

Bank Wala SIM FAQs

1. Is Bank Wala SIM a different SIM? Do I need to change my SIM to get the Bank Wala SIM?

Ans. No it is the same SIM. You don't need to change your SIM. If you are an Airtel customer, you can use your existing SIM and avail the benefits of the Bank Wala SIM.

2. Do I need an Airtel SIM to open a bank account?

Ans. Bank Account can be opened by any customer – Airtel or non-Airtel

3. In Bank Wala SIM, do I get all the benefits or I have to pick from the ones offered?

Ans. With Bank Wala SIM, you get all the benefits as available in your normal Airtel SIM

4. How many times the cashback is available on recharges?

Ans. The cashback is available once per month on selective recharges

5. Is the cashback available only on recharges or on transactions/money transfer as well?

Ans. The cashback is available only on recharges when done through Airtel Payments Bank's savings account. However, there are several offers that we keep getting updated on the app/web for all our customers

6. What are the recharge packs eligible for cashback? And how much cashback?

Ans. Cashbacks are applicable for selective recharges as shared below:

- Flat cashback of Rs.40 cashback on Airtel prepaid recharge of Rs. 249 / 598 / 698
- Flat cashback of Rs.20 on Airtel prepaid recharge of Rs. 149 / 219

7. How do I get cashback?

Ans. Cashback is available on recharges when done through Airtel Payments Bank's saving account. Cashback will be credited within 72 hours of the successful recharge.

8. Where do I get my cashback amount credited?

Ans. The cashback amount will be credited to your Airtel Payments Bank savings account

9. In how many days do I receive the cashback?

Ans. Mostly our cashbacks are credited instantly. There may be a few exceptions where it may take up to 72 hours. The change in status of your account balance will be visible on top of the app page and the transactions history page.

10. Are the cashbacks available for all users/recharges?

Ans. Cashbacks are applicable for selective recharges as shared below:

- Flat cashback of Rs.40 cashback on Airtel prepaid recharge of Rs. 249 / 598 / 698
- Flat cashback of Rs.20 on Airtel prepaid recharge of Rs. 149 / 219

Top-ups during the validity of recharge will not be eligible for cashbacks. The offer is applicable once per customer per month when the transaction is done through Airtel Payments Bank's savings account

11. What is the offer duration?

Ans. The offer is valid until 30th of November, 2020

12. Is opening a bank account necessary with Airtel Bank Wala SIM?

Ans. To avail the benefits of Bank Wala SIM, you need to open Airtel Payments Bank account

13. Can I use my existing bank account with Airtel SIM?

Ans. To avail the benefits of Bank Wala SIM, you need to open Airtel Payments Bank account.

14. Where can I get my bank account opened?

Ans. The Bank account can be opened at any Airtel Payment Bank Banking Point by providing the relevant documents. To check the banking point location, visit www.airtel.in/store

15. What type of bank account is opened with Bank Wala SIM?

Ans. It is a savings account.

16. How much time does it take to open a bank account?

Ans. Airtel Payments Bank account can be opened in just under 5 minutes. The opening of account is subject to submission of an acceptable ID proof by the customer along with an ideal network availability/server response time

17. Do I get cashback if I recharge from any other platform?

Ans. Cashback is only available if the transaction is done through Airtel Payments Bank savings account

18. Do I get a passbook with this?

Ans. No physical passbook is issued with this account. However, if you want, the retailer can provide you an account certificate. You can also see the all your transactions on the Airtel Thanks App.

19. What will be my bank account number?

Ans. Your mobile number will be your bank account number

20. What is the minimum balance to be maintained in the bank account?

Ans. To avail all the benefits of Bank Wala SIM, you need to maintain a monthly average balance of Rs.500 in Airtel Payments Bank account. There is no penalty on not maintaining the monthly average balance however, the associated benefits will not be available for that month if the balance is less than Rs.500.

21. How many transactions can I do in this account?

Ans. While there is no daily limit to transactions, a maximum of 10,000 transactions are allowed per account in a month.

22. Can I withdraw money from any mobile outlet?

Ans. You can withdraw money from any Airtel Payments Bank Banking Point. To check the location of nearest banking point, visit www.airtel.in/store

23. Do I need any ID card to withdraw the amount?

Ans. No. Only your biometrics (thumb impression) would be needed for withdrawing the money.

25. What is the max amount which I can keep in this account?

Ans. You can keep a maximum of Rs. 1 Lakh in your Airtel Payments Bank account

26. Are the withdrawal transactions chargeable? If yes, what is the charge per transaction?

Ans. The transactions are free for a cumulative transactions of Rs. 5000 in a month. Beyond that 0.65% of withdrawal amount is charged per transaction

27. Is mobile transfer/bill payments considered under one monthly transaction for accident insurance?

Ans. Yes

29. What is the minimum recharge I need to do every month to get the cashback offer?

Ans. To avail the cashback offer, you need to do a minimum recharge of Rs. 149

30. What is the minimum age for opening this bank account?

Ans. 18 years

31. What all documents are required to open the bank account?

Ans. If you have Aadhaar card: Your account will be opened via your biometrics

If you do not have Aadhaar card: You can download the account opening form available on website, fill-in the necessary details and submit it with supporting documents like Photograph, Proof of Identity and Proof of Address to any bank officer at the banking point

32. Do I need to add Rs. 500 every month in the account to avail accident insurance claim in case of emergency?

Ans. You will be eligible for personal accidental insurance worth Rs.5 lakhs only if maintain a balance of Rs.500 in the Airtel Payments Bank account and successfully perform atleast one debit transaction per month

33. What forms do I need to fill for accident insurance?

Ans. There is no need to fill any additional form. Please ensure you share your nominee details with retailer while opening the Airtel Payments bank saving account to get on-boarding benefit of free insurance.

34. What is the difference between accident insurance and life insurance?

Ans. The accident insurance covers the accidental death whereas life insurance covers natural death.

35. What are the steps to claim accident insurance in case of emergency?

Ans. To claim the insured amount, you can;

- Call our helpdesk 400 or 8800688006
- Email us at wecare@airtelbank.com OR
- Visit any Airtel Payments Bank outlet

36. Do I need to add Rs. 500 every month in the account to avail this offer?

Ans. No. To be eligible for a cover of worth Rs.5 lakhs under personal accident insurance, you need to maintain a monthly average balance of Rs.500 in your Airtel Payments Bank account

37. What will happen to my insurance cover if my minimum account balance falls below Rs. 500 for a few days?

Ans. The insurance cover remains active. The amount insured can be either 1 lakh or 5 lakh.

- 1 lakh for customers whose average balance is below INR 500 provided you were transacting monthly till the last month
- 5 lakhs for customers whose average balance is equal or greater than INR 500

38. Who will be eligible to claim the amount of Rs.5 lacs in case of accidental death?

Ans. The registered nominee will be the beneficiary and can claim the insurance amount

39. What is the procedure to claim the accident insurance in case of accidental death?

Ans. For quick & easy claim, please write to shruti.chhabra@bhartiata.com and vidit.sharma@bhartiata.com

40. Do I need to pay extra while claiming the accidental insurance?

Ans. No. There are no charges for claiming the insurance amount

41. Will my bank account be active if I port my number to another operator?

Ans. Yes, but you will not be able to enjoy certain benefits of Airtel bank Wala SIM.

42. How can I add money to my Airtel Payments Bank savings account?

Ans. You can add money in your account through two modes:

- In cash by visiting nearest Banking Point or
- From another bank using Debit card or Net Banking on the app or website

43. What are the benefits/features associated with Airtel Payments bank account?

Ans. Benefits of Airtel Payments Bank savings account:

- Free Accidental Insurance up to Rs. 5 Lakh linked to your Monthly Average Balance. Maintain a balance of INR 500, use your bank account for making at least 1 transaction/month and renew this insurance free of cost
- Earn benefits on receiving your first Government/Third Party subsidy payments into your Airtel Payments Bank savings Account
- Free Online Classic MasterCard Debit Card
- No hidden charges/annual subscription charges
- Rate of Interest @ 2.5%
- Free cash deposit limit up to INR 10,000 per month

44. What is the interest rate I get in my Airtel Payments Bank account?

Ans. The interest rate is 2.5%

45. What are the charges associated with Airtel Payments Bank account?

Ans. None. Airtel Payments Bank account is absolutely free and there are no hidden charges

46. What is Monthly Average Balance?

Ans. Monthly Average Balance (MAB) is calculated as your savings account balance in the current month. It is calculated on a daily basis accounting for your balance at the end of the day till the last day of the month

47. I am a wallet customer. How can I avail the benefits of Airtel Payments Bank account?

Ans. Airtel Payments Bank account benefits are only available to savings account customers. If you wish to avail these benefits, visit the nearest Airtel Payments Bank banking point to upgrade your wallet account to savings account. For more information, contact our customer care at 400 (Airtel Customers) / 88006 88006

48. What is the minimum and maximum limit for Cash Deposit & Cash Withdrawal in Airtel Payments Bank Account?

Ans. Description	Limit Amount
- Minimum Cash Deposit	₹10
- Maximum Cash Deposit per day (if PAN card added)	₹1,00,000
- Maximum Cash Deposit per day (if PAN card not added)	₹49,990
- Minimum Cash Withdrawal Amount	₹10
- Maximum Cash Withdrawal limit (per transactions)	₹25,000

49. Can I withdraw money without biometric finger scan?

Ans. No

50. Can an account be opened without a Smartphone?

Ans. Yes, you can open an account by visiting nearest Airtel Payments Bank Banking Point

51. How much will I get charged to make a cash deposit?

Ans.

- For amounts Rs.0 – Rs.10,000: Free
- Rs.10,000 – Rs.50,000: 0.5% of the deposit amount excess above Rs. 10,000
- Beyond Rs.50,000: 0.75% of the deposit amount excess above Rs. 50,000 and previous slab charges as well

52. Is my family also covered for the insurance?

Ans. No. Only the individual who has opened an Airtel Payments Bank Account and fulfils the required conditions is covered

53. What is the difference between Airtel Payments Bank wallet and account?

Ans. With Airtel Payments Bank account, along with enjoying the wallet benefits,

- You can earn interest of 2.5% per annum on your account balance
- You are eligible for personal Accidental Insurance of ₹5 Lakh
- You can deposit or withdraw cash at any of our Banking Points