

Table of Contents

1. Introduction.....	2
2. Getting Started.....	2
3. Login to Mobile Application	6
4. View Gift Card Balance Details	7
5. Manage Gift Card	8
6. Set / Reset Gift Card PIN.....	9
7. How to Redeem Gift Card.....	9
8. View Transactions and Download Statement.....	10
9. Customer Support and Terms of Use	11

1. Introduction

Falcon Dart is a Prepaid Mobile Application will be used for all operations of Prepaid Gift Card(s) issued by TJSB Sahakari Bank Ltd.

In this guide, you will learn how to use Prepaid Mobile Application to activate, manage and redeem Prepaid Gift Card(s).

When you download and start using Prepaid Mobile Application, you agree to comply with TJSB Bank's Terms and Conditions.

2. Getting Started

Here are some helpful things to know before you start...

2.1 How to Activate Prepaid Gift Card

- Download Prepaid Mobile Application.
- Complete the User Registration Process.
- Login to Prepaid Mobile Application.
- "SET PIN" to activate Prepaid Gift Card.

2.2 App Installation

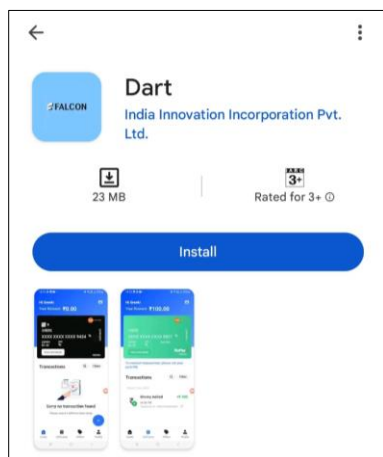
- Falcon Dart is a Prepaid Mobile Application that is available on Google Play Store.
- You will receive an email with your company code, mobile number and application download link from TJSB Bank.
- Use application link received on registered email ID to download Prepaid Mobile Application.
- You can download the prepaid mobile application from Google Play store by searching "Dart India".

Prepaid Mobile Application: User Guide

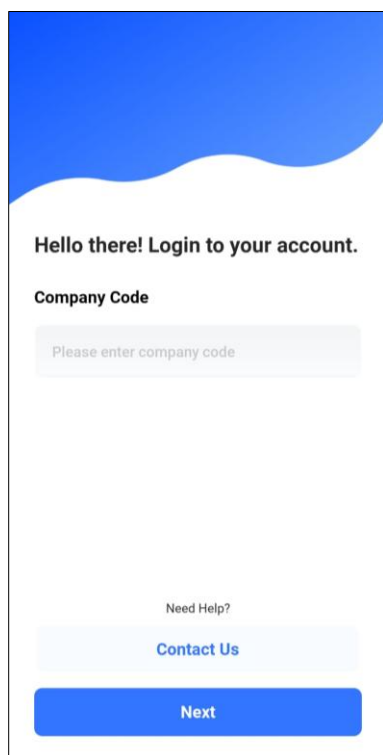
(Falcon Dart App)

2.3 User Registration

- Go to the Google Play Store and search “Dart India”
- Click on “Install” and download the Prepaid Mobile Application



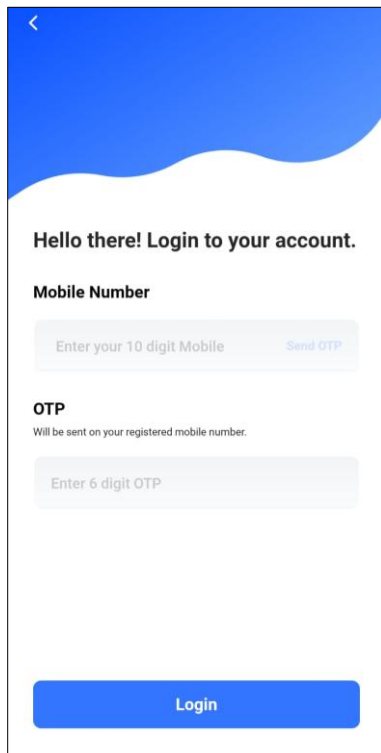
- Enter your “Company Code” and click on “Next”.



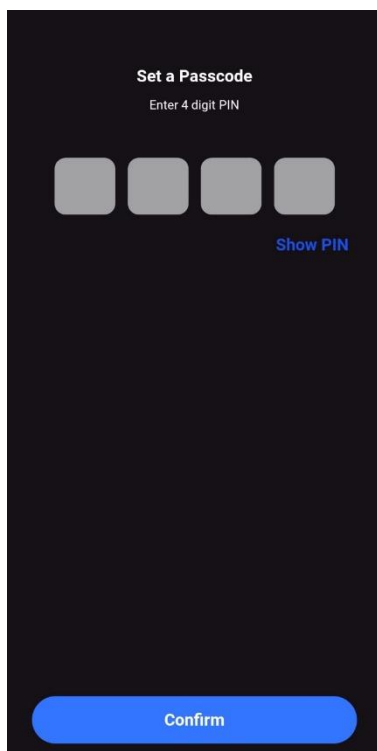
Prepaid Mobile Application: User Guide

(Falcon Dart App)

- Enter your 10-digit registered Mobile Number to receive an OTP.
- Click on “Login” by entering 6-digit OTP received on your registered mobile number.



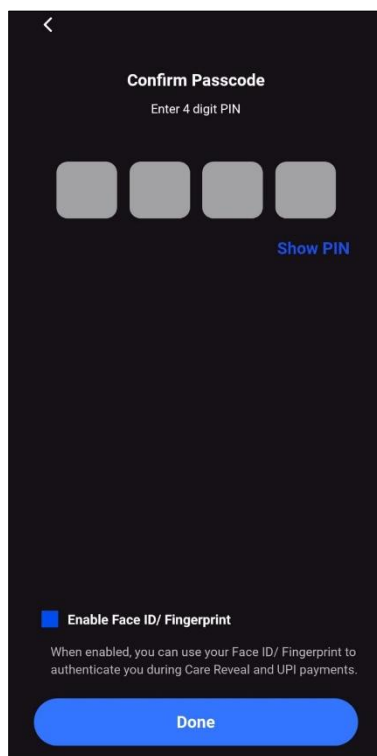
- Set 4-digit “Passcode” you wish to set for login Prepaid Mobile Application.



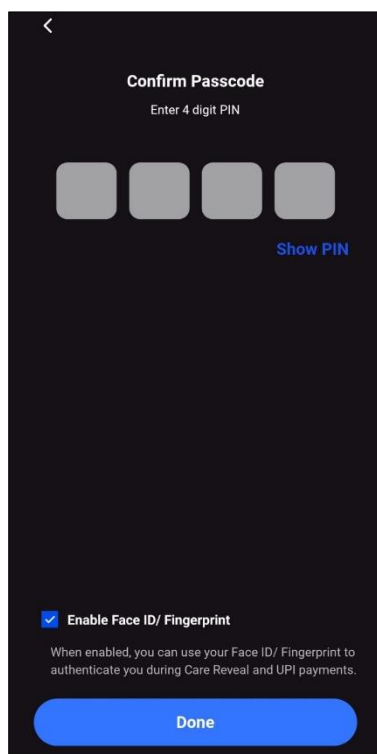
Prepaid Mobile Application: User Guide

(Falcon Dart App)

- Confirm 4-digit “Passcode”



- Enable “Face ID / Fingerprint” to login prepaid mobile application through Fingerprint / Face ID.
- Click on “Done” to complete user registration process.

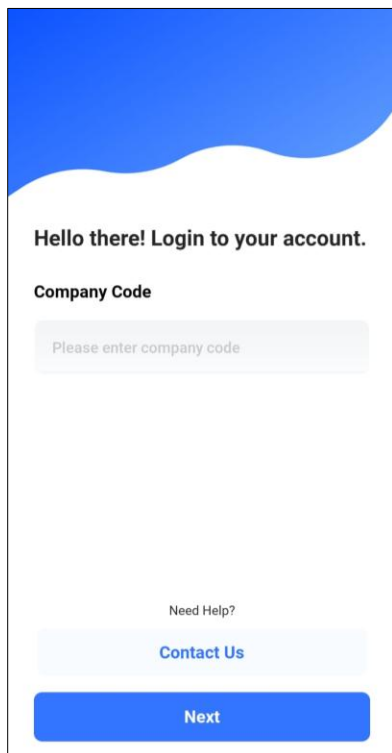


Prepaid Mobile Application: User Guide

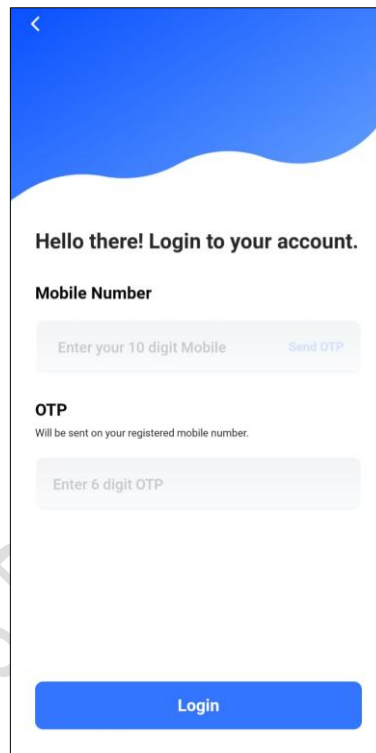
(Falcon Dart App)

3. Login to Mobile Application

- You can login you prepaid mobile application with your company code by entering OTP received on your registered mobile number.

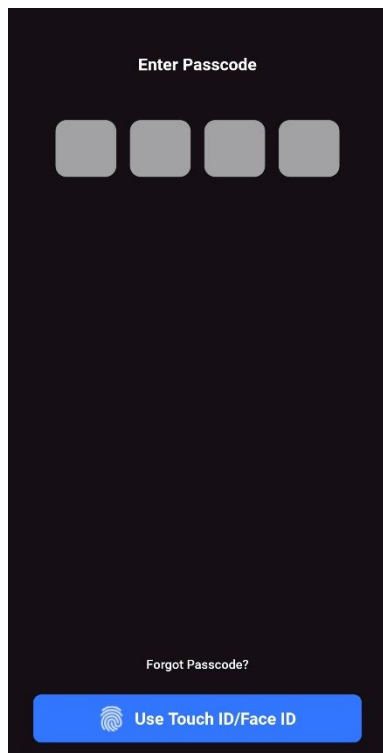


Screen 1: Login to your account. The screen displays the text "Hello there! Login to your account." followed by the label "Company Code". Below this is a text input field with the placeholder "Please enter company code". At the bottom, there is a link "Need Help? Contact Us" and a blue "Next" button.



Screen 2: Login to your account. The screen displays the text "Hello there! Login to your account." followed by the label "Mobile Number". Below this is a text input field with the placeholder "Enter your 10 digit Mobile" and a "Send OTP" link. Below the input field is the label "OTP" and the text "Will be sent on your registered mobile number." followed by another text input field with the placeholder "Enter 6 digit OTP". At the bottom is a blue "Login" button.

- You can login your prepaid mobile application by entering Passcode or Fingerprint / Face ID.



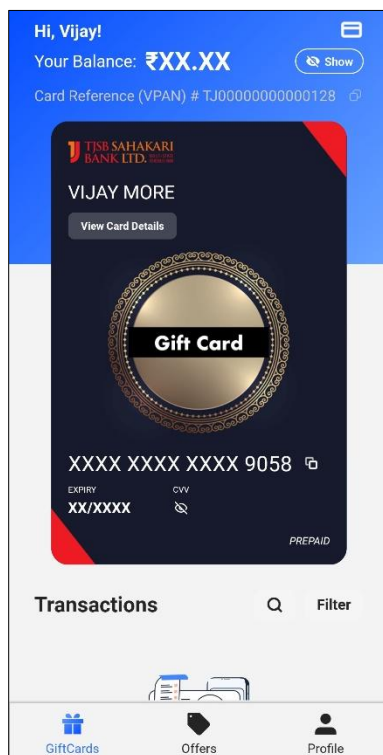
Screen 3: Enter Passcode. The screen displays the text "Enter Passcode" at the top. Below this are four grey square boxes for entering the passcode. At the bottom, there is a link "Forgot Passcode?" and a blue button with a fingerprint icon and the text "Use Touch ID/Face ID".

Prepaid Mobile Application: User Guide

(Falcon Dart App)

4. View Gift Card Balance Details

- Click on “Show” button to View / Hide Gift Card balance
- Click on “View Card Details” option to view Card Number, Expiry Date and CVV



- Click on “My Card” option available on “Gift Cards” menu to view Gift Cards issued to you

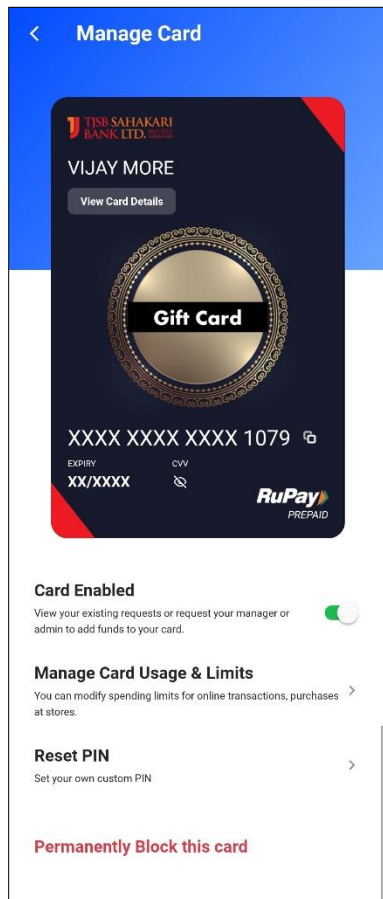


Prepaid Mobile Application: User Guide

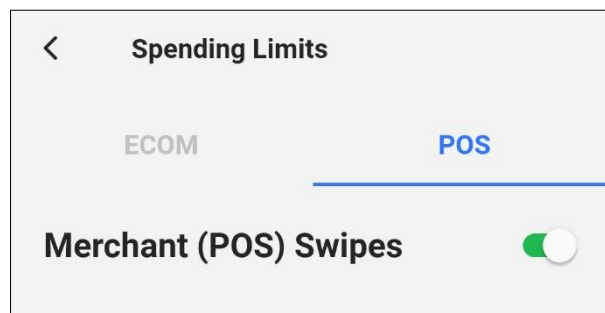
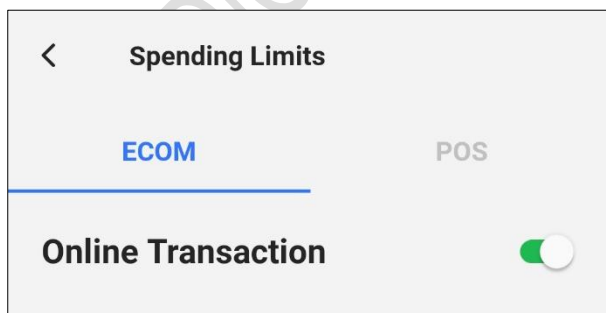
(Falcon Dart App)

5. Manage Gift Card

- Click on “View Card Details” → “Card Setting” to Manage your Gift Card



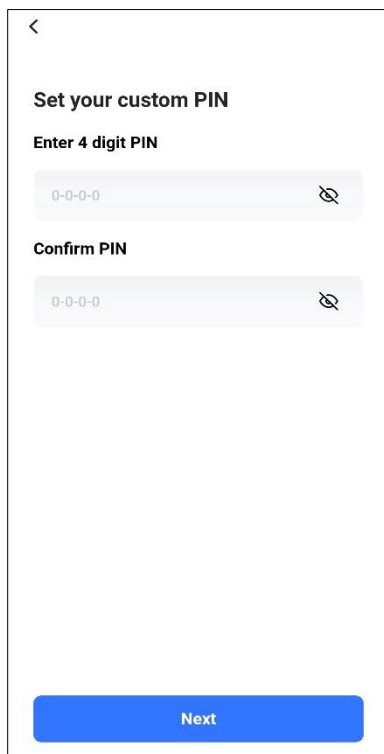
- You can enable / disable your Prepaid Gift card from “Card Setting” option by turning On / Off green button
- You can manage your ECOM / POS transaction usage by using “Manage Card Usage & Limits” option



- Click on “Reset PIN” option to Set / Reset Gift Card PIN
- You can Block you card by clicking on “Permanently Block This Card” option in case of Lost / Stolen.

6. Set / Reset Gift Card PIN

- Go to “View Card Details” → “Card Setting” → “Reset PIN” to Set / Reset Gift Card PIN
- Enter 4-digit PIN you wish to Set / Reset
- Confirm your 4-digit PIN and click on “Next” to complete the PIN SET / RESET process



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Set your custom PIN

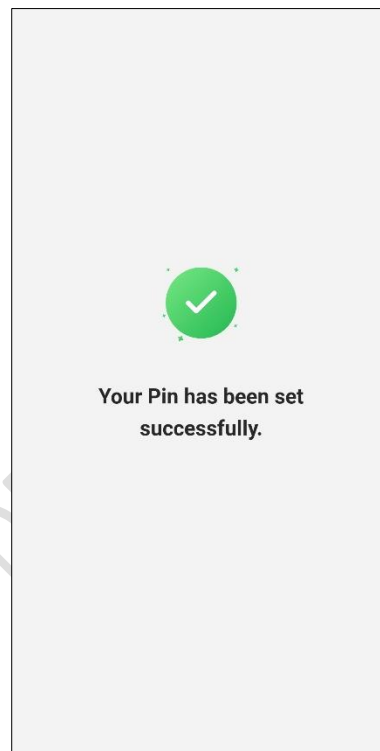
Enter 4 digit PIN

0-0-0-0

Confirm PIN

0-0-0-0

Next



7. How to Redeem Gift Card?

You can redeem your Gift Cards in following ways:

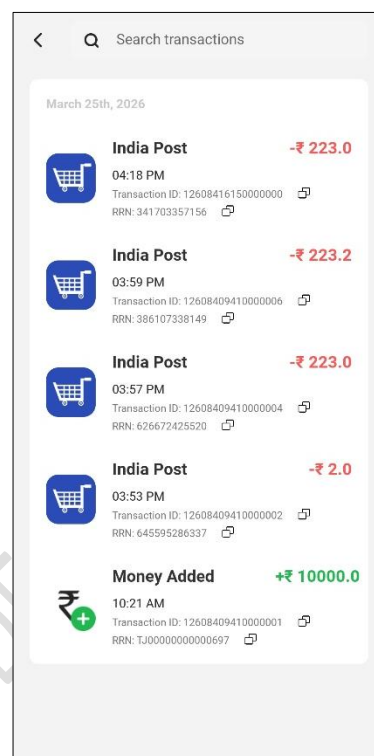
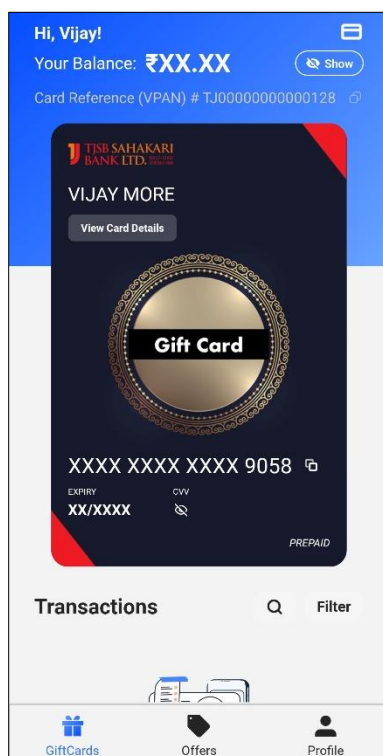
- In-store Payment
 - Swipe the Gift Card at Merchant Location
 - Enter your PIN to complete the transaction
- Online Payment
 - Choose the Gift Card / Card Payment at checkout
 - Enter you card credentials such as Card Number, Expiry Date and CVV
 - Enter your PIN / OTP to complete the transaction

Prepaid Mobile Application: User Guide

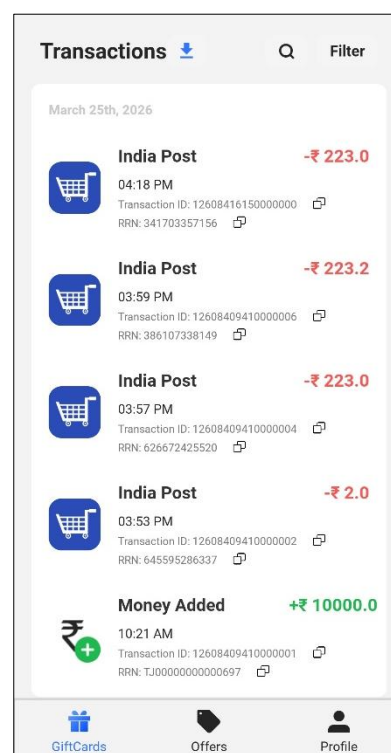
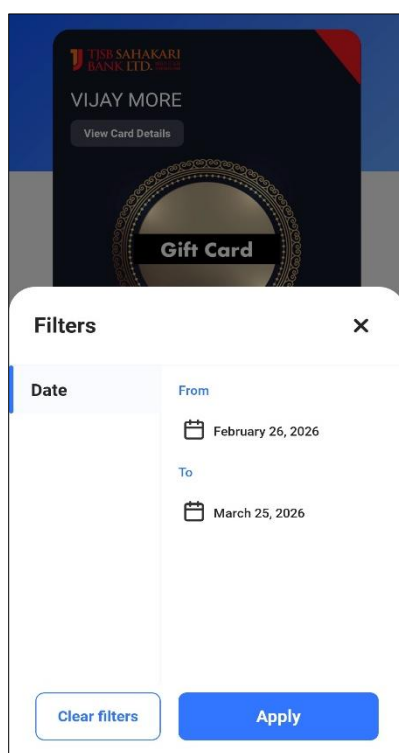
(Falcon Dart App)

8. View Transactions and Download Statement

- Go to “My Cards” → Select Gift Card → Click “Search” option to view transactions



- To Download Statement, click on “Filter” option → Select “From & To” Date → Apply → Download



9. Customer Support and Terms of Use

- Click on “Email Us” to drop mail to TJSB Bank in case of any query / complaint / dispute relating Gift Card Transaction
- Click on “Call Us” to connect customer support of TJSB Bank in case of any query / complaint / dispute relating Gift Card Transaction
- Read Terms & Conditions of TJSB Bank pertaining to Prepaid Gift Card

