

Frequently Asked Questions (FAQs)
ATM / Cash Recycler Machine (CRM) ICCW Transactions

1. What is a ICCW Transaction?

ICCW stands for Interoperable Cardless Cash Withdrawal, which allows cash withdrawal at ATMs/CRMs using UPI QR authentication without the need for a physical debit card.

2. What are the guidelines issued by NPCI on ICCW transaction at ATM?

The process of Interoperable card less cash withdrawal through UPI will be in adherence of operating circulars/ regulatory guidelines/ policy.

- NPCI/UPI/OC No. 150/2022-23 dated June 17, 2023
- RBI/2022-23/54 CO.DPSS.POLC.No.S-227/02-10-002/2022-23 dated May 19, 2022

Settlement, customer dispute, penalty on failed transaction will be as per existing ATM(NFS) setup

3. What are the benefits of ICCW transaction?

- Convenience: Eliminates the basic requirement of card for cash withdrawal,
- Enhanced Security: It eliminates the card related frauds at ATMs like skimming, card cloning, device tampering, as card will not be used for withdrawal
- Accessibility: This facility can be accessed across all HDFC bank ATMs/CRMs.
- Cash withdrawal from multiple accounts linked to UPI app (PayZapp, BHIM, PhonePe, Paytm, GPay).

4. What is ICCW transaction limit?

- Per transaction limit: ₹10,000 (applicable for both HDFC and Other Bank customer).
- Per day limit (HDFC Bank): 2 transaction or maximum ₹20,000.
- Once the daily limit is reached, the UPI application will show a message indicating the limit has been reached (for the next transaction in the day).
- Reset time for daily limit: 24 hours (e.g., if limit is reached at 1:00 PM on Day-0, it resets at 1:00 PM on Day-1)

5. What if there is a network error or screen timeout during a transaction?

- The machine will display the message: "Attention! Have you authorized the transaction on mobile? Yes or No."
- This acts as a refresh option, giving additional time for the transaction to be completed.

6. How will customers receive transaction alerts?
 - SMS Alert
 - Email Alert
7. Whether HDFC bank customers can do card-less transaction at HDFC & other bank ATMs.
 - HDFC Bank customers can do card less cash withdrawal from HDFC Bank ATMs/CRMs and other bank ATMs which supports UPI cash withdrawal.
8. Which UPI application supports cash withdrawal on HDFC ATMs/CRMs.
 - PayZapp, BHIM, PhonePe, Paytm, GPay.