

NPCI/NFS/OC No.408/2021-22

15<sup>th</sup> September, 2021

To,

**All members of National Financial Switch (NFS)**

Madam / Dear Sir,

**Sub: NFS - On-boarding of non-bank Full KYC PPIs**

We refer to RBI Circular No. RBI/2021-22/40 DPSS.CO.PD.No.S-99/02.14.006/2021-22 dated 19<sup>th</sup> May'21, whereby RBI has permitted cash withdrawal from Full-KYC PPIs of non-bank PPI issuers.

The following conditions shall apply for ATM cash withdrawal in respect of full-KYC PPIs issued by non-bank as mentioned in the RBI circular. The non-bank PPI Issuers shall be responsible for these conditions:

- Maximum limit of ₹2,000 per transaction with an overall limit of ₹10,000 per month per PPI;
- All cash withdrawal transactions performed using a card/wallet shall be authenticated by an Additional Factor of Authentication (AFA) / PIN;
- Any PPI issuer offering this facility shall put in place proper customer redressal mechanisms. Complaints in this regard shall fall under the ambit of the respective ombudsmen schemes and instructions on limiting the liability of customers; and
- PPI issuers shall put in place a suitable cooling period for cash withdrawal upon opening the PPIs or loading / re-loading of funds into PPIs to mitigate the risk of fraudulent use of PPIs.

Non-bank PPI Issuers shall be on-boarded in NFS as sub-member under the sponsorship model. The inclusion of on-boarding non-bank PPI Issuers in the NFS network is being updated in the NFS Operating & Settlement Guidelines (NFS – OSG) in the section - Membership criteria.

Please note existing NFS settlement & dispute management processes including fees, interchange, etc. shall be applicable for transactions done by PPI holders of such Issuers.

Non-bank PPI Issuers can come for certification with NPCI for enabling ATM transactions in the NFS network. Please contact the below NPCI officials for further information and support required:

| Name         | e-mail ID  | Mobile Number |
|--------------|--|---------------|
| Sameer Gauli | <a href="mailto:sameer.gauli@npci.org.in">sameer.gauli@npci.org.in</a> | 88797 72730   |
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Yours sincerely,



**Kunal Kalawatia**  
Chief of Products