

Terms and Conditions for Mobile Recharge Voucher Campaign

Mobile Recharge Voucher Campaign is brought to you by Fino Payments Bank in collaboration with BigCity Promotions. By participating, you agree to the following Terms and Conditions. Please read them carefully before proceeding.

Campaign Eligibility

This Campaign is available to a specific set of customers as identified by Fino Payments Bank based on the campaign criteria.

- Eligible customers will be notified via SMS/Email/WhatsApp.
- Eligibility is non-transferable and valid for the customer's registered mobile number only.

Voucher Validity

- Voucher codes will be distributed within 45 days post the campaign run on the current month.
- Vouchers validity will be mentioned on the communication sent to customer.
- Only one voucher can be redeemed per customer during the campaign.

Partner Telecom Circles

This campaign is applicable only for the following telecom providers:

- **Jio** – for ₹50 Recharge customer will be getting a talk time of ₹39.37 & for ₹20 Recharge customer will be getting a talk time of ₹14.95.
- **Vodafone** – for ₹50 Recharge customer will be getting a talk time of ₹39.37 & for ₹20 Recharge customer will be getting a talk time of ₹14.95.
- **Airtel** - customers who will be eligible for mobile recharge of ₹50 will receive 3 messages, with a bifurcation as ₹20(14.95) + ₹20 (14.95) + ₹10 (7.47) & for ₹20 Recharge customer will be getting a talk time of ₹14.95.

*Vouchers are not valid for any other telecom operators or regions outside the specified circles.

Redemption Process

To redeem your mobile recharge voucher:

Step 1: Check your registered email or SMS for the voucher code.

Step 2: Type in "FINO <space> 12 digit alpha numeric code <space> Mobile Network Name"

Step 3: Send SMS to **8722487224**.

Customer will receive their Mobile Recharge on their registered mobile number within 24-48 business hours (Prepaid number only).

Additional Terms

- The voucher is for one-time use only and cannot be reused, exchanged, or redeemed for cash.
- Customers who meet the eligibility criteria but fail to use the voucher within the validity period will not be issued a replacement.
- The voucher cannot be combined with any other offers or promotions.

Issue Resolution

If you face any issues with your voucher, please reach out through one of the following channels:

- **Partner Support:** finopayments@bigcity.in
- **Bank Helpline:** Call us at 022-6868 1414 or email us at customercare@finobank.com.

Our support team will address your concerns within 2 business days.

Disqualification

The Bank reserves the right to disqualify the participant if:

- Fraudulent or suspicious activities are detected.
- The participant does not meet the eligibility criteria during the specific period.
- Ineligible participants will not receive vouchers or refunds.

Disclaimer

Fino Payments Bank is not responsible for:

- Delays or failures caused by technical issues on the partner's platform.
- Misuse or unauthorized use of voucher codes.
- The Bank holds no liability for recharge failures due to errors on the telecom operator's side.

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