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 cashlesseconomy 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) Walletis 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 "UCODigital Rupee" mobile application. Customers can download the "UCODigital 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.CBDCDigital Rupee transactions occur directly between digital wallets, reducing dependency on traditional banking channels.

Question 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 are as follows -
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.

Ques9: 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.

Ques10. What are the different denominations provided?
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 is mirror physical currency to facilitate ease of use and familiarity for customers.

Ques11. Can I send money other than denominations? How?
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.

Ques12. Are there any limitations for transactions?
User Perspective: Yes, there are transaction limits set by RBI, such as per transaction and daily limits, Following are the limits:

Holding capacity of the Wallet: Digital Rupee 1,00,000
Load (Per Day): Digital Rupee 1,00,000
Load (Count per Day): 50
Inward amount (Per Day): Digital Rupee 1,00,000
Inward amount (Count per Day): 50
Redemption: Digital Rupee 1,00,000
Redemption (Count per Day): 50
Outward amount (Per Day): Digital Rupee 50,000
Outward transfer (Count per Day): 50
Payment/Collection amount (per transaction): Digital Rupee 10,000
Monthly outward transfer (amount): Digital Rupee 2,00,000
Monthly outward transfer (count): 100

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

Ques13. What to do when a transaction fails, other than internet issues?
Check for sufficient wallet balance, ensure the recipient's details are correct, and retry. If the issue persists, Try to check if receiver's wallet is credited the amount or not, if not, wait for a few hours, still issue persists, Raise dispute through UCO Bank's CBDC "Raise dispute" function, through the app, for assistance. on 1800 8910.

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

Ques14. How can I transfer money from another bank account to the UCO Digital Rupee Wallet?
User can load funds from another bank account into the UCO Digital Rupee Wallet via the UPI, Steps are as follows:
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.

Ques15. How can I transfer UCO Digital Rupee Wallet amount to my bank account?
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 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.

Ques16. How can I edit my profile?
User Perspective: Access the 'Profile' section in the UCO Digital Rupee app to update personal information like your profile photo, adding another UCO bank account, PIN Setting, De-register Wallet, Raise dispute through UCO Bank's CBDC "Raise dispute" function, through the app, for assistance..

Ques17. Is the UCO Digital Rupee app taking too much RAM?
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 dispute through UCO Bank's CBDC "Raise dispute" function, through the app, for assistance..

Ques18. Is the UCO Digital Rupee app consuming too much internet data?
User Perspective: No, It is taking Less data.

Ques 19 : Can I use this app on my computer/laptop?
Answer : Currently, the "UCODigital 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?
Answers: 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 dispute through UCO Bank's CBDC "Raise dispute" function, through the app, for assistance.

Bank shallguide 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 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 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 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 shallinform 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?
Answers : No, an active internet connection is required to perform transactions and access real-time updates in the UCO Digital Rupee App. In future versions, transactions could be made without an active internet connection using NFC.

Ques 26 What if I forgot my T-PIN?
User Perspective: Use the 'Forgot T-PIN' option in the app to reset it. Steps are as follows:
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?
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 RupeeWallet. (There is auto redeem happens while deregistration.)> Your Account will be deregistered. Follow the on-screen instructions to complete the process and Raise dispute through UCO Bank's CBDC "Raise dispute" function, through the app, for assistanceif you found 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?

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?
User Perspective: Yes, you can request specific amounts from other user's Digital Rupee Wallet through the app's 'Request Money" feature.
Steps are as follows -
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?
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 is not appear. In case of any query or error found, kindly Raise 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?
User Perspective: A customer can hold only one Digital Rupee Wallet per registered mobile number with UCO Bank.

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)?
User Perspective: Yes, having an 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 redeem 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?
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?
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. Where will merchants receive money who have not been in CBDC?
User Perspective: Merchants not registered with CBDC will receive the money directly to their account. If They onboard to the CBDC platform, they will receive digital rupee directly into their Digital Rupee Wallet.

Branch Perspective: Encourage merchants to register with the CBDC platform to accept Digital Rupee payments directly into their Digital Rupee Walletto increase seamless usage.

Ques 36. Where will merchants receive money who have a CBDC wallet of UCO Bank?
User Perspective: Payments made to such merchants will be credited directly into their UCO Bank Digital Rupee Wallets.Later, Merchants can also redeem that amount to their account if they wish.In case of any error found, Raise dispute through UCO Bank's CBDC "Raise dispute" function, through the app, for assistance..

Branch Perspective: Ensure merchants understand that their Digital Rupee Wallets will receive payments instantly upon transaction completion. In case of any error found, Raise dispute through UCO Bank's CBDC "Raise dispute" function, through the app, for assistance..

Ques 37. Where will merchants receive money who have a CBDC Digital Rupee wallet of other banks?
User Perspective: Payments will be credited to the merchant's UCO Digital Rupee Wallet, irrespective of the bank, as the CBDC platform facilitates inter-bank digital currency transactions.CBDC ecosystem is backed by RBI.

Branch Perspective: Inform customers that the CBDC ecosystem supports interoperability between different banks' Digital Rupee Wallets.

Ques 38. What if I enter the wrong Wallet PIN during a transaction?
User Perspective: Entering the wrong PIN will fail your transaction for security reasons. Use the 'Forgot PIN' option to reset it or Raise 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 39. When PIN will be blocked?
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 dispute through UCO Bank's CBDC "Raise dispute" function, through the app.

Ques 40. Is Digital Rupee (digital rupee) accepted worldwide?
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.

4**Ques 41**. Why are there different denominations in the Digital Rupee?
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 42. Is Digital Rupee Private & Secure?
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 43. How is the Digital Rupee wallet different from the original physical wallet?
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 44. Can I use Digital Rupee from wallet via ATM cards/UCO m-banking/UCO UPI app?
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 45. Can I transfer Digital Rupee from my wallet directly to my friend's/relative's bank account?
User Perspective: No, Digital Rupee transfers are limited to transactions between Digital Rupee wallets. Direct transfers to bank accounts is not supported yet. However, 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 must first redeem Digital Rupee into their bank account and then proceed with the transfer using traditional banking methods.

Ques 46. Can I/We use this for investment? Will the value of Digital Rupee placed in my wallet grow/appreciate?
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 47. Can I save my tax payable by investing in these tokens?
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 48. Does the transfer of tokens happen only during banking hours?
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 49. Can I scan Merchant UPI QR Code through UCO Digital Rupee App to make payment?
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 50. Can I use this application to make payment to merchants on their UPI QR Code anywhere in India?
User Perspective: Yes, Currently, Digital Rupee payments are limited to merchants to their QR Code anywhere in India.

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

Ques 51. For merchants, is it mandatory to register to CBDC application?
User Perspective: Yes, it is advisable for merchants to register with the CBDC platform to accept Digital Rupee payments else they will receive into their UCO bank account.

Branch Perspective: Encourage merchants to register for the CBDC platform to expand their payment acceptance options.

Ques 52. How to raise a complaint?
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 53. How to track a complaint? (For branch)
Branch Perspective: Branches can track complaints through ...., ensuring timely resolution and updates to the customer.

Ques 54. How to track a complaint? (For Merchant)
Merchant Perspective: Merchants can monitor the status of their complaints via the 'Help and Support' section within the UCO Digital Rupee app or by contacting merchant support services.

Ques 55. Amount is debited after scanning UPI QR Code of merchant, but not received by merchant. What to do?
User Perspective: Check if there is "Internet or invalid QR" issue. If not, Immediately raise dispute. Raise 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 56. Do I have the option to choose where to make payment? Account or wallet while sending/receiving money?
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 UPU Linked account.

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

Ques 57. I have added balance to wallet, but it is not showing. What to do?
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, Raise 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 58. What is the charge for threshold limit amount?
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.

PENDING

MERCHANT

Ques 59: When does the merchant get the settlement amount?
Answer: Settlements for Digital Rupee transactions are typically instantaneous, ensuring prompt credit to the merchant's wallet. However, the amount will be credited to merchant account in "T+1" day settlement cycle. If user still faces some issue he may Raise dispute through UCO Bank's CBDC "Raise dispute" function, through the app, for assistance. or visit nearest branch for assistance.

Branch Perspective: Merchants receive immediate settlement (T+1) upon successful Digital Rupee transactions, enhancing cash flow efficiency.

Ques 60: 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 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(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 61: What if I have multiple debit cards linked with the same UCO account number?
Answer: The Digital Rupee wallet operates with of your primary debit cards. At time of registration or while set/reset PIN, details of active and valid primary debit card need to be entered.