

BREAKAGE INCOME POLICY

1. Any value in your PayPointz Wallet must be utilized:
 - Within 18 months from the date of your last transaction or
 - Within 18 months from the date of activation; whichever is later.

2. Any valued in your PayPointz wallet which is not utilized in the aforesaid manner may stand forfeited at the discretion of PayPointz. PayPointz reserve the right to forfeit the amount post adherence to the following communication process:
 - PayPointz will send 30 days advance communication to customer for outstanding amount in PayPointz wallets by SMS at the mobile number on which service have been activated .
 - On Expiry day PayPointz will send another reminder customer for outstanding amount in PayPointz wallets by SMS at the mobile number on which service have been activated.
 - If no response is received, amount will be tagged in the system as forfeited and sent to Board for approval.

3. Reactivation of Expired or deactivated wallets:
 - Any attempt for transaction by the customer will reactivate his wallet.