

NPCI/NFS/OC No.114/2014-15

April 11, 2014

To all Members of National Financial Switch (NFS),

Dear Sir / Madam,

Subject: White Label ATM Operators on NFS Network

NFS, as the largest ATM network in the country, has on-boarded four (4) White Label ATM Operators (WLAO) on the network. White Label ATMs (WLA) are the ATMs operated and managed by non-banking entities. Customer of any member bank can transact on ATMs of WLAO. As of date, the following WLAO are connected to NFS network:

Sr. No.	WLAO Name	Brand Name
1	Tata Communications Payment Solutions Ltd	Indicash
2	Prizm Payments	Money Spot
3	Muthoot Finance	Muthoot ATM
4	BTI Payments	India1 ATM

The above details have already been shared by the NFS Operations team with all the members. It has been highlighted by WLAOs that customers are facing difficulty while lodging complaint with their respective bank as front end teams are not aware of White Label ATMs. Hence, all members are requested to circulate this information with their customer query handling teams including customer care, branch banking etc. so that customer complaints are duly registered and resolved. In case of any queries, you may kindly contact following official:

Name	Amit Bhatnagar
Email	amit.bhatnagar@npci.org.in
Contact Number	022-40508612 / 8879772861

Thanking you,

Yours faithfully



Ram Sundaresan
Head - NFS (Business & Operations)