

Have you completed your eKYC ?

1. Why do you need KYC for Ticket Restaurant® meal card?

As per the RBI PPI guidelines dated 11th October '17, all PPIs (like Edenred) should have the end user KYC details for issuance & operation of meal instrument.

2. What is the KYC requirement to load my meal card?

As per RBI circular, KYC is mandatory to continue loading the meal card. Further, as per the RBI directive dated 20th April 2018, completion of KYC using Aadhaar biometric is the only valid method of full KYC. Edenred will be unable to load the meal card unless the full KYC details of all users are updated

3. We have already provided some KYC details to Edenred. What do I need to do now?

Any KYC other than biometric KYC, has limited validity period. Only biometric KYC is considered as full KYC with lifetime validity and enhanced limits. Hence for all such employees who have not completed biometric validation, Edenred needs to convert them into full KYC mandatorily to continue hassle free loading of their meal cards.

4. How will you do the full KYC (method)?

We will set up a help desk at your office premise and complete the collection of full KYC via e-Aadhaar (Biometric) validation. Be assured, this is a fast, convenient and secure method for completing KYC.

Employees need to just follow 2 easy steps for completion of eKYC:

- **Step 1:** Carry your 12 digit Aadhaar number and company id card
- **Step 2:** Edenred will validate the details in the system and complete biometric scanning of your finger. Full KYC is completed. Full KYC comes with a benefit of lifetime validity and enhanced transaction and load limit.

5. What will happen to my Meal Card if I do not complete my full KYC (biometric)

Incase you do not complete your full KYC, your meal card loading will be blocked unless eKYC (biometric Aadhaar validation) is done.

6. Will the card work without completion of full KYC (biometric)?

Yes the card will continue to work without the KYC until the balance is zero. However please note, there will be no more load possible on this card.

For any assistance, simply call [#] E-assist, our in-house Customer Service at **1860 210 9999** or **022- 6143 3333** or email us at **assist-IN@edenred.com**

9am-8pm, Monday to Saturday.