



Frequently Asked Questions

Prepaid cards

FREQUENTLY ASKED QUESTIONS (FAQS) PREPAID CARDS

1. What is a prepaid card?

A prepaid card is a card preloaded with funds, which you can use for your payments. You will be able to make purchases with the card, only when there are enough funds on it.

2. How do MCB prepaid cards work?

Each time you make a purchase or withdraw cash from an ATM with your MCB prepaid card, the amount used or withdrawn is deducted from the card balance.

If there are insufficient funds on the card, transactions will be declined. You will therefore need to fund the card before using it.

3. Where can MCB prepaid cards be used?

All MCB Prepaid cards can be used at merchants' Point of Sales (POS) or ATMs displaying the network logo – Visa and UnionPay.

Visa Prepaid cards can also be used for online purchases.

4. Which currency is available on MCB prepaid cards?

Prepaid cards are available in different currencies, depending on the networks.

The Visa Prepaid card is available in US Dollar, Pound Sterling, Euro, South African Rand or Mauritian Rupee. The UPI Prepaid card is available in Renminbi or US Dollar.

5. What are the requirements for the purchase of an MCB prepaid card?

In order to purchase an MCB Prepaid card, you need to hold an MCB account.

If you do not have an MCB account and wish to open one, the documents required are:

- A proof of identification: NIC, if you are of Mauritian nationality and residing in Mauritius or a valid passport, if you are a foreigner residing in Mauritius
- A utility bill (dated less than 3 months)
- Any other documents as requested by the Bank

6. Will the customer's name be printed on card?

Any prepaid card issued will have the customer's name on it.

7. Is there a limit to the number of prepaid cards that I can purchase?

For each network, you are entitled to only 1 card per foreign currency.

This means that you can have 1 Visa prepaid card and 1 UnionPay prepaid card in each foreign currency available

8. Are there any fees associated with a prepaid card?

Several fees are associated with a prepaid card:

- A card fee is applicable upon issuing a card.
- When loading the card, upon each funds transfer to it, a loading fee is levied.
- Where the transaction currency differs from the card currency, a conversion fee is applied. This pertains to both purchases and cash withdrawals.
- If cash withdrawal is done at non-MCB ATMs or any other financial and merchant institution, a fee is deducted for each withdrawal.

For more details, please refer to our fees and charges on mcb.mu

9. How can I (re)load my MCB prepaid card?

The (re)loading of MCB Prepaid cards can be done via Internet Banking, or through our app, JuiceByMCB, or at any MCB branch (by debiting your account)*. Simply select the card to be loaded, enter the card number and specify the amount.

*Card loading can be done from single or joint accounts with one signatory only. For joint accounts whereby more than 1 signature is required, the account cannot be debited to load card.

10. Is there a minimum amount that I can load on my prepaid card?

The first card loading requires a minimum amount of Rs 500. Thus, your account must hold at least Rs 500. Afterwards, you can load other amounts on your card, provided they are within the loading limits in place.

11. Is there an amount limit that you can load on your Prepaid card?

Different loading limits are applicable while loading prepaid cards.

- Limits at both product and customer level
- Daily, monthly, annual and maximum amount limits

Limits applicable to prepaid cards:

| | Loading Limit (in MUR) set per prepaid card type | | | | Cumulative maximum amount at any one time at customer level (in MUR)* | | | |
|--------------------------|--|---------------|---|--------------|---|---------------|---|--------------|
| | Daily limit | Monthly limit | Maximum amount on card at point in time | Annual limit | Daily limit | Monthly limit | Maximum amount on card at any point in time | Annual limit |
| Visa prepaid cards | 350,000 | 350,000 | 350,000 | 1,800,000 | 850,000 | 850,000 | 850,000 | 10,200,000 |
| Visa prepaid Rupys cards | 100,000 | 100,000 | 100,000 | 100,000 | | | | |
| UnionPay prepaid cards | 350,000 | 350,000 | 350,000 | 1,800,000 | | | | |

* Applicable if customer has more than one prepaid card

The loading limits of prepaid cards (excluding Visa Prepaid Rupys cards) are as follows:

- The annual loading limit is Rs 1.8 m.
- The daily and monthly loading limit is Rs 350,000, provided the annual limit of Rs 1.8m is not exceeded.

For example, if you have loaded the maximum limit of Rs 350,000 on your card in a particular month, you will not be able to load additional funds on the card during the same month. However, if you spend Rs 150,000, then your balance at the end of the month will be Rs 200,000. Thus, you will be able to load up to Rs 150,000 the next month.

Note: The daily and monthly limit depends on the annual limit of Rs 1.8 m, which should not be exceeded.

If you have a combination of prepaid cards, the limit per product applies first, followed by the cumulative maximum amount limit at customer level.

- The annual loading limit is Rs 1.8 m per card while the combined annual loading limit for all cards is Rs 10.2m.
- The daily and monthly loading limit is Rs 350,000 per card while the combined daily and monthly loading limit for all cards is Rs 850,000.

For example, if you have 3 prepaid cards and have loaded 2 cards with Rs 350,000 each, you will only be able to load up to Rs 150,000 on the 3rd card in order not to exceed the combined daily and monthly limit of Rs 850,000.

Now, if you have a total combined balance of Rs 700,000 for all your 3 cards and spend Rs 600,000 during the current month, irrespective of which of the 3 cards you use, you will have a remaining balance of Rs 100,000 at the end of the month. Thus, you will be able to load a combined amount of up to Rs 750,000 on your 3 cards the next month, in order not to exceed the combined daily and monthly limit of Rs 850,000.

Note: The total combined daily and monthly limit depends on the total combined annual limit of Rs 10.2 m, which should not be exceeded.

12. Is there a transaction limit?

No, provided there is available balance on the card.

13. Is there a limit on the maximum amount of cash that I can withdraw from an ATM?

For the protection of our cardholders, there are limits to ATM cash withdrawals.

The daily limit for Prepaid cards is Rs 10,000 for withdrawals made locally and Rs 20,000 or the equivalent in foreign currencies for overseas withdrawals.

However, some ATM acquirers set their own daily limits. In such cases, you will have to make your cash withdrawals according to these limits.

14. Where can I access my MCB prepaid card balance?

Your MCB Prepaid card balance can be viewed on MCB ATMs or through the secure MCB Prepaid card interface.

15. How can I access the Prepaid Card Interface?

In order to access this interface, you need to register on the prepaid portal and provide all the required information. Please ensure that your customer information entered matches the information provided during your card application.

View the demo on how to access the Prepaid card interface under the prepaid cards section on mcb.mu

16. What are the different features available on the Prepaid Card Interface?

You can view your card balance and transactions, and access your monthly card statements (for the last 3 months). You can also activate or deactivate your card (if required), change your password and verify your customer details.

17. I have registered on the Prepaid Card Interface. Why can't I access the platform?

Several reasons may account to why you cannot access the platform:

- Your browser has not loaded the new version of the site. You must clear the cache in order to access to the platform:
 - For Windows PC/laptop, press Ctrl + Shift + Delete simultaneously
 - For Mac PC/laptop, press Command + Shift + Delete simultaneously
- You have performed 3 unsuccessful login attempts, which led to your prepaid account being deactivated.
 - To reactivate your account, please click on 'Forgot password' and a temporary password will be sent to your registered email address.

Note: You need to log in with the temporary password within 30 minutes.

- Your account is blocked or expired. If you have received the messages "account blocked" or "account expired", please click on 'Forgot password' to reactivate your account.
- You have entered the wrong login credentials. If the following notifications have appeared: "authentication failed", "incorrect login or password", "incorrect login name, first name, last name, email or birthdate" or "invalid email", you must enter the correct information.

Note: These data are case sensitive.

- Your session has expired. If you see the notification "session expired", you will need to log in again.

18. Can my card ever have an outstanding balance?

Upon a payment with your prepaid card, provided the card is sufficiently funded:

- The Bank authorises the transaction and the funds are retained on the card during a limited time period as defined by the Bank.
- The Merchant then settles the transaction with the Bank either on the transaction date or any other next days.
- Afterwards, the Bank processes the transaction.

2 main reasons may account for a negative card balance:

- Where the transaction currency differs from the card currency, a cross currency transaction occurs. Given that the transaction is processed upon settlement as explained above, the Bank rate applicable will be on the processing date for such cross-currency transactions. The rate may differ from the rate used when transaction was authorised. If the rate is higher, it leads to a negative balance if your card does not have sufficient funds to cover the higher rate.
- If a transaction is settled beyond the time period as defined by the bank, the amount of this transaction will be debited from the card account irrespective of the available balance.

It is to be noted that the customer remains liable to the bank for the amount due.

Where a negative balance is created following any transaction initiated or authorised by the cardholder, the cardholder agrees to refund MCB in respect of any outstanding debit balance on his/her card account within a maximum of 45 days. The amount funded should cover at least the negative balance and other associated fees, such as loading fee.

19. Why are my transactions declined sometimes?

Several reasons may be associated to declined transactions, mainly:

Insufficient funds

- The available funds on your card are less than your transaction amount
- When loading your card, a loading fee is applicable, which is deducted from your card balance. For example, if you have loaded your card with Rs 1,000 and try to spend the Rs 1,000, your transaction will be declined as your card balance will be less than Rs 1,000 following the deduction of the loading fee.

- For cross-currency transactions, you must ensure that there are significant sufficient funds on your card (at least 5% above the transaction amount) to provide for conversion fees applicable in addition to the purchase amount at the time transaction is authorised.

Card Verification Value (CVV)

- If you wrongly enter your CVV 9 consecutive times, you will not be able to transact with the card.

20. What is the customer hotline number for queries and lost/stolen card reporting?

In the event you suspect fraudulent use/s of your card or if it has been lost/stolen, or that somebody might have known your PIN you should immediately call our Hotline on +230 202 6060 - lines are open 24/7.

21. What are the options available for the prepaid cardholder in case of dispute?

The cardholder must initiate a complaint with the Bank and follow the rules and regulations set by the network. Any resulting refund may take up to 180 days before being undertaken.

22. Can supplementary cards be issued on the same account?

No, this option is not available

23. What happens to the remaining balance of my card if I do not intend to use it before card expiry date?

You can either keep the balance on card till your next transaction or request to credit the balance to your account after deduction of prevailing fees and charges.

24. What happens upon expiry of my MCB Prepaid card? Is it renewable?

The MCB Prepaid card is not renewable upon expiry. You should therefore apply for a new card.

Any remaining balance on the expired card will be credited to your account (upon notifying the Bank) after 15 days as per the bank's records. Bank charges will be applied accordingly, where appropriate.