

## ZETA SUPER CARD – FREQUENTLY ASKED QUESTIONS

**Question: What is a ZETA Super Card and a Digital Wallet?**

**Answer:** Digital Wallet is an app/card based solution for using reimbursement entitlements like medical, food, fuel, etc. which is to be used at the respective places for which the entitlement is meant to be. This digital wallet can also be linked to a physical card which is a prepaid card hosted by Master card / Visa / Rupay. Like any other Credit or Debit Card this card also can be used for normal swiping. Several different digital wallets can be hosted/accessed in the same plastic card hence this is called a super card.

**Question: I am a new joiner and have opted for Zeta card in FBP declaration form in welcome email. When can I expect to get the Zeta card?**

**Answer:** It takes approximately 7 to 10 working days to process for Zeta card. The wallets are loaded with eligible amounts within end of first week of the next month. For example the eligible amounts for Sep 17 payroll month would be loaded by 7<sup>th</sup> of Oct 2017 and likewise

**Question: For what transactions can this card be used for?**

**Answer:** The different wallets are associated with a plastic prepaid card. The amounts loaded will show up separately with different respective balances in ZETA APP installed in handheld devices. Once swiped, based on the merchant category where it is being swiped, the balances would be reduced from and used. For example if the merchant is a Medical Shop, the balance from Medical wallet will be automatically used.

**Question: Are there any transactions for which I cannot use this card?**

**Answer:** The different wallets have different restrictions attached as prescribed by the Income Tax Act. For example:

**Medical Wallet:** can be used with a medical merchant like hospitals, medical stores, pathological labs etc. In case the merchant is not categorized as Medical merchant, the transaction will be declined.

**Food Wallet:** can be used with a merchant with food and beverage license like restaurants, Big basket, Vegetable and groceries etc.

**Fuel Wallet:** This wallet can only be used in a fuel bunk.

Also there is an overall restriction of withdrawal of cash through ATM or through transfer to bank account using this card.

**Question: Is it necessary to upload medical bills even when the amount is spent by swiping the ZETA plastic card at a Medical Merchant POS?**

**Answer:** Yes, Uploading of medical bills is mandated by the Income Tax Act to be eligible to claim the Medical Reimbursement benefit as per the Income Tax Act. The bills uploaded will be verified by the Zeta team and would be processed within 48 hours of their submission / upload.

**Question: Should we keep the bills with us till year end and submit to finance / payroll during yearend tax filing?**

**Answer:** No. Post uploading the bills on the app, wait till you receive a confirmation message from ZETA with the approval of your bill, post confirmation there is no requirement to hold onto the bill anymore. You can also refer to the digitized bill within the ZETA app at your convenience later.

**Question: What is reimbursement of Medical expenses through ZETA? Can the medical expenses incurred through other than ZETA means can also be claimed for Tax exemption?**

**Answer:** Medical expenses incurred in cash (where cashless process like card swipe, App based payment etc are not available) can be reimbursed by simply taking a photo of the bill and uploading it to the app. This feature reduces the dependency of merchant affiliation. Once the uploaded bill is approved, the amount of expense will be transferred to the Cash wallet from the Medical wallet. The amount from Cash wallet can be used through ZETA unrestricted, or can also be then transferred to Bank account through IMPS without charge.

**Question: What is the change on medical component all about?**

**Answer:** The medical component currently present in the salary structure of INR 1250 per month of gross earnings would now be transferred to Digital Wallet/super card every month.

**Question: Is it mandatory to sign up with ZETA?**

**Answer:** The medical component is being digitized for all the employees at Altimetrik. Zeta being our only enabling partner at the moment, it becomes imperative to get on the ZETA platform to avail the tax exemption.

**Question: What are the benefits of sending the Medical amount to Super Card?**

**Answer:** 1. Avoid the pains of accumulating bills for the whole year since the company will rely on the spend information, since a spend trail is always available for view that have been uploaded at the time of spend.  
2. Access claim statement and past records on demand.  
3. No storing/ submission of claims.  
4. Super Card can consist several wallets simultaneously hence, carrying one card for several purpose is possible.  
5. There is a cash wallet also within the same super card, which can carry cash loaded by individual and can be used for any personal purposes.  
6. Medical expenses incurred in cash (where cashless process like card swipe, App based payment etc are not available) can be reimbursed by simply taking a photo of the bill and uploading it to the app. This feature reduces the dependency of merchant affiliation.  
7. The carrier is master-card / Visa / Rupay which are widely accepted in INDIA, makes it easy to use.  
8. The program is certified as compliant with Income Tax and RBI regulations.

**Question: How does the card recognize different wallets in it?**

**Answer:** The wallets are secured at the MID-TID (merchant identification number –Transaction Identification number) level of transaction wherein the super card can identify the POS machine (point of sale machine where the card is swiped) to know whether the spend is towards food, medical, fuel or any other. This makes the program secure and also Tax compliant.

**Question: What happens to my money loaded into my medical wallet and remains unused? What is the time limit to spend the amount?**

**Answer:** The Income Tax Act permits the amount loaded into your medical wallet to be used within the same financial year. Hence the amount can be accumulated till end of the financial year. Any amount remaining unspent can be transferred to the cash wallet or our saving bank account. The applicable taxes in the unspent amount will be adjusted in the payroll of that month. This option can be exercised once in a quarter or end of the financial year as per request from the employees.

**Question: Is there an option to completely opt out of medical component? So that I can get the amount in cash as part of my net pay instead of going through digital wallet?**

The medical component of INR 1250 per month is included in our salary structure to save it from being taxable. Receiving the money as part of net pay will make the amount completely taxable. You can declare to opt out of medical component through quarterly FBP declaration link. The amount will be then added with FBP component and medical as a component will no more show up on your monthly payslip. This will however increase your monthly income tax deduction.

**Question: I have balance remaining in my ICICI meal card / Sodexo meal card. I want to switch to Zeta, What happens to the balance in my existing card? Can I transfer the money?**

**Answer:** No, both Sodexo meal card and ICICI meal card will still be valid and active after your switch. You can continue to use the balance amounts remaining in your existing cards and return the card to your nearby HR SPOC once the balance is exhausted. Balance transfer from meal card would be a violation as per the income tax act and hence not allowed.

**Question: Am I responsible for card security?**

**Answer:** Yes, since the card is issued in your name, as a card holder, you are responsible for the security of the card

**Question: How many times can the Meal Card be re-loaded?**

**Answer:** The card has no restriction on the number of times one may re-load. The Meal Card will be loaded and topped up based on instructions from Altmetrik. The frequency of re-loading the card is monthly

**Question: Is there a fee levied for the use of the card?**

**Answer:** No, there is no charge on the usage of the card. However, there are charges for its reissue. Please refer to charges announced by ZETA from time to time