

Particulars:

Suggestion/ Feedback	Issues
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- **App & profile Related**
- **Add cash Related**
- **Withdrawals Related**
- **Card Games Related**
- **Casual Games Related**
- **Fantasy Sports Related**
- **Refer & Earn related**
- **Tax & KYC**
- **Others**

FAQs

Big cash intro

- **What is big cash app/ game?** Big Cash is the skill based real cash gaming platform played online. Big Cash is having 17+ skill-based games.
- **Types of games in big cash?** In BIG CASH there are 17+ games ranging from card games, casual games and fantasy games.
- **Is this app legal?** Yes, this app is legal as Big Cash is skill-based game and all skill-based games are 100% legal in India except for few states named as: Assam, Andhra Pradesh, Tamil Nadu, Odisha, Telangana, Sikkim and Nagaland.

Internet requirement

- **Is internet required?** Yes. Also, note that there should be the consistent network without fluctuations for the smooth gameplay.
- **What if the internet fluctuates?** It will show reconnecting and then you will get back to the game but if the game will end by then, then your game will be considered as lost

Login and register flow

- **How one can login/ register to big cash?** One can register/login either through google or through facebook.

Add cash flow and wallets: there are 2 types of wallets in BIG CASH named as Unutilized wallet and winning wallet

- **Unutilized:** This wallet reflects the amount deposited in the wallet by user for participating in the games. This wallet also shows the token credits (by way of cash winning) are also reflected under this wallet only. The amount under this wallet cannot be withdrawn.
- **Winning:** The wallet reflects the amount won by the user by participating in cash games and the amount in this wallet can be withdrawn.

- **Cashback offers:** the cash amount that is credited to the users' big cash wallet (Credited to the Unutilized wallet) from big cash as a reward. This can be given in many ways like in adding certain amount of cash, in daily spin wheel, etc.

Joining bonus

- **What is the joining bonus?** It is the bonus amount given to the user on joining the big cash app.
- **Where can I find it?** Joining bonus is reflected in user's unutilized wallet

What are tokens and where they will be used? Token is virtual currency which can be purchased by the user to play token games on the platform. The amount won from token game is credited to the unutilized wallet.

Are there any free or practice games? Yes, casual games like egg toss, fruit chop, basket ball, ice blaster etc., are having free/ practice games

How to join any game

- **Card games:** click on the icon of any card game you want to play like Poker, Rummy or Call Break present in the home screen, then there will find the screen of the contests where the entry fee, number of players in on contest, winnings and rules will be given. Select your preferred table pay the entry fee (which will get deducted from your big cash wallet), after paying the entry fee you will join the contest where other participants will be there and start playing. You can see the transaction details in the 'Transaction' section in the homepage.
- **Fantasy:** click on the fantasy sports icon which you want to play like cricket fantasy, football fantasy or kabaddi fantasy. Then the page with the matches will open. Click on the match in which you want to make the team. Then there will be several contests where you can see the entry fee, number of participants in that contest, winnings, rules etc., select the contest in which you want to participate, pay the entry fee and make your best possible team and compete among the other players in that particular contest and the result will be declared maximum within 1 hr or game end and the winning amount will be credited to the winner's wallet. (rules to play as mentioned in the game so please refer to the game to know how to play)
- **Casual:** there are many casual games like egg toss, fruit chop, cricket, ECL, ice blaster, 8-ball pool, knife hit, bulbsmash etc., you need to select the game you want to play. Enter in the token or cash game as per your preference, compete against your competitors, make the highest score and win.
- **Can I play with my friend in same table?** NO

Winning criteria for all categories of games

- **Can tricks be used for winning?** No, tricks or hacks can't be done in Big Cash platform. Those who try to play using unfair means, their ID gets blocked automatically from the server and cannot enter the app after that.
- **Where the winning amount will be reflected?** The winning and referral amount will be reflected in the "Winning wallet" that you can check in the redeem option in homepage. (In case of fantasy after result declaring, max within 2 hrs)
- **Won but not shown in wallet.** If your winnings is not showing in your wallet and transaction history then kindly contact us through mail info@witzeal.com and phone number: 9953111888

Redeem criteria

- **How to redeem?** Go to your home page. Click on the three bars on the top left corner, you will find the redeem option there. Click on redeem then you can redeem your winnings to your paytm or upi wallet. (For redeem the minimum balance has to be Rs. 100 and redeem can be done only once in a day)
- **Where the redemption can be done?** You can redeem the winnings in your Paytm or UPI wallet.
- **Maximum amount that can be redeemed?** you can redeem maximum Rs. 5,000 in a day.
- **Are there any limits in redeem?** Yes, you can redeem only once in a day
- **If not reflecting in account?** Then, kindly contact us through mail info@witzeal.com and phone number: 9953111888
- **KYC:** if you have done KYC in Big Cash app then you can redeem upto 50k in a day.

Refer and earn

- **What is refer and earn?** It is a monthly contest where the user is given some bonus when he/she refer big cash app to their friends or family and if they join then they also get the joining bonus. Also, if they ad cash then too the referrer gets cash benefit for that. By referring the user automatically become the part of the monthly referral contest where some points are given according to the number of referrals and the cash prize is given to the winners upto 5 lakhs. (For more detailed information on this go to the refer and earn page in the app)
- **How much I can earn form each referral?** Upto 5 lakhs.
- **How can I participate in refer and earn contest?** By referring to maximum people. They should register through your link then only you will get the benefit of it. Also, the process should be genuine and if unfair means are used for this then the ID will be blocked automatically.
- **What are the terms and conditions for refer and earn?**
referrer will get money only if the referral will login from their real facebook and google account.
In case of multiple accounts with same devices, referrer and referral both will be blocked.

- **How can I come at the top of refer and earn leader board?** By referring to maximum people and making them join fairly and also if they add cash then too you get points and if you have maximum points then you will lead the leaderboard.

Others

- **Account blocking criteria?** Using unfair means like using hacks, tricks, etc., the device and id will automatically get blocked.
- **Money deduction when network gets fluctuated?** No, only if you don't get in network connecting before the match ends.
- **When the result will get declared in fantasy?** Maximum within 1 hour of match ends.
- **TDS deduction?** As per the government policies the TDS of 31.2% has to be deducted if the winning is Rs 10,000 or more than that.
- **Redeem time max by _ hrs?** generally the redemption is instant. But if some technical glitch occurs than it can take maximum upto 6 hours to reflect in your wallet
- **Multiple accounts can be made or not?** No, it is not allowed to make multiple accounts in the same device as the ID can get blocked.
- **Is KYC mandatory?** Yes
- **How to do KYC?** The popup will come to your screen when you need to do KYC, where you have to upload your PAN card which will get approved from us and can take maximum upto 10 hrs for the approval.
- **Is it an Indian application?** Yes, Big Cash is an Indian application developed by India engineers.