

What is the Sodexo Meal Pass?

Sodexo Meal Pass is a rupee-denominated reloadable PIN based magnetic stripe prepaid card. This card is accepted at Sodexo affiliated merchant outlets only, for the purchase of food and non-alcoholic beverages. This card comes with a 5-year validity.

Can I use my card as soon as I receive it?

The card is dispatched in an inactive mode for security reasons. You will need to activate your Sodexo Meal Pass to enable usage.

How do I activate my Sodexo Meal Pass?

The Sodexo Meal Pass is dispatched in an inactive mode for security reasons. **The card must be activated before usage.** You can activate your card online using the Sodexo Card Activation Portal by visiting <https://activation.sodexobrs.com>:

- Enter your official email address (mentioned on your welcome letter)
- Enter the 12 digit-card reference number
- Enter captcha details
- Click on Get Activation Code
- Enter the Activation Code that you have received via email or SMS
- Provide your mobile number
- Click on Activate Card

Which mobile app do I need to download?

Once you have activated your card you need to download the ZETA mobile app. You need to register on the app using the mobile number that you had provided on the card activation portal at the time of card activation. You can then update/ register your alternate mobile number or email ID by updating your profile.



Is it mandatory to download the Zeta app and register on the app or on the Cardholder Portal?

Once your card is activated, you may download the Zeta mobile app and log-in to the app using your registered mobile number. You can also register on the Cardholder Portal (<https://www.sodexobenefitsindia.com/users/#manage-card>). Doing so will enable us to service you better.

Once logged-in to the app or Cardholder portal you can:

- Update contact information (email and mobile)
- View card details
- Check card balance
- View transaction history
- Change transaction PIN
- Block and unblock card

Is my card secured by a transaction PIN?

Yes, the Sodexo Meal Pass is a PIN based card. You will receive your PIN as part of the card welcome kit.

Do I need to memorise this PIN?

Yes, you will need to memorise the card PIN, as you will need to enter this PIN when making a purchase transaction. Alternatively, you can also enter the 'Dynamic PIN', available on the Zeta mobile app at the time of making a payment transaction.

What are the charges for the Sodexo Meal Pass?

There are no charges applicable on purchase transactions. Please refer to the welcome letter for other charges that are applicable to your card.

Will I receive SMS alerts for my purchase and load transactions? Yes, Sodexo does send SMS alerts for purchase and load transactions

What can I purchase using my Sodexo Meal Pass?

The Sodexo Meal Pass can be used to purchase food and non-alcoholic beverages at Sodexo Merchant outlets.

Can I use my Sodexo Meal Pass for online purchases?

Online purchases with food merchants is being enabled very soon.

Where can I get a list of outlets that accept the Sodexo Meal Pass?

- You can access the Sodexo Merchant Web directory: <https://outlets.sodexobenefitsindia.com/>
- Alternatively, you can download the Zeta mobile app and click on the 'Merchant List' option to view the list of Sodexo Merchant outlets

Can I withdraw cash using my Sodexo Meal Pass?

No. The Sodexo Meal Pass can only be used to purchase food and non-alcoholic beverages at Sodexo Merchant outlets.

What is KYC registration?

RBI guidelines specify capturing and validating consumer information for certain value issued on prepaid cards.

- a) If, the value on the card is less than the *minimum KYC limit prescribed by RBI; minimum consumer information is mandated. This is already provided by your company and the cardholder need not provide any additional information.
- b) When, the value on the card is greater than the *minimum KYC limit, the Cardholder will need to complete the KYC process
- c) Post KYC registration the card value can reach a maximum of Rs 1,00,000.
- d) As per the recent RBI PPI guidelines, you will need to complete the KYC registration process within one year of issuance of this card.
- e) ***Note:** The current minimum KYC limit prescribed by RBI is INR 10,000 and is subject to change as mandated by RBI

Are there any limits to the amount that can be loaded on the Sodexo Meal Pass?

Once a cardholder submits KYC details (Proof of Address and Proof of Identity), the Sodexo Meal Pass can be loaded by the employer with any amount up to a maximum of INR. 1,00,000/-. Before submitting KYC, the balance on the card or cumulative value loaded per month cannot exceed the *minimum KYC limit prescribed by RBI

***Note:** The current minimum KYC limit prescribed by RBI is INR 10,000 and is subject to change as mandated by RBI

How do I register my KYC details?

When the balance on your card reaches an amount pre-dined by Sodexo (eg INR 7500). You will receive an SMS/ email notification stating that you need to submit your KYC. You will then need to visit the Sodexo Cardholder Portal (<https://www.sodexobenefitsindia.com/users/#manage-card>) and upload your documents on the portal.

How do I change the card PIN?

You can change the card PIN over the Sodexo Cardholder Portal (<https://www.sodexobenefitsindia.com/users/#manage-card>) or on the Zeta mobile app

What do I do if I forget the card PIN?

You can change the card PIN over the Sodexo Cardholder Portal (<https://www.sodexobenefitsindia.com/users/#manage-card>) or on the Zeta mobile app.

How do I check the balance on my Sodexo Meal Pass?

Every time you make a purchase, you will receive an email/SMS notification stating the updated card balance. You can also view card balance by logging on to the Sodexo Cardholder Portal (<https://www.sodexobenefitsindia.com/users/#manage-card>) or on the Zeta mobile app.

Is it mandatory to download the Zeta app and register on the app or on the Cardholder Portal?

Once you activate your Sodexo Meal Card, you may download the Zeta mobile app and log-in to the app using your registered mobile number or email address (preferred). You can also register on the Cardholder Portal (<https://www.sodexobenefitsindia.com/users/#manage-card>). Doing so will enable us to service you better.

Once logged-in to the app or Cardholder portal you can:

- Update contact information (email and mobile)
- View card details
- Check card balance
- View transaction history
- Change transaction PIN
- Block and unblock card

How do I ensure the safety of my Sodexo Meal Pass?

The Sodexo Meal Pass is a PIN based card. The PIN needs to be entered on the POS terminal at the time of every transaction. To ensure that the card is not misused, do not share the PIN and do not store the Card PIN and the Card together. If you have lost your Card, please block your card at the earliest to avoid misuse of the card. You can block and unblock your card by logging on to the Sodexo Cardholder Portal (<https://www.sodexobenefitsindia.com/users/#manage-card>) or on the Zeta mobile app.

What should I do if my Sodexo Meal Pass is lost or stolen?

On loss of the card, please block your card by logging on to the Sodexo Cardholder Portal (<https://www.sodexobenefitsindia.com/users/#manage-card>) or on the Zeta mobile app. You can alternatively also call Customer Service. The lost Card will be blocked and the available amount less charges would be issued to the Cardholder as a replacement card only after the Cardholder requests for a replacement Card.

Can Sodexo add an outlet of my choice in its network?

Kindly share the details of your favorite outlets at <http://www.sodexobenefitsindia.com/users/#find-and-suggest-outlet> Sodexo will try to affiliate outlet of your choice in the network.

Can I use my Sodexo Card while on International assignment?

Employees are encouraged to **de-enroll** themselves for the time the said employee is outside India on an assignment. The action should be taken by the employee before the start of the assignment. Employee can enroll themselves back into the program once back in India after the assignment ends.

If you do not take above action before proceeding on assignment:

- In case of salary processed in India – we will continue to deduct the chosen amount (1100/2200) and load the card
- In case of salary NOT processed in India – Deduction will cease to continue

