



TranServ Limited

(CIN: U93090MH2010PLC211328)

VALIDITY, EXPIRY AND FORFEITURE OF PPI WALLETS

A. Validity & Expiry of PPI:

Expiry of PPIs:

A Dhani Pay PPI has a minimum validity of three years and continues to be valid until it turns inactive. After the minimum validity period, those PPIs which remain Inactive get expired.

Inactive PPIs:

Dhani Pay PPI with no financial transaction for a consecutive period of one year are made inactive. Customers may reactivate the expired Dhani Pay PPI post compliance with the required due diligence process. As part of the due diligence process, the customers are required to submit KYC documents and support any other validation if required.

Details pertaining to inactive PPIs are reported to RBI.

The Dhani Pay Cards (Card) are linked to the Dhani Pay Wallet (Wallet) of the Customer. The Card will expire in the following scenarios:

1. On expiry of the validity mentioned on the Card
2. On expiry of the Wallet, the Card will expire automatically.

B. Notice & Communication

The customers are sent notice of 45 days prior to the date of expiry. The notice is sent either via email or SMS or as in-app notification. Customers will also be notified upon their PPI becoming inactive.

C. Effects of Expiry of Dhani Pay PPI:

- (i) PPI will be blocked which means the customer will not be able to perform any transaction. Such PPIs will be marked as "Expired" and balance in the PPIs will be parked in the escrow account.
- (ii) Customers may choose to come back anytime from expiry of the PPI to claim refund of the balance in the PPI.
- (iii) The balance of customers who do not raise a claim for 3 (three) years will be transferred to P&L of the Company.
- (iv) The holders of PPIs shall be permitted to redeem the outstanding balance in the PPI, if for any reason the scheme is being wound-up or is directed by RBI to be discontinued.