



The Phoenix Mills Limited

Phoenix -ItzCash Gift Card FAQs (FREQUENTLY ASKED QUESTIONS)

1. What is Phoenix Gift Card?

The Phoenix Gift Card is a prepaid card which cannot be reloaded. It's a onetime load card. It is a financial instrument which can be preloaded with a designated amount in Indian Rupees for subsequent use as per cardholder's requirement

2. Where can I use the card?

Card can be used at all merchant outlet that accepts VISA cards in Phoenix Marketcity (Mumbai, Chennai, Pune & Bangalore), High Street Phoenix & Palladium (Mumbai) only. The card cannot be used to withdraw cash.

3. How does the card work?

Every time the gift card is used, the purchase amount is deducted automatically from the card balance. When you swipe the card at any POS machine, the machine will prompt for PIN. Enter your Gift card PIN details to complete the transaction.

4. How to use the card at POS?

Swipe the card & input the purchase amount, the terminal will prompt for a PIN. User to punch in the correct PIN. Once the Pin is verified the transaction is authenticated / approved.

5. Which PIN should be used at POS?

Gift card PIN should be used at POS for verification.

6. Can the card value be topped up?

This is a single load card and the value of the card cannot be re-loaded

7. Are there any charges for using this card?

No, there are no charges for using this card. If there are any merchant charges/fees, it will be directly debited from your card on every transaction. Charges are subjective to change from time to time.

8. Where can I get a The Phoenix Gift card?

You can purchase The Phoenix gift card at any of the Phoenix Malls located at Lower Parel, Kurla, Bangalore, Chennai, Hyderabad, Bareilly and Lucknow.

9. Are KYC documents required for purchasing the card?

Yes, KYC documents are required to purchase the gift card. Along with the KYC documents an application form has to be submitted. For purchase above INR 200,000 PAN card is mandatory.

10. What are Know Your Customer (KYC) documents?

Know your customer (KYC) is a mandatory set of identity and address proof documents as prescribed by the Reserve Bank of India (RBI)

Any one of the following self-attested documents can be submitted as proof of identity:

- Passport
- PAN Card
- Voter's identity Card
- Aadhaar Card No.

Any one of the following self-attested documents that can be submitted as proof of address:

- Passport
- Voter's Identity Card
- Aadhaar Card No.

Contact:

- a. Website - www.itzcash.com
- b. Call - 07666155220
- c. E-mail - cardassistance@itzcash.com

11. Why am I being asked for the details of the person whom I wish to gift the card to?

The beneficiary details are required as all communication regarding their gift card activation and transactions will be sent to their contact details in future.

12. What is the validity of the card?

The validity of the card is two years. The validity is printed on the card.

13. What is the minimum & maximum amount that can be loaded in one card?

The card can be loaded with a minimum amount of INR 100 and a maximum amount of INR 50,000 per card

14. In how much time will my card be loaded from the time of activation?

The card will be activated and loaded between 4 to 24 hours from payment confirmation

16. How to check balance on card?

- You will get a monthly SMS to update you on your amount balance.
- Each transaction will update you with the balance amount.
- And you can check the balance online; Visit website: www.itzcash.com & login to check your balance details
- Send SMS text "BALANCE"_1234 to "7200057575" from your registered mobile number against card. "_" denotes space and "1234" is last four digits of 16 digit card number i.e. XXXXXXXXXXXXX1234)
- Call – 07666155220

17. What do I do when the card limit has been exhausted?

The Phoenix Gift Card is a one-time load card having a limit of INR 50,000. Once the amount in the card has been exhausted the card can no longer be used.

18. What should I do to prevent unauthorized usage if I lose the card?

Immediately report it to ItzCash Customer Care team. The card will be blocked immediately to prevent any unauthorized usage. You may call at 07666155220 or email at cardassistance@itzcash.com

19. How do I use the money on my blocked card?

After you have blocked your card, you can approach your nearest Phoenix Mall Phoenix gift card kiosk & get issued a new card for the fee of INR 25 + taxes . Post which you can call the call centre and get the amount transferred from your blocked gift card to your new gift card. Transfer of balance is only in case of a blocked card.

20. Can I transfer funds from one card to another?

No, the funds cannot be transferred in normal case scenario.

21. Is there a limit to value of shopping for a day?

There is no limit to the value of shopping for a day. You can shop until the balance amount in the card is exhausted.

22. Can an expired gift card be exchange for a new gift card?

No, an expired card cannot be exchanged for a new gift card.

23. Can I use the gift card for online transaction?

No, the card can only be used for POS transaction.

24. How many gift cards can I buy at one go?

You can buy 'x' number of gift cards with the total value equating to INR2,00,000. For example you can buy 4 gift cards with value of INR 50,000 each or 10 gift cards with INR 20,000 value each. If the value of purchase goes above INR 2,00,000 you have to share your PAN CARD details.

25. Is there a charge on a new card for issuance if my first card is stolen?

Yes, the charge is INR25 + taxes.

26. What is the minimum and maximum value that will be promoted for the gift cards?

- For the Palladium Gift card the minimum loading value is INR5000 & the maximum is INR 50,000
- For the Phoenix Gift card the minimum loading value is INR1000 & the maximum is INR 50,000

27. What if the purchase value at the brand store is higher than the gift card value?

The balance can be paid by the customer in any accepted mode of payment at the vendor.

28. Can any item purchased through Phoenix Gift card can be returned or exchanged?

Yes, any item purchased through PGC can be returned or exchanged as per the return policy of the brand /store.

29. How many number of gift cards can be consolidated to make a purchase?

Any number of gift cards can be consolidated to make the purchased as per the payment policy of the brand/store.