupay rewards network, which gives all Visa/Rupay prepaid cardholders access to thousands of discounts when they use their cards to make purchases on affiliated stores & online portals. This helps sales professionals make their rewards payout go even further and provides a more enriching cardholder experience.

65. Is there a facility to check balance on card through ATM?

Ans. Balance enquiry through ATM is available on full KYC GPR cards on chargeable basis. If the customer doesn't want to pay, then they must visit www.ebixcash.com log into their profile and check balances there. Balance inquiry is allowed only for GPR cards. Not for any other cards.

66. Is there a facility to change ATM Pin?

Ans. The customer can visit the customer portal page and change the ATM pin as per their requirements.

67. How can a corporate track the cards status?

Ans. Ebix Payment Services Pvt. Ltd. would provide MIS on pre agreed frequencies, loading request status, and load reject reports for overall cards issued. Additional reports

for transactional level details would be subject to confidentiality requirements, the nature of the prepaid program, and the ownership of cards and funds.

68. Is there a usage limit for full KYC GPR cards?

Ans. The customer can use the prepaid payment instruments as under as per RBI guidelines:

- Upto the balance available on the card for e-com transactions
- Upto the balance available on the card for POS transactions
- Upto Rs.5,000/- per transaction for contactless transactions.
- Upto Rs. 2,000/- per transaction and upto Rs. 10,000/- per month for ATM Cash withdrawal transactions.

69. Is there a load amount limit?

Ans. Full KYC verified prepaid payment instrument balances cannot exceed Rs. 2,00,000/- at any given point in time.

70. Where can I contact for offers/service related / for any card or transaction related issue issues?

Ans. You can call the customer care service centre number 18002665757 or write to care@ebixcash.com or the customer can visit the website or mobile app and raise the queries from the contact us page.

71. What is the resolution timeline for my queries?

Ans. Please refer to the escalation matrix as available under contact us page.

72. In case the card is lost or stolen or misused where can I hotlist my card?

Ans. Card can be hot listed by calling/writing to customer service centre at the phone number and/or email address listed on the back of your card.

73. What are meal cards?

Ans. Meal Cards are issued via corporates only. Meal cards are prepaid cards that allow users to purchase meals from various food outlets without the need for cash. These cards offer convenience, budgeting assistance, and access to a variety of food options. Only Full KYC cards are allowed for the meal variant. Cash withdrawals is not allowed on these cards.

74. What are petro cards?

Ans. Petro Cards are issued via corporates only. The Card is accepted at all Merchant Outlets (Point of Sale) categorised as petro mcc / petrol pumps. Only Full KYC cards are allowed for the petro variant. Cash withdrawals is not allowed on these cards.

75. What are reward / incentive cards?

Ans. Reward / Incentive Cards are issued via corporates only. Only Full KYC cards are allowed for the reward / incentive variant. These cards are issued by corporates for incentivizing their employees / agents. Cash withdrawals is not allowed on these cards.

76. What are the charges associated with the cards?

Ans. Below are the different types of charges applicable for prepaid cards:

Types of Fees	Amount (Excluding Tax)
Card issuance	As per corporate tie-ups
Card replacement	Rs 100/-
Card closure	Rs 100/-
Card inactive	Rs 50/-
Annual Fee	Rs 50/-
ATM Cash Withdrawal	Rs 20/-
ATM Balance Inquiry	Rs 10/-

77. What are the revised directions for BBPS (master Directions, 2024) released by the RBI in February 2024?

Ans. On February 29, 2024, the Reserve Bank of India (RBI) issued the Master Direction - Reserve Bank of India (Bharat Bill Payment System), superseding previous BBPS-related guidelines and circulars. These Directions seek to streamline the process of bill payments, enable greater participation, and enhance customer protection among other changes.

78. Does EbixCash have an online Dispute resolution (ODR) system for BBPS customers?

Ans. Yes Customer Complaints and Disputes resolution system is available on EbixCash Site.

79. What information will be needed to raise a complaint in the ODR system?

Ans. The details such as First Name, Last name, Mobile Number, Category, Email, Country, product and Query.

80. What is a Bharat Bill payment System (BBPS)?

Ans. The Bharat Bill Payment System (BBPS) is an integrated bill payment platform which enables payment / collection of bills through multiple channels (Mobile Apps, Mobile

Banking, Physical Agents, Bank branches, etc.) using various payment modes (UPI, Internet Banking, Cards, Cash, Prepaid Payment Instruments, etc.). The transactions facilitated through this platform will require the bill to be fetched before payment initiation. In case of transactions involving payments for prepaid services, the customer relationship with the biller will be validated through the platform.

81. Who are the Participants in BBPS?

Ans. There are two types of BBPS participants i.e. BBPCU & BBPOUs. **Bharat Bill Pay Central Unit (BBPCU)**: NBBL as the BBPCU, provides a platform connecting customers and billers, through COUs and BOUs, respectively. NBBL also undertakes clearing and settlement activities for transactions routed through the BBPCU. **Bharat Bill Payment Operating Units (BBPOUs)**: Banks (All Scheduled Commercial Banks including RRBs / Urban Cooperative Banks / State Cooperative Banks / District Central Cooperative Banks), non-bank Payment Aggregators (PAs)¹ and other existing entities authorised as BBPOUs can participate in BBPS as Operating Units. Banks and non-bank PAs, intending to operate as BBPOUs, will not require a separate authorisation. They shall intimate DPSS, RBI, Central Office before commencing operations.