

FAQ – UCO Digital Rupee (CBDC)

Ques 1: What is CBDC?

Answer:

CBDC stands for Central Bank Digital Currency, a digital form of legal tender just like your physical notes issued by the Reserve Bank of India (RBI), equivalent in value to physical currency.

CBDC is a digital representation of the Indian Rupee, introduced by RBI to promote a cashless economy and enhance the efficiency of the payment system.

Ques 2: How is CBDC different from UPI?

Answer:

UPI is a medium that facilitates real-time fund transfers between bank accounts, whereas CBDC is a digital form of national currency issued by RBI, that can be stored in a digital wallet and used for transactions like physical currency. UPI is a payment interface for transferring funds between accounts, while CBDC is a digital currency issued by RBI, enabling direct transactions without intermediaries.

Ques 3: Why is CBDC required?

Answer:

CBDC aims to provide a secure, efficient, and accessible digital payment method, reducing reliance on cash and enhancing financial inclusion.

CBDC helps in reducing the cost of currency management, curbing illicit activities, and promoting a transparent financial system.

Ques 4: What is the Digital Rupee (Digital Rupee) Wallet?

Answer:

Digital wallet provided by UCO Bank is to store and transact the digital rupee (Digital Rupee), functioning similarly to a physical wallet but in digital form with the user.

Digital Rupee (Digital Rupee) Wallet is an entity enabling customers to hold and transact in CBDC (Digital Rupee), facilitating seamless digital payments.

Ques 5: Where can we access the Digital Rupee Wallet?

Answer:

The Digital Rupee Wallet can be accessed through "UCO Digital Rupee" mobile application. Customers can download the "UCO Digital Rupee" app from the Google Play Store and App

Store (iOS) to access the Digital Rupee Wallet. After successful registration/login, the Digital Rupee Wallet can be accessed.

Ques 6: How is CBDC different from NEFT/RTGS/IMPS?

Answer:

NEFT, RTGS, and IMPS are fund transfer systems between bank accounts, while CBDC allows direct peer-to-peer transactions. CBDC Digital Rupee transactions occur directly between digital wallets, reducing dependency on traditional banking channels.

Ques 7: How is CBDC different from Bitcoin?

Answer:

CBDC is a centralized, government-issued digital currency with legal tender status, whereas Bitcoin is a decentralized cryptocurrency without legal tender status.

CBDC is regulated by RBI, ensuring stability and trust, unlike cryptocurrencies like Bitcoin, which are subject to market volatility.

Ques 8: Can I transfer amounts to my friend/relative using CBDC? How?

Answer:

Yes, by using the Digital Rupee Wallet, you can transfer digital rupees to another person's Digital Rupee Wallet through their registered mobile number or QR code.

Steps: Click on the Send Icon on Home Screen > Enter mobile number of friend/relative > Click on Verify > Click "Send Digital Rupee" > Enter Amount either by entering amount or swiping desirable notes and coins > Enter Remarks and Click "Send Digital Rupee" > Click "Send Digital Rupee" > Enter 6-digit PIN and OK.

Customers can perform peer-to-peer transfers within the CBDC ecosystem using the Digital Rupee Wallet application.

Ques 9: How can I load money into my Digital Rupee Wallet?

Answer:

Click on the Load Icon on Home Screen > Enter Amount either by entering amount or swiping desirable notes and coins > Select Bank account number or UPI > Click "Confirm" > Your money will be loaded.

Ques 10: What are the different denominations provided?

Answer:

User Perspective: Digital Rupee is available in denominations similar to physical currency, such as ₹0.01, ₹0.50, ₹1, ₹2, ₹5, ₹10, ₹20, ₹50, ₹100, ₹200, and ₹500.

Branch Perspective: Digital rupee denominations mirror physical currency to facilitate ease of use and familiarity for customers.

Ques 11: Can I send money other than denominations? How?

Answer:

User Perspective: Yes, the Digital Rupee Wallet system allows for transactions of any custom amounts. You can combine all available denominations from your digital wallet. Denominations in your Digital Rupee Wallet will be adjusted automatically.

Branch Perspective: The system intelligently manages denominations to facilitate transactions of any amount, ensuring seamless payments.

Ques 12: Are there any limitations for transactions?

Answer:

User Perspective: Yes, there are transaction limits set by RBI, such as per transaction and daily limits:

Holding capacity of the Wallet: Digital Rupee 50,000(5,000 for cooling period)

Load (Per Day): Digital Rupee 25,000

Load (Count per Day): 20

Inward amount (Per Day): Digital Rupee 25,000 (5,000 for cooling period)

Inward amount (Count per Day): 20

Redemption: Digital Rupee 50,000

Redemption (Count per Day): 20

Outward amount (Per Day): Digital Rupee 25,000 (5,000 for cooling period)

Outward transfer (Count per Day): 20

Payment/Collection amount (per transaction): Digital Rupee 10,000(5,000 for cooling period)

Monthly outward transfer (count): 100

Branch Perspective: Transaction limits are enforced to ensure security and compliance with regulatory guidelines.

Ques 13: What to do when a transaction fails, other than internet issues?

Answer:

Check for sufficient wallet balance, ensure the recipient's details are correct, and retry. If the issue persists, check if receiver's wallet is credited the amount or not. If not, wait for a few hours. If the issue still persists, raise a dispute through UCO Bank's CBDC "Raise Dispute"

function, through the app, else can send an email for assistance to cbdc.support@uco.bank.in

For Branches: Advise customers to verify transaction details and network connectivity; if unresolved, escalate the issue through the bank's support channels.

Ques 14: How can I transfer money from another bank account to the UCO Digital Rupee Wallet?

Answer:

Currently, User can load funds from only UCO bank savings account into the UCO Digital Rupee Wallet.

Steps: Click on the Load Icon on Home Screen > Enter Amount either by entering amount or swiping desirable notes and coins > Select UPI > Follow necessary steps as per your UPI app > Click "Confirm" > Your money will be loaded.

Branch Perspective: Guide customers to use the UCO Digital Rupee Wallet Load feature to load funds from their bank accounts to the UCO Digital Rupee Wallet.

Ques 15: How can I transfer UCO Digital Rupee Wallet amount to my bank account?

Answer:

User Perspective: Use the 'Redeem' button in the UCO Digital Rupee Wallet app to transfer funds from your Digital Rupee Wallet back to your linked UCO bank savings account.

Branch Perspective: Assist customers in using the app's functionality to move funds from the Digital Rupee Wallet to their UCO Bank account seamlessly.

Ques 16: How can I edit my profile?

Answer:

User Perspective: Access the 'Profile' section in the UCO Digital Rupee app to update PIN Setting, De-register Wallet, Raise dispute through UCO Bank's CBDC "Raise Dispute" function, through the app, for assistance.

Ques 17: Is the UCO Digital Rupee app taking too much RAM?

Answer:

User Perspective: No, it is a lightweight app.

Branch Perspective: Recommend customers to ensure their devices meet the app's minimum requirements like disabling "developer option" for optimal performance. In case of any doubt, raise a dispute through UCO Bank's CBDC "Raise Dispute" function, through the app, for

assistance. If the application closes automatically during the registration process, Please Clear cache, force stop and update the application.

Ques 18: Is the UCO Digital Rupee app consuming too much internet data?

Answer:

User Perspective: No, it is taking less data.

Ques 19: Can I use this app on my computer/laptop?

Answer:

Currently, the "UCO Digital Rupee" mobile application is available for mobile devices; desktop versions are not supported.

Ques 20: Should I/We have to pay any additional charges for using CBDC?

Answer:

No, the Reserve Bank of India (RBI) has not levied any additional charges for using the Digital Rupee. Transactions using the UCO Digital Rupee app are free of cost.

Bank shall inform customers that using the Digital Rupee app does not incur any additional fees, promoting cost-effective digital transactions.

Ques 21: If an issue arises during a transaction, what steps need to be followed?

Answer:

First, check your internet connection and ensure all transaction details are correct. If the issue persists, raise a dispute through UCO Bank's CBDC "Raise Dispute" function, through the app, for assistance.

Bank shall guide customers to verify transaction details and connectivity. If issue still persists, bank shall assist user in raising a complaint through the bank's support channels.

Ques 22: If my CBDC transaction is taking longer time?

Answer:

Transaction delays can occur due to network congestion, server maintenance, or connectivity issues. If a transaction is pending for an extended period, raise a dispute through UCO Bank's CBDC "Raise Dispute" function, through the app, for assistance.

Bank shall advise customers that occasional delays may happen due to technical reasons and assure them of timely resolution upon reporting the issue.

Ques 23: What should I/We do when an SMS is not received?

Answer:

Ensure your mobile number is correctly registered and has network coverage. If the problem persists, check the app for transaction status in History Page or raise a dispute through UCO Bank's CBDC "Raise Dispute" function, through the app, for assistance.

Bank shall assist customers in verifying their registered mobile number and guide them on alternative methods to check transaction status.

Ques 24: Can I share money more than I have in my UCO Digital Rupee Wallet?

Answer:

No, you can only transact up to the available balance in your Digital Rupee Wallet. Overdrafts are not permitted.

Bank shall inform customers that transactions are limited to the wallet's available balance to maintain financial discipline and security.

Ques 25: Can the UCO Digital Rupee App run without the Internet?

Answer:

Yes, Offline feature in the UCO Digital Rupee allows user to send money without the Internet.

Ques 26: What if I forgot my T-PIN?

Answer:

User Perspective: Use the 'Forgot T-PIN' option in the app to reset it.

Steps: Click on "Profile" Button > Click on "Pin Setting" > Click on "Forget Pin" > Enter your debit card last six digits and Expiry date > Press Done > Set your New Pin > Click "Set Pin" > Congratulations! Your new Pin has been updated.

Branch Perspective: Guide customers through the T-PIN reset process via the app or assist them at the branch if necessary.

Ques 27: How to deregister from the UCO Digital Rupee App & Wallet?

Answer:

User Perspective: Navigate to the app's settings and click on "Profile" Button > Click "De-register Wallet" to deregister > Click Continue.

In case if you have money in your wallet, Click Redeem All > Follow steps to redeem the amount in your Digital Rupee Wallet. (There is auto redeem that happens while deregistration.) > Your Account will be deregistered. Follow the on-screen instructions to complete the process.

If you found any issue, Please raise a dispute through UCO Bank's CBDC "Raise Dispute" function, through the app, for assistance if you find any issue.

Branch Perspective: Assist customers in deregistering from the Digital Rupee App upon request, ensuring all necessary steps are followed.

Ques 28: Will I get interest on my wallet balance?

Answer:

User Perspective: No, the Digital Rupee Wallet does not accrue interest. It functions similarly to holding physical cash. For now, CBDC is not made for investment purpose.

Branch Perspective: Inform customers that the Digital Rupee Wallet is a non-interest-bearing digital equivalent of cash.

Ques 29: Can I request a custom amount from any person?

Answer:

User Perspective: Yes, you can request specific amounts from other user's Digital Rupee Wallet through the app's 'Request Money' feature.

Steps: Click on the Collect Icon on Home Screen > Enter Amount > Click "Generate QR" button > Share the QR with anyone to receive money.

Branch Perspective: Educate customers on using the 'Request Money' feature for seamless peer-to-peer transactions.

Ques 30: How to register/sign up for Digital Rupee for the first time in the UCO Digital Rupee application?

Answer:

User Perspective: Download the UCO Digital Rupee App, Click Next and Verify > Select SIM that is linked with your UCO Bank Account > Click Verify and Your UCO bank Account will be fetched automatically > Select the Account for making it primary > Enter your Desirable nick name > Enter your debit card last six digits and Expiry date > Press Done > Set your New Pin > Click Ok > Click Next until Home screen appears. In case of any query or error found, kindly raise a dispute through UCO Bank's CBDC "Raise Dispute" function, through the app, for assistance.

Branch Perspective: Guide customers through the registration process, ensuring they complete all necessary steps for activation.

Ques 31: How many wallets can a customer hold?

Answer:

User Perspective: A customer can hold only one Digital Rupee Wallet per registered mobile number with UCO Bank. However, a customer can hold one wallet per other banks(if the banks' permit)

Branch Perspective: Inform customers that multiple wallets are not permitted per mobile number to maintain system integrity.

Ques 32: Is an account mandatory for customers to use UCO Digital Rupee (Digital Rupee)?

Answer:

User Perspective: Yes, having an Savings account with UCO Bank is necessary to use the Digital Rupee Wallet, as it links your digital wallet to your bank account for loading and redeeming of funds.

Branch Perspective: Encourage customers to open a UCO Bank account to access the full benefits of the Digital Rupee Wallet.

Ques 33: Is there any minimum balance of Digital Rupee for my UCO Digital Rupee wallet?

Answer:

User Perspective: No, there is no minimum balance requirement/criteria for the Digital Rupee Wallet.

Branch Perspective: Inform customers that they can maintain any balance in their Digital Rupee Wallet without penalties.

Ques 34: What if I change my device from Android/iOS to vice versa without changing my mobile number; do my existing tokens get transferred to the new wallet?

Answer:

User Perspective: Yes, as long as your mobile number remains the same, you can reinstall the app on your new device and access your existing Digital Rupee Wallet and tokens.

Branch Perspective: Advise customers to reinstall the app on the new device and log in using their registered mobile number to retrieve their wallet.

Ques 35: What if I enter the wrong Wallet PIN during a transaction?

Answer:

User Perspective: Entering the wrong PIN will fail your transaction for security reasons. Use the 'Forgot PIN' option to reset it or raise a dispute through UCO Bank's CBDC "Raise Dispute" function, through the app, for assistance.

Branch Perspective: Assist customers in resetting their Wallet PINs and advise them on maintaining PIN confidentiality.

Ques 36: When will PIN be blocked?

Answer:

If NPCI or UCO Bank finds any malpractice, misuse such as entering wrong PIN multiple times, it will be blocked. User can unblock PIN by raising a dispute through UCO Bank's CBDC "Raise Dispute" function, through the app.

Ques 37: Is Digital Rupee (digital rupee) accepted worldwide?

Answer:

User Perspective: Currently, the Digital Rupee is intended for domestic transactions within India and is not accepted internationally.

Branch Perspective: Inform customers that the Digital Rupee is designed for use within India's financial ecosystem.

Ques 38: Why are there different denominations in the Digital Rupee?

Answer:

User Perspective: Different denominations in the Digital Rupee mirror physical currency, facilitating ease of transactions and familiarity for users.

Branch Perspective: Explain that varying denominations help in precise transactions and enhance user experience.

Ques 39: Is Digital Rupee Private & Secure?

Answer:

User Perspective: Yes, the Digital Rupee is issued by the RBI and incorporates advanced security features by NPCI and UCO Bank to ensure privacy and protection against fraud.

Branch Perspective: Assure customers of the Digital Rupee's robust security measures and the RBI's commitment to safeguarding digital transactions.

Ques 40: How is the Digital Rupee wallet different from the original physical wallet?

Answer:

User Perspective: The Digital Rupee wallet is a digital platform that is accessible from your Android or iOS Device and that allows for secure, cashless transactions, whereas a physical wallet holds tangible currency.

Ques 41: Can I use Digital Rupee from wallet via ATM cards/UCO m-banking/UCO UPI app?

Answer:

User Perspective: Currently, the Digital Rupee wallet operates independently and is not integrated with ATM cards, UCO m-banking, or UCO UPI apps. It is only accessible from UCO Digital Rupee App.

Branch Perspective: Inform customers that Digital Rupee transactions are facilitated exclusively through the dedicated Digital Rupee wallet application at this time.

Ques 42: Can I transfer Digital Rupee from my wallet directly to my friend's/relative's bank account?

Answer:

User Perspective: No, Digital Rupee transfers are limited to transactions between Digital Rupee wallets. Direct transfers to bank accounts is only supported through UPI feature in the application. User can send to Merchant's UPI QR Code.

Branch Perspective: Advise customers that to transfer funds to a bank account or UPI VPA, they can redeem Digital Rupee into their bank account and then proceed with the transfer using traditional banking methods.

Ques 43: Can I/We use this for investment? Will the value of Digital Rupee placed in my wallet grow/appreciate?

Answer:

User Perspective: No, Digital Rupee is a digital representation of the Physical Indian Rupee and does not accrue interest or appreciate in value. It is intended for transactional purposes only.

Branch Perspective: Clarify to customers that Digital Rupee is not an investment vehicle and is designed to facilitate digital transactions without offering returns.

Ques 44: Can I save my tax payable by investing in these tokens?

Answer:

User Perspective: No, holding Digital Rupee does not provide any tax benefits or deductions. It is equivalent to holding physical cash in digital form.

Branch Perspective: Inform customers that Digital Rupee holdings do not influence tax liabilities or offer any tax-saving advantages.

Ques 45: Does the transfer of tokens happen only during banking hours?

Answer:

User Perspective: No, UCO Digital Rupee transactions can be conducted 24/7, including weekends and holidays, providing flexibility beyond traditional banking hours.

Branch Perspective: Highlight to customers the advantage of round-the-clock transaction capabilities with UCO Digital Rupee, enhancing convenience.

Ques 46: Can I scan Merchant UPI QR Code through UCO Digital Rupee App to make payment?**Answer:**

User Perspective: Yes, UCO Digital Rupee transactions require scanning QR codes within the UCO Digital Rupee app. UCO Digital Rupee app "UCO UPI" QR scanning is compatible with UCO Digital Rupee payments as of now only for Merchant UPI QR Code.

Branch Perspective: Advise customers to use the UCO Digital Rupee app for scanning QR codes specific to Merchant UPI QR Code for UCO Digital Rupee transactions.

Ques 47: Can I use this application to make payment to merchants on their UPI QR Code anywhere in India?**Answer:**

User Perspective: Yes, currently, Digital Rupee payments are allowed to merchants to their QR Code anywhere in India.

Branch Perspective: Inform customers that Digital Rupee payments are accepted only by merchants onboarded to the Digital Rupee platform.

Ques 48: How to raise a complaint?**Answer:**

User Perspective: Whenever transaction fails, it will show "Raise Dispute" button. Click on that. Enter your Mobile number, Email Id, Select Dropdown option, Enter Details of the issue you have faced. Click "Submit" Button.

Use the 'Help and Support' section within the UCO Digital Rupee app to view/track a complaint or contact customer service directly.

Branch Perspective: Assist customers in raising complaints through the app or provide alternative channels for support.

Ques 49: How to track a complaint? (For branch)

Answer:

User Perspective: User can track the complaint by clicking on Profile > Raise Dispute > Click on any complaint(all previously complaints raised by the user will be visible here). Here user can check out status of the complaint.

Branch Perspective: Branches can track complaints through designated channels, ensuring timely resolution and updates to the customer.

Ques 50: Amount is debited after scanning UPI QR Code of merchant, but not received by merchant. What to do?**Answer:**

User Perspective: Check if there is "Internet or invalid QR" issue. If not, immediately raise a dispute through UCO Bank's CBDC "Raise Dispute" function, through the app, for assistance through the UCO Digital Rupee app to report the issue and initiate a resolution process.

Branch Perspective: Assist the customer in filing a dispute and ensure the matter is escalated appropriately for resolution.

Ques 51: Do I have the option to choose where to make payment? Account or wallet while sending/receiving money?**Answer:**

User Perspective: Currently, payments made through the UCO Digital Rupee app utilize the wallet balance. Selection between account and wallet is not available. It is system driven. If beneficiary is having Digital Rupee wallet, Amount will be credited to CBDC wallet else UPI Linked account.

Branch Perspective: Inform customers that UCO Digital Rupee transactions are conducted exclusively through the wallet, and account selection is not applicable.

Ques 52: I have added balance to wallet, but it is not showing. What to do?**Answer:**

User Perspective: Check for transaction confirmation from History Page, ensure the UCO Digital Rupee app is updated and Internet is working properly. If the issue still persists, Clear cache, force stop the application and restart the application. If still the issue persists, raise a dispute through UCO Bank's CBDC "Raise Dispute" function, through the app, for assistance.

Branch Perspective: Verify the transaction status and assist the customer in resolving any discrepancies through support channels.

Ques 53: What is the charge for threshold limit amount?**Answer:**

User Perspective: Currently, there are no charges associated with threshold limits or mandate amounts in the Digital Rupee wallet.

Branch Perspective: Inform customers that the Digital Rupee wallet does not impose charges for maintaining specific balances or mandates.

Ques 54: Should I/we use the same mobile number linked to my UCO account? What if I need to change it?

Answer:

Yes, it's advisable to use the mobile number linked to your UCO savings account for seamless integration. If you need to change it, update your mobile number with the bank and re-register on the "UCO Digital Rupee" App.

Bank shall advise customers to maintain consistency in their registered mobile numbers for optimal functionality and shall also assist them in updating their mobile numbers/KYC if necessary.

Ques 55: What if I have multiple debit cards linked with the same UCO account number?

Answer:

The Digital Rupee wallet operates with your primary debit card in active status. At time of registration or while set/reset PIN, details of active and valid primary debit card need to be entered. Please make sure, only debit card associated with Savings account will be acceptable.

Offline Payment feature



Ques 56: What is offline payment feature?

Answer: The Offline Payment feature in UCO Digital Rupee Application allows you to make payments even when you do not have an active internet connection. This feature uses SMS-based technology to initiate and process transactions, enabling you to send money or make payments seamlessly in areas with limited or no internet connectivity.

Ques 57: How does offline payment feature work?

Answer: When you initiate an offline payment, the UCO Digital Rupee application sends an encrypted SMS on your behalf to process the transaction. The SMS is transmitted through the mobile network to the payment system, which validates and

completes the transaction. You will receive a confirmation once the transaction is processed successfully.

Ques 58: Can I pay to any mobile number?

Answer: You can make payments to any mobile number that is registered and linked with a valid UPI-enabled bank account or having CBDC Wallet of any bank associated with NPCI. Please ensure that the recipient's mobile number is correctly entered before initiating the payment to avoid any errors.

Ques 59: Can I pay to any UPI QR?

Answer: Yes, you can make payments to UPI QR codes using the offline payment feature. The application will process the payment request via SMS, allowing you to complete transactions at merchant outlets or other UPI QR-enabled points even without internet access.

Ques 60: What happens if SMS sending fails or is delayed?

Answer: In the event that the SMS fails to send or is delayed, the transaction will not be processed until the SMS is successfully delivered. You may retry the transaction after ensuring that your mobile network signal is adequate. If the issue persists, please contact our customer support team(cbdc.support@uco.bank.in) for assistance. Please note that SMS charges, if applicable, may vary based on your mobile network operator.

Ques 61: Will I get instant confirmation?

Answer: Confirmation of the transaction depends on the delivery and processing of the SMS. In most cases, you will receive a confirmation SMS immediately. However, in areas with weak network signals or during high network congestion, there may be a slight delay in receiving the confirmation. The transaction status will be updated in the application once the process is complete. Meanwhile, a customer can click on view wallet balance to sync the wallet after the internet is established.

Ques 62: I have initiated the transaction and it is showing 'Initiated' only for a longer time. What should I do?

Answer: If your transaction status remains 'Initiated' for an extended period, it is possible that the SMS is yet to be delivered or processed. Please wait for some time and check your transaction history again. If the status does not update within a reasonable time, we recommend to click on view wallet balance to sync the wallet after the internet is established.

Ques 63: What is the KYC limit for offline transaction feature?

Answer:

Offline CBDC per transaction: 500

Offline CBDC per day limit :2000

Offline CBDC per day transaction count limit: 10

Ques 64: Is my money safe when paying offline?

Answer: Yes, your money is safe when using the offline payment feature. All transactions are encrypted and processed through secure channels in compliance with RBI guidelines and industry security standards. Unauthorized transactions are protected by the security mechanisms of the UPI and CBDC ecosystem. However, we strongly advise you to keep your Wallet PIN confidential and not share it with anyone.

Ques 65: What if I lose my phone or SIM?

Answer: If you lose your phone or SIM card, please immediately contact our customer support team to block access to your account and disable the offline payment feature. You should also report the loss to your mobile network operator to deactivate your SIM. As an additional precaution, no transactions can be completed without your UPI PIN, which helps protect your account even in such situations.

Ques 66: Are there any charges?

Answer: Currently, UCO Bank does not levy any additional charges for using the offline payment feature. However, standard SMS charges may apply as per your mobile network operator's tariff plan. Please check with your mobile service provider for applicable SMS rates.

Ques 67: How can I enable the offline feature? Do I need a separate app or SIM to use offline payment feature?

Answer: You do not need a separate application or a different SIM card to use the offline payment feature. The feature is integrated within the UCO Digital Rupee application. To enable it, please click on Enable offline payments options within the application's home screen and follow the on-screen instructions to activate the offline payment feature. Ensure that your registered mobile number is active and capable of sending SMS.

CBDC Intent and UPI Intent feature



Ques 68: What is the benefit of CBDC Intent and UPI Intent feature?

Answer: The CBDC (Central Bank Digital Currency) Intent and UPI Intent features allow merchants and payment applications to directly initiate payment requests from the UCO Digital Rupee application. This enables a seamless and faster payment experience by pre-populating transaction details, reducing manual entry errors, and

ensuring a smooth checkout process. These features enhance interoperability between the Digital Rupee ecosystem and the wider UPI payment network, making digital transactions more convenient for both customers and merchants.

Ques 69: What if in some applicable cases, UCO Digital Rupee is not visible?

Answer: If the UCO Digital Rupee option is not visible in applicable scenarios, it may be due to one of the following reasons: either this feature had not been enabled yet, or UCO Digital Rupee application may require an update, or the specific merchant/platform may not have integrated the UCO Digital Rupee payment option. Hence, We recommend updating your application to the latest version and checking your account settings. For further assistance, please contact our customer support team(cbdc.support@uco.bank.in).

Ques 70: My token has been deducted, but the transaction has been getting failed. What should I do?

Answer: If your Digital Rupee token has been deducted but the transaction has failed, please do not retry the transaction immediately. In most cases, the deducted amount will be automatically reversed to your wallet within the stipulated time as per RBI guidelines. Please check your transaction history after some time to verify the reversal. If the amount is not reversed within the expected timeframe, please contact our customer support team(cbdc.support@uco.bank.in) with the transaction reference details, and we will resolve the issue on a priority basis.