

## Uses and benefits



It gives you access to merchant outlets all across India



Spend the card amount just the way you want



Safe and Secure to Use

## FAQS

### What is the DENA BANK Gift Card?

DENA BANK Gift Card is a magnetic-strip-based pre-paid card operated in partnership with VISA, offering a unique mode of gifting. The card is an apt gift for any occasion.

### What does a Gift Card Kit contain?

The Gift Card comes in a Welcome Kit along with the following:

- Welcome Letter along with the Gift Card and Pouch.
- A Pamphlet with our customer care numbers and instructions on how to use the Card, and Terms & Conditions

### How soon after I get the card can I use it?

Your card will be activated with the loaded amount within one working day, after DENA BANK receives clear funds for your card. The card is ready for use once it is activated.

### Are there any transactions for which I cannot use this card?

The card cannot be used to withdraw cash and in Internet transactions. You can use it at any merchant establishment in India that accepts VISA cards. The Card is Valid for use only in India and cannot be used outside India.

### Can the value of the card be topped up?

DENA BANK Gift Card is a single load card and the card cannot be reloaded once the initial load amount is exhausted. You may call customer care nos. any time to know your balance

### Is there a fee levied for the use of the card?

Except for a few purchases like Petrol, etc., Presently there is no charge on the usage of the card.

### How do I know the balance on my GiftCard?

To know your Gift Card balance, simply call our 24-hour Customer Care Numbers: 1800 233 6427 (Toll Free), Tel. No. 022-26767006 (during banking hours).

### What do I do if I have any query on my Gift Card?

In case you have any query on your Gift Card, Simply Call on our 24 - hour Customer Care Numbers: 1800 233 6427 (Toll Free), Tel. No. 022-26767006 (during banking hours).

### Can I transfer funds from one Gift Card to another?

No, you cannot transfer funds from one Gift Card to another.

### How is my DENA BANK Gift Card secured against unauthorized payments at merchant outlets?

This is signature based card, so ensure that you sign at the back before use and the merchant is required to match the signature.

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

Please report loss of the card to our Customer Care Numbers: as soon as you come to know of it. We will block the card and thus prevent any further usage.

"Please refer our website [www.denabank.com](http://www.denabank.com) for latest updates to the above".

Know your card



देना बैंक  
DENA BANK

Gift Card

With best wishes from your  
trusted family bank.

