

Vodafone India Limited

Governance Note for accepting INR 500 old currency notes for prepaid top-ups pursuant to Government of India (GoI) notification dated 24.11.2016 (Demonetisation Scheme)

This is in reference to the RBI notification ref no: DCM (Plg) No.1226/10.27.00/2016-17 dated November 08, 2016 on Withdrawal of Legal Tender Character of existing ₹ 500/- and ₹ 1000/- Bank Notes and notifications issued thereafter including the Govt. Notification issued dated 24 November 2016 allowing acceptance of INR 500 old currency notes for prepaid mobile top-ups *till 15 December 2016*.

The following are the indicative key points of Governance for adherence:

1. **The transaction limit per customer per transaction per day limit** is restricted **only upto INR 500** (when paid using withdrawn Rs. 500 currency note) or to such amounts that may be made applicable by RBI/Govt. of India from time to time.
2. ***INR 1000 denomination notes shall not be accepted.***
3. Retail points and Vodafone stores shall restrict cash recharges per customer per day as per Regulatory norms, and ensure manual monitoring and recording of recharges done vide old currency note of INR 500.
4. Retailer and Vodafone stores have been advised to recharge only once the following conditions are satisfied:
 - a. Due verification of the customer details and checking an ID proof (valid id proof).
 - b. Registering the details of the customers' transaction in a register with ID details and customer's signature (as per the recent RBI guidelines) .
5. *Any TOP up done using old withdrawn Rs. 500 currency note for any specific number till the time the same is permitted by Govt., shall be an exceptional measure to avoid inconvenience to the customer and such TOP UP amount may not be refunded.*
6. ***This facility is valid only till 15 December 2016 unless otherwise withdrawn, modified and/or extended by Government of India or Reserve Bank of India.***