Frequently Asked Questions

What is the YES Gift Card?
The YES Gift Card is a prepaid, non-reloadable magnetic stripe based card on the MasterCard platform.

What are the uses of the YES Gift Card?
The YES Gift Card is suitable for all gifting purposes be it festivals like Diwali, New Year and Rakhi or on occasions like marriages, birthdays and anniversaries. The YES Gift Card can also be used for corporate gifting to employees, vendors, clients etc.

How do I buy the YES Gift Card?
The YES Gift Card is available off-the-shelf at select YES BANK branches. It can be easily availed by providing KYC documents & beneficiary details.

Where can I use the YES Gift Card?
The YES Gift Card is issued on the MasterCard platform and can be used at more than 500,000 MasterCard enabled merchant outlets across the country. Please note that the YES Gift Card is usable in India only.

Can I withdraw cash on my YES Gift Card?
The YES Gift Card can only be used at Point-of-Sale terminals at merchant outlets. ATM access to the Gift Card is blocked and thus no cash withdrawal is possible. You may however use your YES Gift Card to check your card balance at any YES BANK ATM absolutely free of cost.

Are there any limits to the amount that can be loaded on the YES Gift Card?
The YES Gift Card can be loaded with any amount till a maximum of Rs. 50,000.

How do I check the balance on my YES Gift Card?
YES BANK provides you the facility of Balance Enquiry on your Gift Card through our Telebanking and Internet Banking facilities. One can do the following using the YES Telebanking/Internet Banking facility:

- Check your Gift Card balance
- Know about the details of transactions carried out with your Gift Card.

You may however use your YES Gift Card to check your card balance at any YES BANK ATM absolutely free of cost.

Is the YES Gift Card reloadable?
The YES Gift Card is a non-reloadable card.

What do I do if my YES Gift Card is lost or stolen?
On loss of the card, please report to YES BANK through Phone Banking or to your nearest YES BANK branch. You would need to file a report of the Card loss with the police and submit a copy of the same to the branch. The lost Card will be hotlisted and the available amount less charges would be repaid to the original card applicant.