

Notice of Wallet Maintenance Charge for Inactive Wallets

To promote active wallet usage and enhance customer engagement, Airtel Payments Bank ("Bank") is revising a **Wallet Maintenance Charge** for non- transacting wallets w.e.f. 01st May, 2025.

We kindly encourage our valued wallet customers to transact periodically and make use of the Bank's services to help keep their wallets active

Applicability of Wallet Maintenance Charge

1. A wallet will be considered as non – transacting if there are no customer-initiated transactions for **three consecutive months**.
2. If a wallet user remains non- transacting for **three consecutive month** a **monthly Wallet Maintenance Charge of ₹20 (including GST)** will be deducted, provided the wallet balance is at least ₹20.
3. If the wallet balance is **less than ₹20**, only the available balance will be deducted.
4. If non – transacting continues for **four to eleven months**, **₹20 (including GST)** will be deducted, provided the wallet balance is at least ₹20.

Wallet Maintenance Charge Reversal Eligibility

1. Customers can **get a refund** of the deducted Wallet Maintenance Charge by performing a minimum transaction of **₹50 within a month** of the charge deduction.
2. The refunded amount will be **equivalent to the deducted charge, including GST**.

For any assistance, please email us wecare@airtelbank.com