

# Your privacy is the foremost priority of Vodafone

Fake News messages are being circulated on whatsapp and other social media about mobile wallets and payment banks mentioning Vodafone M-Pesa.

We would like to clarify that these messages are factually incorrect and fabricated. Vodafone does not have a Payment bank but has a Payment app. No subsidies can be credited to the Vodafone M-Pesa mobile wallet, as it is not a bank. Government subsidies are transferred only into the bank account, as specified by the account holder.

As a mobile wallet, Vodafone M-Pesa is fully compliant with all applicable laws and regulations. Only on receipt of registration details of the customer along with their explicit consent, is a Vodafone M-Pesa account created, in confirmation with RBI guidelines.

One can't receive Aadhaar based government subsidies via Vodafone M-Pesa as the RBI does not allow for it. As per RBI guidelines, Aadhaar based seeding and subsidy is only done through banks/payment banks and Vodafone M-Pesa is not a payment bank but a mobile wallet.

Vodafone M-pesa mobile wallet is PIN protected. For safety and security of the customers, we inform customers (a) NOT to share their personal details (Birthdate, OTP, PIN) with others (b) DO NOT transfer funds to unknown accounts and (c) to STAY ALERT and STAY SAFE

Taking a new mobile number connection or undertaking the Aadhaar based mobile number re-verification process of Vodafone does NOT create a Vodafone M-Pesa account. Vodafone respects the privacy of its customers and is committed to protecting the information they share with us.

