

Q1: What will happen to my existing Cafeteria Card balance?

A: You can use your existing Cafeteria Card till 30th September '17 inside the cafeteria.

Q2: What will happen to any balance left in my Cafeteria Card after 30th September '17?

A: You can use the card inside your cafeteria and the balance left on your card will be transferred to the new Sodexo Meal Card by 10th October '17.

Q3: I am not located at the location tagged in the Wipro list. How do I get my card ?

A: If you are not present in the declared location, then you can declare it in your internal HR WBP page (HRSS), which gives you the option to modify your location details with the address. Post your declaration either your card can be collected during the next distribution cycle.

Q4: My name is not reflecting in the distribution list.

A: If your name is not there, please opt for Sodexo Meal Card from your intranet portal or if you have already opted for the same and the name is not reflected, then reach out to your HR/payroll team.

Q5: I have resigned but not collected my card.

A: Please connect with your HR.

Q6: My last date is before the next distribution cycle please send me my card.

A: You may authorize a proxy to collect your card and hand it over to you.

Q7: I am on leave. Can I authorize someone to collect the card on my behalf?

A: Yes in case you wish to authorize a proxy to collect your card on your behalf, please send a mail authorizing a proxy to collect your card. The proxy will submit a copy of the mail you have sent to him and collect your card.

Q8: What will happen to my card if I am on a 6 months maternity leave or posted out of India?

A: Your card will be available at the distribution points as and when you come back or you may authorize a proxy to collect your card and hand it over to you.

Q9: I have not collected my Cafeteria Card can the amount be transferred to my new Meal Card?

A: If you haven't collected your Cafeteria Card, then all your pending eligibility load/s will be transferred to your Sodexo Meal Pass Card by 10th October '17.

Q10. What is the Sodexo Meal Card?

A: The Sodexo Meal Card, powered by Zeta is a reloadable prepaid card that can be used at Sodexo merchant outlets for the purchase of food and non-alcoholic beverages only. This card is issued with a 5 year validity.

Q11. Can I use my card as soon as I receive it?

A: The card is dispatched in an inactive mode for security reasons. You will need to activate your Sodexo Meal Card to enable usage.

Q12. How do I activate my Sodexo Meal Card?

A: Your employer has provided only your email address to Sodexo, hence you will need to activate your card online. Please follow the below process:

- Activate your card online by visiting the card activation portal <https://activation.sodexobrs.com>
- Enter your registered email address
- Enter the 12 digit-card reference number
- Enter captcha details
- Click on Get Activation Code
- Enter the Activation Code that you have received via email
- Click on Activate Card

Q13. Is my card secured by a transaction PIN?

A: Yes, the Sodexo Meal Card is a PIN-based card. You will receive your PIN as part of the card welcome kit.

Q14. Do I need to memorise this PIN?

A: Yes, you will need to memorise the card PIN, as you will need to enter this PIN when making a purchase transaction.

FAQs for Sodexo Meal Card

Q15. Will I receive SMS alerts for my purchase and load transactions?

A. Yes, Sodexo does send SMS alerts for purchase and load transactions. To receive transaction alerts, you must register your mobile number with Sodexo. You must do this at the time of card activation. Once your card is activated Sodexo's activation portal will prompt you to update your mobile number. Please provide the same to help us serve you better.

Q16. What are the charges for the Sodexo Meal Card?

A. There are no charges applicable on purchase transactions. Please refer to the welcome letter for other charges that are applicable to your card.

Q17. What can I purchase using my Sodexo Meal Card?

A. The Sodexo Meal Card can be used to purchase food and non-alcoholic beverages at Sodexo merchant outlets.

Q18. Can I use my Sodexo Meal Card for online purchases?

A. Online purchases with food merchants is being enabled very soon.

Q19. Where can I get a list of outlets that accept the Sodexo Meal Card?

A.

- You can visit our corporate website www.sodexobenefitsindia.com to access the Sodexo Merchant Web directory
- Alternatively, you can download the Zeta app to search for affiliated merchants and avail of exciting offers, make payments, manage your card, view real-time in-app notifications and much more.

Q20. Can I withdraw cash using my Sodexo Meal Card?

A. The Sodexo Meal Card can only be swiped on POS Terminals at Sodexo's merchant outlets. These cards are not enabled at any Bank ATM and no cash withdrawal is possible.

Q21. What is KYC registration?

A. RBI guidelines specify capturing and validating consumer information for certain value issued on prepaid cards.

- If, the value on the card is less than the *minimum KYC limit prescribed by RBI; minimum consumer information is mandated. This is already provided by your company and the cardholder need not provide any additional information.
- When, the value on the card is greater than the prescribed limit the Cardholder will need to complete the KYC process
- Post KYC registration the card value can reach a maximum of ₹1,00,000.

*Note: The current minimum KYC limit prescribed by RBI is ₹20,000 and is subject to change as mandated by RBI

Q22. What documents do I need to submit for KYC registration?

A. You need to submit the documents for proof of identity and proof of address.

- For Proof of identity you can upload any one of the following documents:
 - Aadhaar Card; Driving License; Passport; Voter ID.
 - Please note that the name on document uploaded should match the name of the cardholder.
 - The file size of documents uploaded should not exceed 1MB and should be in .png, .jpeg or .pdf formats.
- For Proof of address you can upload any one of the following documents:
 - Aadhaar Card; Driving License; Passport; Voter ID.
 - Please note that the name on document uploaded should match the name of the cardholder.
 - The file size of documents uploaded should not exceed 1MB and should be in .png, .jpeg or .pdf formats.

Q23. Is it mandatory to register my details online?

A. Once you activate your Sodexo Meal Card, you may download the Zeta mobile app and log-in to the app using your official email address. You can also do the same by logging onto the Cardholder Portal (<https://www.sodexobenefitsindia.com/users/#manage-card>). Doing so will enable us to service you better. Once logged-in to the app or Cardholder portal you can:

- View card details
- Check card balance
- View transaction history
- Change transaction PIN
- Block and unblock card

FAQs for Sodexo Meal Card

Q24. Are there any limits to the amount that can be loaded on the Sodexo Meal Card?

A. Sodexo Meal Card can be loaded only by the employer with any amount up to a maximum of ₹1,00,000/-. When the value on the card exceeds the prescribed limit, it is mandatory for the Cardholder to complete the KYC registration process.

Q25. How do I change the card PIN?

A. You can change your PIN over the Sodexo Cardholder Portal or the Zeta mobile app.

Q26. What do I do if I forget the card PIN?

A. You can change the card PIN over the Sodexo Cardholder Portal or the Zeta mobile app.

Q27. How do I check the balance on my Sodexo Meal Card?

A. Every time you make a purchase, you will receive an email/SMS notification stating the updated card balance. You can also view card balance by logging on to the Cardholder Portal (<https://www.sodexobenefitsindia.com/users/#manage-card>) or using the Zeta mobile app.

Q28. How do I ensure the safety of my Sodexo Meal Card?

A. The Sodexo Meal Card is a PIN-based card. The PIN needs to be entered on the POS terminal at the time of every transaction. To ensure that the card is not misused, do not share the PIN and do not store the Card PIN and the Card together. If you have lost your Card, please block your card at the earliest to avoid misuse of the card.

Q29. What should I do if my Sodexo Meal Card is lost or stolen?

A. On loss of the card, please block your card by calling the Customer Service or over the Cardholder Portal and Zeta app. The lost Card will be blocked and the available amount less charges would be issued to the Cardholder as a replacement card only after the Cardholder requests for a replacement Card.

Q30. Can Sodexo add an outlet of my choice in its network?

A. Kindly share the details of your favorite outlets at <http://www.sodexobenefitsindia.com/users/#find-and-suggest-outlet> Sodexo will try to affiliate outlet of your choice in the network.

Q31. Do I need to handover my Sodexo Meal Card at the time of exit/separation from the company?

A. No. You need not handover the Sodexo Meal Card. You may continue to use the card till you exhaust the balance on the card.