To,

All Member Banks – Unified Payments Interface (UPI)

Dear Sir/Madam,

1) **Balance Inquiry in UPI – Optional for PSP & 3rd party UPI enabled App.**
2) **No storage or usage of Customer Account Balance by PSP Bank or 3rd party as 'Customer Sensitive payment data'**

It has been amply stated that Security & integrity of customer data in the UPI framework is the responsibility of the PSP/Bank (Even in cases where the Bank/PSP & the outsourced technology service providers are different entities). It has therefore been recommended that the PSP/bank does full due diligence of their outsourced technology service provider as they are dealing with sensitive customer data.

We further call reference to our UPI circulars as under with regard to data storage, security and usage by the PSP/3rd party Apps:

Sr.	UPI Circular # reference:	Quote
1	NCI/UPI/OC No. 15/2016-17 Dated: 18th of January 2017 **Point 6.c).h**	*The PSP Bank should not share any customer data with merchant unless specified by industry regulator for e.g. SEBI, IRDA for brokers, mutual funds and Insurance.*
2	NCI/UPI/OC No. 15A/2016-17 Dated: 27th of January 2017 **Point 10**	*PSP Bank is not sharing any customer data with the merchant/P2P provider unless specified by industry regulator. E.g. SEBI, IRDA etc. (permitted only for specific regulated merchants). No authentication data shared outside PSP Bank.*
3	NCI/UPI/OC No. 32/2017-18 Dated: 15th of September 2017 **Point A. (Sub pint 2)** & NCI/UPI/OC No. 15A/2017-18 Dated: 15th of September 2017 **Sub point b)**	*Storing customer data by app provider systems in Multi-bank model: We classify the data into two types, namely "Customer data" and "Customer payment sensitive data":* ***2. Customer payment sensitive data:*** *Classified as customer account details (such as Account number) customer payment authentication data (such as device fingerprinting) required for authentication as first factor. This data can be only stored in PSP bank systems. Some of the data like account number can be shown in masked format to the customer on the app as per existing UPI PG. Last 6 digits of the Debit Card, Expiry date of the debit card, UPI PIN, Issuer OTP should not be stored.*

Further to the above the PSP Banks, Large 3rd party App providers under the Multi bank model and the 3rd party Apps/merchants under the Single SDK model may please note the following guidelines for compliance:

Customer account Balance is classified as customer sensitive data and accordingly, the following is being advised:

a. PSP Banks, Large 3rd party players, 3rd party Apps under Single SDK model shall provide Balance Inquiry option to the customer as an "optional feature" basis their internal risk assessment.

b. Customer account balance shall not be stored or put to any use by either the PSP Bank or 3rd party for any purposes (**Internal or external**). The storage of customer account balance is not permitted even in encrypted format at the PSP & 3rd party systems / Apps.

PSP Banks may note the same for compliance & ensure it is a part of their contract with all 3rd part players.

Kindly bring the contents of this circular to the notice of all concerned.

Yours faithfully,

Vishal Kanvaty

SVP & Head – Products & Innovations