

KNOW YOUR SIB PAYTAG –STICKER

1. What is SIB Paytag –Sticker?

SIB Paytag Sticker is an innovative NFC enabled payment instrument designed to provide customers with a faster, secure and frictionless payment experience. This compact NFC enabled sticker can be affixed to mobiles, wallets etc. enabling customers to make quick contactless payments without the need to carry physical debit card.

2. What is the eligibility for availing SIB Paytag Sticker?

SIB Paytag Sticker is eligible for issuance in SB/CD accounts other than Basic Savings Accounts.

3. How can I apply SIB Paytag Sticker?

You can apply SIB Paytag – Sticker through SIB Mirror+/SIBerNet/Branches.

4. What is the transaction limit of SIB Paytag Sticker?

- PIN less POS transactions up to Rs. 5,000/-
- PIN-based POS & e-Commerce transactions up to Rs. 1,00,000/-
- Nil - ATM Withdrawal limit.

5. What are the advantages of carrying my SIB Paytag Sticker?

- Compact & Portable SIB PayTag can be affixed on any personnel accessory.
- SIB PayTag can be used for Tap and Pay payments at contactless POS terminals.
- No PIN is required for small value transactions upto Rs.5000/-, making this is ideal for daily, quick transactions like transit, cafes, fuel station, grocery stores etc.
- For POS Payments greater than 5000, PIN is required.
- Online e-Com Payments can also be done using SIB PayTag for which Card Number, Expiry, CVV can be viewed through SIB Mirror+
- Enhanced Card Controls/Spend limit setting are available through SIB Mirror+/SIBerNet.

6. How can I identify whether my SIB Paytag Sticker is contactless?



Check for this indicator on your SIB Paytag Sticker.

7. How to Activate / set the PIN and activate SIB Paytag Sticker?

Contactless facility will be in disabled status by default. Customer needs to activate contactless facility under manage card before the card usage.

Activate the SIB PayTag Sticker by setting PIN & enabling contactless transaction through SIB Mirror+/SIBerNet. Customer can also enable POS/e-Commerce under the same menu.

SIB Mirror +	- Log In > Services & Request > Debit Card > Select SIB Paytag account > Set/Reset PIN > Create new PIN > Enter MPIN > Click Reset. - Log In > Services & Request > Debit card > Select SIB Paytag account > Manage Card > Manage Usage > Enable/Disable contactless > Enter MPIN & Submit.
SIBerNet	- Log In > Service Request > PIN Set/Reset > Select SIB Paytag account > SIB Paytag Number > Enter & Confirm PIN > Enter OTP > Submit. - Log In > Service Request > Manage ATM Card Usage > Select SIB Paytag account > SIB Paytag Number > Enable/Disable contactless > Enter OTP > Click Submit

8. How can I set the transaction limit of my SIB Paytag Sticker?

SIB Mirror +	Log In > Services & Request > Debit Card > Select SIB Paytag account > Manage Card > Manage Usage > Set the limit as you wish > Enter MPIN > Submit
SIBerNet	Log In > Service Request > Manage ATM Card Usage > Select SIB Paytag account > Paytag Number > Set the Limits > Enter the OTP & Submit

9. How can I block my SIB Paytag Sticker if lost?

Blocking the usage of your SIB Paytag Sticker can be done through the following channels.

SIB Mirror +	Log In > Services & Request > Debit Card > Select SIB Paytag account > Click Block Card > Enter MPIN > Submit.
SIBerNet	Log In > Service Request > Block Debit Card > SIB Paytag account > Select Pay Tag number > Enter your Transaction Password & OTP > Submit.
SMS/Website	Send SMS to 09840777222 from your registered mobile number. CARDBLOCK <SPACE> <16 Digit Account Number> (All cards and wearable issued in the account number mentioned in the SMS shall be blocked) CARD can be blocked through bank's website also www.southindianbank.bank.in > Personal > Cards > DebitCard > Helpdesk > Block Debit Card

IVR (Toll Free) (24x7) Agent support	1800 102 9408/1800 425 1809
Branch	Contact your parent branch to block your SIB Paytag Sticker.

10. How can I raise complaints against the transactions initiated through SIB Paytag Sticker?

You can raise your complaints through SIB Mirror+, SIBerNet, 24x7 customer care or through branches.

24X7 Toll Free	Please call to 1800 102 9408/1800 425 1809
E-Mail	customercare@sib.bank.in