



Janata Sahakari Bank Ltd., Pune (Multistate Scheduled Bank)



FAQ of Unified Payment Interface (UPI)- BHIM JET PAY App

1) What is BHIM JET PAY?

BHIM JETPAY App is a Janata Bank UPI app which is a payment interface which allows real time fund transfer using an account number and IFSC or VPA (Virtual Payment Address).

2) What is the limit of fund transfer for UPI BHIM JET PAY APP?

For UPI transaction limit is up to 1 Lakh per day.

3) What is the limit of fund transfer after installation of UPI BHIM JET PAY APP for the first time?

One transaction up to 5000 of within 24 Hours of registration.

4) Why UPI transactions get declined?

Due to following reasons UPI transaction may get declined:

- a) In case of wrong PIN entered
- b) Incorrect Beneficiary details entered
- c) Per transaction limit exceeded
- d) Transaction limit for the day exceeded

Please ensure account/VPA details before initiating the transaction.

5) Where should I contact if the transaction is failed using any UPI APP i.e. BHIM JET PAY, GPay, PhonePe etc.?

- a) Contact to your home branch.
- b) Call on bank's toll Free Number 1800 233 3258

(Available between 10.30 a.m. to 6.30 p.m. except Bank Holidays).

- c) Raised dispute through app.

6) What should I do if the fraud happened through UPI APP?

- a) Contact bank's helpdesk number 20-24521168-69 to debit freeze account.
- b) Change the UPI PIN
- c) Block the ATM Card by text message "LOCK" from your registered mobile number to 9355492200.
- d) Contact your home branch along with FIR copy.

*****Do not share your UPI and ATM PIN/OTP/Debit Card details/Internet Banking details with anyone. Bank never asks such details.***