

FAQs: Karri Card

What is the Karri Card?

The Karri Card is a reloadable prepaid card for children that is managed by parents on the Karri mobile app. As a parent, you are able to:

- Top up your child's card
- Set controls on daily spending and channels
- Reset forgotten PINs and block lost cards
- Rest easy knowing inappropriate merchants are blocked (see more details in T&Cs)

What are the criteria for a Karri Card?

The Karri Card is in its early stages and is currently available to parents who:

- Have a child at a school that makes use of Karri for collections
- Have a South African ID Number
- Reside in South Africa
- Only have South African tax obligation

How do I get a Karri Card?

The Karri Card is currently only available at a few schools. We will be launching at more schools soon.

How are cards delivered to customers?

Cards are delivered to parents or children of participating schools at the school grounds. Your school or the Karri team will send you more information.

Can a parent have more than one Karri Card?

Yes, a parent is able to manage multiple Karri Cards. A parent may manage up to 3 Karri Cards under the regular onboarding processes and T&Cs.

If you would like a 4th card, please reach out to the Karri support team.

Can one child card be managed by two parents?

Unfortunately, at this stage a child card can only be managed by one parent. We are working on allowing more than one parent to manage the same child card in the future.

How do I enable my Karri Card profile?

Once you have received communications from a participating school that you have been enabled, you are able to follow these steps:

- Visit your App Store and download the latest version of the Karri App
- Click the 'Setup Card Profile' button on your Karri app
- Confirm that you do not have foreign tax obligations
- Accept the terms and conditions
- Provide your South African ID number
- Indicate a source of income
- Take a selfie

We run a few checks before we provide the results of our onboarding process. In some cases, we may need to collect additional information and our onboarding team will reach out to you.

Note that you are able to set up your card profile without your card, but you will need a physical card in order to complete the final activation steps.

How do I activate a Karri Card once I receive it?

Once you receive your card, you are able to complete the final activation steps:

- Enter the CVV number to ensure you have the correct physical card
- Set the PIN
- Set the contact details which will receive One-Time-Passwords (OTPs) for online transactions - these are a parent's details by default and can be changed
- Set a cell phone number which is able to query the balance of the card via WhatsApp (the query is limited to a balance check only and the balance will only be sent to the number configured by a parent in the Karri app)

After these steps, your card is active and you are ready to top up.

How do I load money onto a Karri Card?

Once your card is activated on the Karri app:

- Select the card you want and click on 'Top Up'
- Select the bank card you want to use to load funds (or add a card)
- Select the top up amount or enter your own amount
- Click 'Top Up' to confirm the amount
- Approve it on your own banking app

How are cards activated for contactless ('tap') transactions?

In order to enable Contactless Payment, a Karri Card must first be used for one Point of Sale (PoS) insert and PIN transaction.

How do I replace a card?

It is easy to replace your lost, stolen or damaged card:

- Open the mobile Karri App
- Click on the 'Karri Cards' tab
- Under the Karri Card image is an option called 'Block Card'
- Select 'Order a new card'
- Select 'Re-order'
- In some instances there is a fee to replace a card (details in the T&Cs)

How do I cancel a Karri Card?

- Open the mobile Karri App
- Click on the Karri Cards tab
- Under the Karri Card image is an option called 'Block Card'
- Select the option, 'Order a new Card'
- Select the 'Cancel Card Services' option

How can my child check their balance?

Klippy (Karri's digital WhatsApp customer agent) is available at any time to provide the latest balance on a Karri Card. On the Karri Card home page, click on 'Alerts'. Click 'WhatsApp Balance Check' and configure the number that you would like to give permission to query the card balance.

Then save Klippy's number, as provided in the app, in your child's phone. Your child can say 'Hi' to Klippy at any time. They will be asked to provide the last 4 digits on their Karri Card. Thereafter, Klippy will return their card balance.

Note that it is not possible to transact via WhatsApp. A balance look up is the only possible action. The balance will only be provided to the number configured by a parent in the Karri app.

What is the minimum balance due on my account?

There is no minimum balance needed on a Karri Card. Once you have loaded funds into a card, you are able to use those funds.

How do I temporarily block a card?

- Open the mobile Karri App
- Click on the Karri Cards tab
- Under your Karri Card image click the option called 'Block'
- Slide the Temporary Block option and confirm

How do I order a new card?

- Open the mobile Karri App
- Click on the Karri Cards tab
- Under the Karri Card image click 'Block Card'
- Select 'Order a new card'
- Select 'Re-order'
- Confirm your selection

How do I reset a PIN on a Karri Card?

- Open the mobile Karri App
- Click on the Karri Cards tab
- Under the Karri Card image is an option called 'Reset PIN'
- Select this option to reset a PIN

What do I do if I suspect a fraudulent transaction on a Karri Card?

- Please block your card as soon as possible
- Report the suspected fraud to Karri for investigation and more informations

What are the fees on a Karri Card?

Fees are subject to change and include VAT:

Parent fees	
Monthly subscription fee - 1st Karri Card	R39.00
Monthly subscription fee - 2nd Karri Card	R29.00
Monthly subscription fee - 3rd Karri Card and each additional	R19.00
Lost, damaged, or early renewal card replacement	R120.00
Replacement of a stolen card	R0.00
Card delivery to school	R0.00
Card top-up fee	2.5%
Dispute raised on a legitimate transaction	R250.00

What are the overall limits on a Karri Card?

Transaction limits always applicable to all cards	
Maximum spend per day	R25 000
Maximum number of spends per day	25
Maximum spend per month	R25 000
ATM withdrawal - maximum amount per day	R5 000
ATM withdrawal - maximum number per day	3
ATM withdrawal - maximum amount per month	R10 000

Top-up limits	
Maximum single top- up	R19 999
Maximum total top-up per month	R25 000
Minimum top-up per transaction	R5

Balance limit	
Maximum card balance	R25 000

How do I contact customer support?

Customers can contact the Karri Customer Support number (021 300 1867) or email (support@karri.co.za)

Customer Service's operating hours are from 08:00 - 17:00 Monday to Friday.