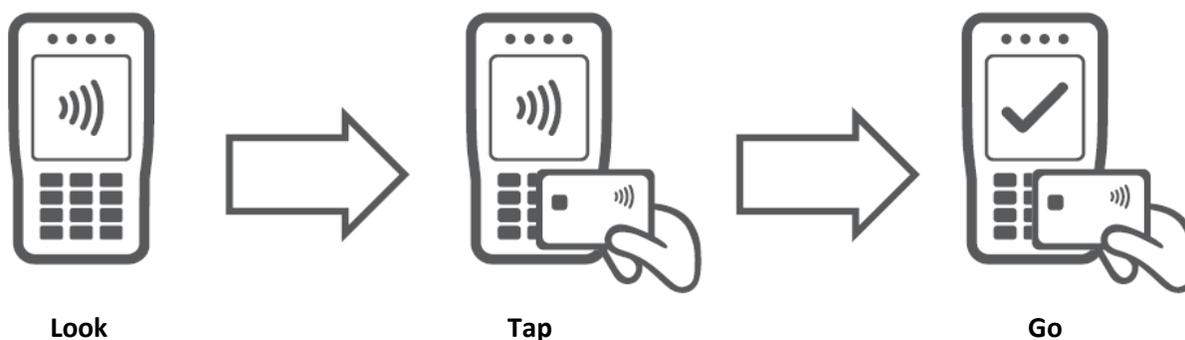


FAQs

1. What is Kotak Contactless Credit Card?

Kotak Credit Card powered by mastercard contactless card is a faster and convenient way to pay for your daily purchases. The contactless chip technology is designed to help you spend less time at the cash register and do your purchases securely.

2. How does the Contactless Credit Card work?



Step 1: Look for the Contactless mark and contactless logo))) at the point of sale.

Step 2: The cashier enters your purchase amount into the terminal. This amount will be displayed on the contactless reader.

Step 3: Tap your card over the POS at close range (less than 4 cm from where the contactless logo appears).

Step 4: A beep sound will indicate when the transaction is complete. A message will also be displayed on the screen indicating the transaction is complete. No PIN is required.

(Please note that payment through contactless mode is allowed for a maximum of INR 2000 for a single transaction.)

3. How is the card more secure?

Contactless payment functionality powered by mastercard is specially designed for you and it provides speed, convenience and security as there's no need to dip, swipe or enter PIN.

During a contactless transaction the card never leaves your hand. This greatly reduces the risk of card loss and fraud through counterfeit/skimming. Each time you make a Visa payWave payment, a unique transaction code is generated, which has to be verified through the reader before the transaction can be completed.

4. Is there a limit for a contactless transaction amount? Can I set my own Limit?

Currently, payment through the contactless mode has a limit of maximum INR 2000 for a single transaction. This limit is common for all customers and setting up of individual limit is not possible.

Any transaction amount more than INR 2000 has to be carried out through a contact transaction (Dip or Swipe) and entering the PIN.

5. Where can I use my Contactless Credit Card?

You can use your Contactless Credit Card at all merchants displaying this symbol on the reader at the point of sale. Ideal for places are like fast-food joints, petrol stations, movie theatre etc.

6. Can I use my Contactless Credit Card at other merchants (not enabled for contactless payment acceptance) as well?

Yes, for the merchants not enabled for contactless payment acceptance, you can use this card for a normal dip or swipe transaction.

7. Could I be debited twice if I have more than one contactless card?

No, as contactless readers will only communicate with one card at a time. If the shop's reader finds more than one contactless card in your wallet or purse, you will be asked to select one card to pay.

8. Could I unknowingly have made a purchase if I walk past the reader?

No. Your card has to be waved within 4cm of the card reader for more than half a second and the retailer must have first entered the amount for you to approve. Terminals can only process one payment transaction at a time, thereby reducing transaction errors.