

## FAQs for PSB BHIM-Aadhaar-Pay

### 1. **What is PSB BHIM-Aadhaar-Pay**

PSB BHIM-Aadhaar Pay will allow the customer to perform a purchase transaction using his/her Aadhaar number and STQC certified biometric device. The transaction will be interoperable as well as “ON-Us” in nature allowing any bank customer to transact on the Aadhaar based Merchant application of his/her own bank merchant or on merchant of any other bank

BHIM-Aadhaar-PSB is a digital payment acceptance solution from Punjab & Sind Bank which allows the PSB merchants to accept digital payments from customers via Aadhaar based biometric authentication.

When the customer makes a purchase using PSB Aadhaar Pay, money is debited from his/her Aadhaar linked bank account of the selected bank and credited to merchant's account.

### 2. **Pre requisites for PSB Aadhaar Pay:** Two parties involved in any financial transaction i.e. the Merchant, who sells the goods / services and customer, who utilizes the goods / services.

#### **For a customer:**

- a) The customer should have Aadhaar Number
- b) His/her bank account should be linked with Aadhaar.
- c) His / her account should be KYC compliant

#### **For a Merchant:**

- a) The customer should be a merchant.
- b) He should have Aadhaar number.
- c) His/her bank account should be linked with Aadhaar.
- d) His / her account should be KYC compliant

### 3. **How does a merchant get registered for BHIM-Aadhaar-PSB?**

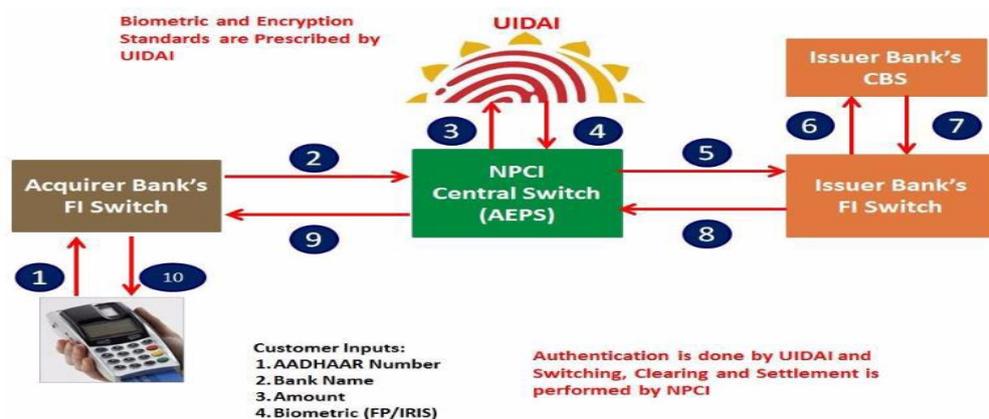
The registration process is fully automated and app based for the individual merchants. The merchant needs to download BHIM-Aadhaar-PSB / PSB Aadhaar Pay from the Google Play store and register himself using his Aadhaar number and biometric credentials. During the registration process the merchant is asked to select his account maintained with PSB where he wants the payments to be credited. In addition, the merchant is also asked to agree to the terms and conditions for using the app which are displayed on the mobile itself.

- He/she should have Android smartphone with Android version 4.2 or higher with internet connectivity.
- He/she should have STQC certified Biometric device attached to the smartphone.

- He/she to bear cost of STQC certified Biometric device. It is onetime expense and cheaper than existing POS machine. The price of STQC certified Biometric device is around Rs.2000-2500
- He/she should download the PSB Aadhaar Pay App from Google play store and install the same in his/her mobile.
- He/she should register with Punjab & Sind Bank as merchant customer.

#### 4. Transaction process:

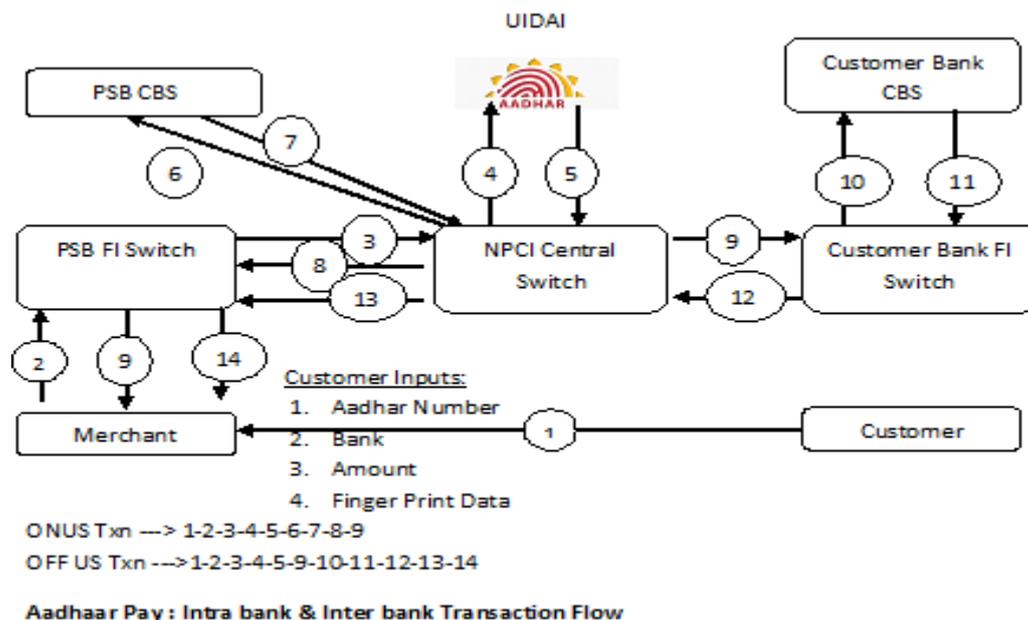
- Aadhaar payment App makes the payment very easy for the customer.
- Aadhaar payment App cannot be used for transfer of payment from person to person.
- The PSB BHIM Aadhaar Pay app works on Internet.



- Merchant uses his PIN to login to the merchant App on his Android **smartphone**. ( The facility is presently available on Android phones only )
- The customer does not need anything except his Aadhaar number. For making payment, customer selects bank from the drop down menu where customer is having his/her Aadhaar seeded account, enters his Aadhaar Number, enters mobile number (optional) checks the bill amount and provides his/her biometric credentials.
- The payment data and biometrics are sent to the FI gateway/NPCI/UIDAI server for authentication.
- The debits/credits in the accounts of the customer and the merchant are put through the core banking system.

Both the merchant and customer get the transaction SMS (if mobile number available) after successful transaction and the funds are received by the merchant real-time

#### 5. Payment flow:



**6. What are the charges for the merchants for using BHIM-Aadhaar-PSB?**

Presently there are no charges for using BHIM-Aadhaar-PSB for the merchants.

**7. Does the customer / purchaser also need to have BHIM-Aadhaar-PSB on his mobile phone?**

No. The only requirements for the customer is to have an Aadhaar seeded bank account and his Aadhaar number.

**8. Customers of which Banks can make payments at merchant.**

Since the platform is based on NPCI's AEPS platform, the solution is interoperable provided the partner banks enable the facility to their customers. Customers to check with their Banks for availing the facility. The facility is available to PSB customers.

**9. When will the merchant funds be credited to the merchant account for BHIM-Aadhaar-PSB transactions?**

The merchant funds will be credited real time to the merchant account linked at the time of registration after successful completion of the transaction.

**10. What does the merchant do in case the funds are not received for a successful transaction?**

As per the NPCI Settlement system, the merchant will be delivering the goods purchased to the customer after receiving the payment confirmation i.e. after successful transaction. The merchant needs to contact TCS helpdesk @ 011-64780521 to lodge a complaint for non-receipt of funds and for all kinds of support.