

Frequently Asked Questions - Tata Neu IndusInd Bank Forex Card

S. No.	Questions	Answers
1	What is Tata Neu IndusInd Bank Forex Card?	A Tata Neu IndusInd Bank Forex Card is a prepaid card that allows you to load and carry multiple foreign currencies on a single card, making it convenient for use in various countries during your International travels.
2	How Many currencies can be loaded in Tata Neu IndusInd Bank Forex Card?	You can load the following 14 currencies onto the Tata Neu IndusInd Bank Forex Card: Australian Dollar, Canadian Dollar, Euro, British Pound, Saudi Riyal, Singapore Dollar, UAE Dirham, US Dollar, Hong Kong Dollar, Japanese Yen, New Zealand Dollar, South African Rand, Thai Baht, and Swiss Franc.
3	Where can I use the Tata Neu IndusInd Bank Forex Card?	The Tata Neu IndusInd Bank Forex Card can be used while travelling abroad at ATMs to withdraw cash and at Point of Sale (POS) terminals for purchases. Additionally, you can use your Tata Neu IndusInd Bank Forex Card for online shopping and E-Comm transactions. You can use Tata Neu IndusInd Bank Forex card for following purposes: Leisure Travel, Overseas Education & Medical
4	Can I load multiple currencies on one Card?	Yes, you can load multiple currencies onto your Tata Neu IndusInd Bank Forex Card. This card enables you to carry up to 6 currencies on a single card from a choice of 14 different currencies.
5	How to withdraw cash from overseas ATM?	You can withdraw cash from overseas ATM by following the below steps. <ol style="list-style-type: none"> 1. Use your Tata Neu IndusInd Bank Forex Card at an ATM with VISA network acceptance. Card can be used directly for payments at merchant establishments that accept VISA enabled cards. 2. Enter 4-Digit ATM PIN. 3. Select Cash Withdrawal/Balance Enquiry. 4. Select type of Account as Checking/Current/Credit. 5. Collect your Card and cash
6	Can my Tata Neu IndusInd Bank Forex Card be used directly at merchant establishments?	Yes, your Tata Neu IndusInd Bank Forex Card can be used directly for payments at merchant establishments that accept Visa-enabled cards. Following are the steps for using your Forex Card on a POS terminal: <ol style="list-style-type: none"> 1. The merchant inserts/dips the Chip Card in the POS terminal. 2. The Chip Card must remain in the terminal till the transaction is completed. 3. If the merchant accidentally swipes the Card at the place of inserting/dipping the Card, the terminal will automatically identify it as a Chip Card. 4. The terminal will force the cashier to insert a Chip Card instead of doing a swipe if the POS terminal does not have a Chip facility.
7	Can I use my Tata Neu IndusInd Bank Forex Card for online/e-commerce purchases?	Yes, your Tata Neu IndusInd Bank Forex Card is designed to support online/e-commerce transactions. Once your card is loaded and activated with the required amount, you can easily make online purchases using it. When making a payment online, simply select the "Credit card" option as your preferred mode of payment. If prompted for a second-factor authentication, enter your ATM PIN to complete the transaction securely.
6	Is there any Insurance offered on Tata Neu IndusInd Bank Forex Card?	Yes, the Tata Neu IndusInd Bank Forex Card comes with the following insurance coverage: <ul style="list-style-type: none"> • Fraudulent charges cover (Lost/ Stolen/Skimmed/ Cloned): ₹2,00,000 • Purchase protection: ₹1,00,000 • Air accident: ₹10,00,000 (No condition of air ticket to be purchased on Card since this is a Travel Card) • Loss of Checked baggage (For International travel) ₹50,000 • Delay of Checked baggage (For International travel; delay more than 12 hours): ₹25,000 • Loss of passport (For International travel): ₹20,000 • ATM assault: ₹20,000

		For current information, please click Here
7	What needs to be done in case Hotels/ Car Rentals take a Pre-Authorization?	Hotels/ Car Rentals before check-in/ renting services etc., take a pre-authorization on your Card. A Pre-Authorization is essentially blocking of a certain amount on your Card. At the time of checking out of the hotel/ settling the bill, you should ask the executive to settle the final bill against the pre-authorization that was taken.
8	Can I retain the foreign exchange on the Tata Neu IndusInd Bank Forex Card after returning to India?	One can retain the Card only if the balance on the card is less than \$2000. Else the amount needs to be refunded within 90 days from the date of arrival*. In case refund is not made on time, the Card would be suspended and the Card holder can face legal action. *As per RBI regulations.
9	How to use Tata Neu IndusInd Bank Forex Card for Contactless payments?	Using your Tata Neu IndusInd Bank Forex Card for contactless payments is quick and easy. Here's how: <ol style="list-style-type: none"> 1. Check for the Contactless Symbol: Ensure your card and the merchant terminal both display the contactless symbol. 2. Tap or Wave Your Card: Hold your card near the contactless-enabled terminal within 4 cm to complete the transaction without entering a PIN. 3. Wait for Confirmation: Look for a green light or confirmation message on the merchant terminal indicating a successful transaction. 4. Collect Your Receipt: If available, take the receipt from the merchant. <p>Note: Be aware that there may be some transaction limit set by the country's central bank regulations</p>
10	What exchange rates are applied when a transaction is made on the Card?	If the transaction is done in base currency (The currency loaded in the card) there is no exchange rate applicable. However, for transactions done in currencies other than base currency, exchange rates / conversion rates from the base currency to the local currency are applicable in accordance with rates applied by VISA. Currency conversion is done automatically in an international online environment by VISA. TATA Neu or Bank, do not have any role in the currency conversion. There is only a mark-up of 3.5% applied on cross-currency conversion transactions. The rates used by VISA are fine and are globally accepted by all banks.
11	What is Dynamic Currency Conversion?	In some countries, ATMs and POS machines might offer a feature called 'Dynamic Currency Conversion.' With this feature, the machine will recognize your Tata Neu IndusInd Bank Forex Card as a foreign card and will give you the option to complete the transaction in your home currency (for example, Indian Rupees for Indian customers).
12	Can I use the Dynamic Currency Conversion option at the time of making a transaction?	Please remember that your Tata Neu IndusInd Bank Forex Card is designed to be used in the foreign currency it's loaded with. To avoid any extra charges or unfavourable exchange rates, make sure not to choose any option that changes the currency during your transaction. We've disabled Dynamic Currency Conversion (DCC), so transactions will be declined if attempted. The DCC feature might appear under different names with overseas banks. TATA Neu and IndusInd Bank are not responsible for any DCC fees and cannot refund charges resulting from incorrect currency selection.
13	Can the Tata Neu IndusInd Bank Forex Card be used in Duty-Free shop?	Yes, while returning from an international trip, you can use the balance currency on your Tata Neu IndusInd Bank Forex Card at Duty-Free Shops (International) to buy those last-minute souvenirs for your loved ones.

<p>14</p>	<p>How to reload the currencies on the Tata Neu IndusInd Bank Forex Card?</p>	<p>You can reload currency onto your Tata Neu IndusInd Bank Forex Card through two different platforms:</p> <p>A. Using the Tata Neu App:</p> <ol style="list-style-type: none"> 1. Open the TATA Neu App. 2. Go to the Forex Card section. 3. Select "Reload Forex Card." 4. Enter the required currency details. 5. Complete the payment process. 6. Your card will be reloaded with the specified amount. <p>B. Via the Indus Forex Website for Tata Neu IndusInd Card:</p> <ol style="list-style-type: none"> 1. Visit https://indusforex.indusind.com/. 2. Click on "Reload Forex Card." 3. Select your desired currency and click "Proceed." 4. Enter your card details. 5. Complete the payment. <p>Note: The Funds will be added to your card within 4 working hours on Business days after all the fulfilment activities are completed and authorised by the bank.</p>
<p>15</p>	<p>What is Card Limit and how to manage card limit?</p>	<p>Your card limit is the maximum amount you can spend each day. You can easily set or adjust your card limits using the TATA Neu app. Just follow these steps:</p> <ol style="list-style-type: none"> 1. Open the TATA Neu app and click on 'Categories' 2. Go to ' Forex Card.' 3. Tap on 'Manage Limit.' 4. Here, you can enable or disable ATM, POS, E-Commerce, and Contactless transactions and set your preferred limits. <p>Alternatively, in order to manage your card, login to IndusFx Card mobile application.</p>
<p>16</p>	<p>In case the card is lost, how do I block/unblock it?</p>	<p>If you need to block/unblock your Tata Neu IndusInd Bank Forex card, please call IndusInd Bank 24/7 Phone Banking Numbers:</p> <p>For customers within India: 📞 Call at 1860 267 7777 For customers outside India: 📞 Call at +91 22-44066666</p> <p>Customer care is available 24/7 to assist and support for Tata Neu IndusInd Bank Forex Card pertaining queries.</p> <p>Alternatively, in order to manage your card, login to IndusFx Card mobile application.</p>
<p>17</p>	<p>How to set Currency priority?</p>	<p>Currency priority is unique feature in which you can set which currency (in case of multi-currency loaded in your card) to be used first in order to avoid currency conversion charges. If your wallet doesn't have enough balance or the currency isn't available on your card, the amount will be taken from the most recently added currency. You can choose which currency should be used first.</p> <p>To adjust this, please connect with the IndusInd Bank customer care:</p> <p>For customers within India: 📞 Call at 1860 267 7777 For customers outside India: 📞 Call at +91 22-44066666</p> <p>In order to change your currency priority, login to IndusFx Card mobile application, Select "Update Currency Priority" from Card Summary menu, Drag Currencies Vertically to change the wallet Priority, Confirm Changes by entering OTP</p>

18	My Card is not working what should I do?	<p>If your card isn't working, you can try these steps to fix it:</p> <ol style="list-style-type: none"> 1. Open the TATA Neu app. 2. Go to the ' Forex Card' section. 3. Tap on 'Manage Your Card.' 4. Check if your card is disabled and select 'Enable' if needed. <p>If the issue continues, please call IndusInd Bank 24/7 Phone Banking Numbers: For customers within India: 📞 Call at 1860 267 7777 For customers outside India: 📞 Call at +91 22-44066666</p> <p>Customer care is available 24/7 to assist and support for Tata Neu IndusInd Bank Forex Card pertaining queries.</p> <p>Alternatively, in order to manage your card, login to IndusFx Card mobile application.</p>
19	How long does it take to get the Tata Neu IndusInd Bank Forex Card delivered?	<p>Tata Neu IndusInd Bank Forex Card will be delivered within 2-5 business days for authorised orders placed after all necessary payments and actionable are completed by the user before 4pm.</p> <p>The turnaround times mentioned here can vary in case of exceptional circumstances such as bad weather, local holidays, riots, and other disturbances, etc.</p>
20	What exchange rates are applied at the time of sale & reload?	<p>Exchange rate at the time of order booking will be visible on Tata Neu App/IndusForex portal.</p>
21	Can the Tata Neu IndusInd Bank Forex Card be used in India?	<p>No, Tata Neu IndusInd Bank Forex Card cannot be used for ATM withdrawals, in-store purchases, or online transactions in India. Additionally the card cannot be used in Nepal or Bhutan.</p>
22	At what rate can I get my funds refunded?	<p>Tata Neu IndusInd Bank Forex Card will be refunded at Bank's prevailing card rate.</p>
23	What exchange rates are applied when a transaction is made on the card?	<p>If you use your card in the same currency (for example, spending in USD when you have enough USD balance), no exchange rate will apply. However, if you make a transaction in a different currency (for example, spending in EUR when you have no EUR balance but have USD balance), VISA will define the exchange rates be used. These rates are reliable and accepted worldwide. Please note, a 3.5% currency conversion fee will be added.</p>
24	What is the process to get the refund and the timeline?	<p>For Refund of Forex Card, customer needs to visit the branch with necessary documentation: -</p> <ul style="list-style-type: none"> - Multi Currency Card Application Form - Refund - Passport copy (With Arrival Stamp) - Original to be carried. - Cancelled Cheque of Account (For Non IBL accounts only) - Refund of card (T+1 working Days) - Exception for immediate transfer: Same day refund/transfer will be done basis branch staff /partner confirmation, any negative balances occurring will be recovered from the customer. <p>Note: Refund will be done to customer's bank account, as per bank details provided by him/her, in 1 business day after all the fulfilment activities are completed and authorised by the IndusInd bank.</p>
25	What are the charges for transactions done on cash withdrawal at ATMs a Tata Neu IndusInd Bank Forex Card?	<p>There are no charges for purchases made at stores or online. However, charges will be applied for cash withdrawals at ATMs. For a detailed list of charges, please click Here.</p>

26	What documents are needed for Tata Neu IndusInd Bank Forex Card Issuance?	<p>To issue Tata Neu IndusInd Bank Forex Card, you will need the following documents:</p> <ol style="list-style-type: none"> 1. PAN 2. Passport 3. Aadhaar Number 4. Additional Documents can be asked by the bank, case to case. <p><u>For Education/ Medical Purposes:</u></p> <p>Additional Documents may be required, case to case.</p>
28	Can I tap and pay through Tata Neu IndusInd Bank Forex Card?	<p>Yes, the Tata Neu IndusInd Bank Forex Card supports tap and pay. Customer needs to activate the tap and pay feature in TATA Neu app. Once done , customer can check and manage this option in the 'Card Management' section of the app.</p>
29	Which ATMs accept Tata Neu IndusInd Bank Forex Card?	<p>Tata Neu IndusInd Bank Forex Card can be used at all ATM's with VISA network acceptance (International)</p>
30	What are the types of transaction fees on Tata Neu IndusInd Bank Forex Card, charged by the bank?	<p>There won't be any charges when you buy from a store or shop online. However, there is a fee for cash withdrawals through ATMs. IndusInd Bank doesn't charge for POS / Ecomm transaction.</p> <p>Please click Here to view the detailed charges</p>
31	What is the limit on transactions and daily withdrawals for Tata Neu IndusInd Bank Forex Cards, and what happens if the limit is exceeded?	<p>The ATM withdrawal limit for the TATA Neu IndusInd Bank Forex Card is USD 1,000 equivalent per day. You can withdraw up to USD 300 equivalent per transaction. If you exceed these limits, additional transactions or withdrawals will not be permitted until the daily limit resets.</p> <p>Please click Here to view the detailed charges and limits</p>
33	Is a Travel Visa required before applying for the Tata Neu IndusInd Bank Forex Card?	<p>In some cases, you may require a Travel Visa before or after applying for TATA Neu IndusInd Bank Forex Card. Additionally user may be required to furnish additional details basis Bank's due diligence.</p>
34	What is the ideal time to get a Tata Neu IndusInd Bank Forex Card before a trip?	<p>You can apply for the Tata Neu IndusInd Bank Forex Card starting from 6 months before your International trip.</p>
35	How do I surrender my Tata Neu IndusInd Bank Forex Card?	<p>You can return your Tata Neu IndusInd Bank Forex Card by visiting the nearest IndusInd Bank branch (Listed branches)</p> <p>Please click Here to view listed branches to view the details.</p>
36	How can I reset the PIN for my Tata Neu IndusInd Bank Forex Card?	<p>To reset your PIN, just follow these steps:</p> <ol style="list-style-type: none"> 1. Open the Tata Neu App. 2. Go to the ' Forex Card' section. 3. Tap on 'Reset PIN.' 4. Enter your new PIN. 5. Enter the OTP received on your registered phone <p>Your PIN will be updated after the OTP is verified.</p> <p>Alternatively, in order to manage your card, login to IndusFx Card mobile application.</p> <p>Or connect with the IndusInd Bank customer care:</p> <p>For customers within India: ☎ Call at 1860 267 7777 For customers outside India: ☎ Call at +91 22-44066666</p>

37	What should I do if my card is stolen or lost?	<p>To block your card and protect your account:</p> <p>Please login to IndusFx Card mobile application.</p> <p>Or connect with the IndusInd Bank customer care:</p> <p>For customers within India: ☎ Call at 1860 267 7777 For customers outside India: ☎ Call at +91 22-44066666</p> <p>Our team is available 24/7 to assist you. You can also raise a dispute for any unauthorised transactions during your call. Stay safe, and we'll get this sorted out for you quickly!</p>
39	How long does it take to reload the card?	<p>It takes 4 working hours on business days after authorisation of order placed and successful completion of pending activities.</p> <p>In case the order qualifies for InstaReload, it will done on immediate basis.</p>
40	What is InstaReload?	<p>Instant credit of funds for a Tata Neu IndusInd Bank Forex Card holder for reload value under INR 50,000, twice a month is called InstaReload and is completed in few minutes after order completion.</p>
41	Can I load Tata Neu IndusInd Bank Forex Card using Credit Card?	<p>You can load your Tata Neu IndusInd Bank Forex Card using Net Banking or UPI. However, it's not possible to load it using a Credit Card.</p>
42	Is there an annual maintenance charge for the Tata Neu IndusInd Bank Forex Card?	<p>No, there are no annual maintenance fees for the Tata Neu IndusInd Bank Forex Card. For current Schedule of Charges please click Here.</p>
43	Is there any fee involved if I reload my Tata Neu IndusInd Bank Forex Card?	<p>Yes, there is a reload fee of INR 99 plus GST each time you reload Tata Neu IndusInd Bank Forex Card. For current Schedule of Charges please click Here.</p>
44	Can I reload my Tata Neu IndusInd Bank Forex Card through IndusInd Bank website?	<p>Yes, you can reload your Tata Neu IndusInd Card through the IndusForex website. Just follow these steps:</p> <ol style="list-style-type: none"> 1. Go to IndusForex. 2. Click on 'Reload Forex Card'. 3. Choose the currency you want to use and click 'Proceed'. 4. Enter your card details. 5. Complete the payment. <p>The funds will be added to your card within 4 working hours.</p>
45	How do I check my transactions on Tata Neu IndusInd Bank Forex Card?	<p>You can view your transactions using the TATA Neu app. Just follow these steps:</p> <ol style="list-style-type: none"> 1. Open the TATA Neu app. 2. Select ' Forex Card'. 3. Tap on 'Transactions'. 4. You'll see a list of your transactions. You can also download a PDF of your transactions by clicking on the 'Download' option
46	What is TCS?	<p>Tax Collected at Source (TCS) is a tax that sellers collect from buyers at the time of a purchase. According to Section 206C of the Income-tax Act, 1961, starting October 1, 2020, TCS is applicable on forex transactions under the Liberalized Remittance Scheme (LRS), such as when you load or reload a Tata Neu IndusInd Bank Forex Card. This means a portion of your transaction amount is collected as tax at the time of the transaction.</p> <p>Note: TCS is not applicable for LRS Forex transaction, cumulatively up to ₹7 Lakhs per FY</p>

47	How much TCS do I need to pay?	<p>TCS is applied on LRS Forex transactions in a FY exceeding cumulatively ₹7 Lakhs.</p> <p>Currently, the amount of TCS you need to pay depends on the purpose of your travel:</p> <ul style="list-style-type: none"> - For Education and Medical Purposes: 5% of the amount exceeding ₹7 Lakhs in a FY. - For All Other Purposes: 20% of the amount exceeding ₹7 Lakhs in a FY.
48	What is partial payment?	<p>When applying and reloading the Tata Neu IndusInd Bank Forex Card, you can make a partial payment of just 5% of the total amount due. You will have 24 hours to pay the remaining balance. If the full payment is not completed within 24 hours, the application will be cancelled and the amount paid will be refunded to the source in 5-7 working days. Thus, you will need to re-apply for the card.</p>
49	What needs to be done if Tata Neu IndusInd Bank Forex Card is lost in Foreign Country?	<p>If you lose your Tata Neu IndusInd Bank Forex Card while travelling abroad, please don't panic. Just follow these simple steps for support.</p> <p>Immediately block your Tata Neu IndusInd Bank Tata Neu IndusInd Bank Forex Card to prevent misuse. You can do this by calling +91 22 4406 6666.</p> <p>If needed, you can opt for emergency cash services by calling the VISA service centre. Please click Here to get the toll free number or visit the Emergency Services section in Forex Card section in the Tata Neu app for details.</p> <p>Also, file a report with the local authorities to document the loss.</p>
50	How do I unblock my Tata Neu IndusInd Bank Forex Card?	<p>Here's how you can unblock your Tata Neu IndusInd Bank Forex Card:</p> <p>While In India - Please call the IndusInd bank (1860 267 7777)</p> <p>While In Foreign Country - Please call the IndusInd bank (+91 22 4406 6666)</p>
51	What to do if I am not able to access Tata Neu app in foreign country?	<p>The Tata Neu app can be used while you're abroad. If you're having trouble accessing the app, you can reload your card and manage it by visiting IndusFX Card mobile application .This link also lets you check your card balance, view transactions, and generate your ATM PIN.</p>
52	How does a person pay TCS?	<p>TCS will be included in the total amount when you load or reload your Tata Neu IndusInd Bank Forex Card. You don't need to pay it separately.</p>
53	How will I identify if the TCS is for medical or general?	<p>TCS will be applied as per your declared travel purpose.</p>
54	What is LRS?	<p>The Liberalized Remittance Scheme is an RBI measure that allows Indian residents to send/spend foreign currency outside India. These funds can be used for any permissible current or capital account transaction, or a combination of both. Currently, RBI allows Indian residents to send up to \$250,000 per FY (April to March) under LRS</p>
55	What are the annual limits for remittances under LRS?	<p>Currently, RBI allows Indian residents to send/spend up to \$250,000 per FY (April to March) under LRS</p>
56	What are the purposes under which a resident individual can avail of foreign exchange facility?	<p>A resident individual can access foreign exchange facilities for various purposes:</p> <ol style="list-style-type: none"> 1. Private visits to any country (excluding Nepal and Bhutan) 2. Gifts or donations 3. Employment abroad 4. Emigration 5. Supporting close relatives abroad 6. Business trips 7. Attending conferences/specialized training 8. Medical expenses/check-ups or accompanying a patient for treatment 9. Studies abroad
57	Are there any restrictions on the frequency of the remittance?	<p>There's no limit on how often you can remit money under Liberalized Remittance Scheme (LRS). However, the total amount of money you send or exchange through all sources in India during a FY must stay within the overall limit of \$2,50,000.</p>
58	Can remittances be made only in US Dollars?	<p>You can make remittances in any foreign currency that can be freely converted.</p>

59	What are the accepted payment modes for loading/reloading the card	Below are the accepted payment modes for card loading/reloading: 1. Net Amount less than 50 K - 100 % via Razorpay 2. Net Amount equal to or more than 50 K - 5% via Razorpay & 95% Offline mode (RTGS/NEFT/UPI/ IMPS)
60	Do I Need to have an IndusInd Bank account to purchase the Forex Card	No, you don't need a savings account relationship with IndusInd Bank to purchase the TATA Neu IndusInd Bank Forex Card, however: 1. You should have a valid PAN & Aadhaar Card in your Name and a valid mobile number 2. Your FEMA limit of forex for the FY should not be breached beyond USD 250,000 3. The transaction should be done by the traveller/remitter only
61	Can a close relative fund a Forex transaction on TATA Neu IndusInd Bank Forex Card?	A close relative cannot fund a Forex transaction for TATA Neu IndusInd Bank Forex Card
62	Will there be any charges for order cancellation?	No, there are no charges for order cancellation. However there may be an exchange loss, due to nature of forex fluctuations, which may be passed to you as per cancellation policy. Please click Here to know more about cancellation policy.
63	How will I get refund on order cancellation?	Any refund arising out of cancellation of the transaction will be processed in 7 Working days. Any refund arising out of failure of transaction will be processed within 5 working days