

My Wallet: Deposits, Withdrawals and Transactions

Deposits:

→ How do I add cash to my GoKhiladi Account

A: Please Follow the instructions below:

Head to My Profile in your GoKhiladi app > Add Cash > enter the amount > tap Add Amount.

Select your preferred payment method.

Follow the on-screen instructions to complete your payment.

→ When will my cash reflect in my account after loading the money

A: Usually within 30 minutes. If your transaction isn't credited after 30 minutes, it'll be refunded back to your source account within 7-10 working days. You can check with your bank for the transaction status. Till then, feel free to add cash using alternative payment methods.

In case you need more help on this, feel free to contact us any time

→ When will I get a refund if the cash is not added to my account

A: Refunds depend on the mode of payment. In case a refund for any failed deposit transaction is not credited to your source account within the below time frame, please reach out to your bank for further details.

Mode Of Payment	Refund Duration
Wallets	Within 2 Hours
Debit/ Credit Cards	Within 10 Working Days
Net Banking	Within 10 Working Days
UPI	Within 10 Working Days

→ How to add cash using UPI

A: Head to My Profile in your GoKhiladi app > Add Cash > enter the amount > tap Add Amount.

Tap UPI and select your preferred payment gateway (Google Pay, PhonePe, Paytm, etc.)

Or enter your UPI ID directly in the box below the UPI options. Which will redirect you to your bank's website to complete the transaction.

→ What mode of Cards can be saved on GoKhiladi

A: We accept all major credit and debit cards, including Visa, MasterCard, Maestro, Rupay and American Express.

→ Are my saved card details Secure with GoKhiladi?

A: Yes, Your Personal data Safety is our Highest Priority! We do not store your credit/debit card details, including your CVV. We only work with trusted third party payment gateways with 3D secure authentication to ensure safety & security of all your financial transactions.

→ How to add credit/debit card on my account

A: To add a card,
Head to My Profile in your GoKhiladi app > Add Cash > enter the amount > tap Add Amount.

Tap on Card And Enter your credit/debit card number, valid expiry date, and save your changes.

WITHDRAWALS:

→ How do I Withdraw my winnings

A: The users are allowed to withdraw winnings By going to My profile Tap on Withdraw only after they successfully complete the verification process.

The users can withdraw a minimum of ₹500 and a maximum of ₹2,00,000 in a day.

→ When do I get the money after I have placed my withdrawal request

A: We'll process your withdrawal request by the next working day (excluding weekends and bank holidays) of receiving your request. The amount should get credited to your verified bank account within 3 working days.

Withdrawals for bank accounts from Telangana, Andhra Pradesh, Assam, Nagaland, Tami Nadu, Sikkim and Odisha will be rejected. In that case, you'll need to verify a bank account from any other state.

If your withdrawal isn't credited to your bank account after 3 working days, please reach out to us with a copy of your bank statement for the last 2 weeks (from the date you placed this withdrawal). We'll Check through our internal team to and resolve the issue as soon as possible

→ What do I do if my withdrawal request is rejected

A: A withdrawal request is usually cancelled with your verified bank account or due to a FairPlay Violation. A cancellation reason will also be mentioned against the cancelled transaction.

In case the cancellation is because of reasons like incorrect IFSC, name mismatch or incorrect account number, the amount you were trying to withdraw will be credited back to your Gokhiladi Winnings balance. Please verify your bank account with the correct/ updated details and you'll be able to place a new withdrawal request again.

In case your verified bank account is from Telangana, Andhra Pradesh, Assam, Nagaland, Tami Nadu, Sikkim and Odisha, your withdrawal request will be rejected. If you're based outside these states, you'll have to verify a bank account which doesn't belong to any of these states and raise a fresh withdrawal request once the bank account is verified.

→ Are there any tax deductions on my winnings

A: A tax of 30% is deducted at source when you win more than INR 10,000 in a single contest, as per the Income Tax Act 1961. The remaining amount (after tax deduction) gets credited to your GoKhiladi Wallet as "Winnings". NO additional tax is deducted when you place a withdrawal of your winnings.

You'll get a TDS certificate for this tax deduction within 3 months from the winning date. Any other applicable income tax, gift tax, etc. with regards to Cash Prizes money won will have to be paid by you in addition to the TDS deduction.

Feel free to contact us anytime in case you need anything else on withdrawals

→ Can I withdraw bonus cash

A: As per our policy, you can only withdraw your "Winnings" and not Cash Bonus from your account. While you can't withdraw your Cash Bonus, you can always use it to join more contests and increase your winnings

→ Can I use my friends bank account to withdraw

A: You must use your own bank account to withdraw your winnings on GoKhiladi. If you don't have a bank account, your winnings will keep accumulating in your Gokhiladi account and you can use them to join Cash contests

→ How am I eligible for instant withdrawal

A: Certain banks do not facilitate IMPS transfers. In case your bank doesn't allow IMPS transfers, your instant withdrawal will be cancelled, and will be processed manually via NEFT.

→ Is there a limit for Withdrawals

A: you can request for a maximum 3 withdrawals per day and should not exceed a total value of Rs.200000/-.

Minimum Withdrawal limit is Rs500/- and a maximum limit of Rs.200000/- at a time.

→ When is it considered I've violated the fairplay policy

A: Go khiladi is a skill-based platform which is offered in accordance with the Indian Laws. There are no shortcuts or cheat codes for quick and easy wins. Transparency, Trust and Responsibility are the core values that drives our application and we have very strict policies and protocols to check any violation of our FairPlay Policy.

A FairPlay Violation is triggered in any or all of the below cases:

1. Creating multiple accounts
2. Misusing the 'Invite Friends' program to get a Cash Bonus
3. Withdrawing Cash Bonus using unlawful means
4. Submitting incorrect details and fake documents
5. Submitting someone else's documents

A FairPlay Violation will result in any or all of the below:

1. Winnings and Cash Bonus earned by unfair means will be captured
2. Deactivation of all the referred accounts and blocked invite codes
3. Permanent deactivation of your GoKhiladi account

Transactions:

→ How to check my transaction history on GoKhiladi

A: In Home click on the match > wallet > Recent Transactions. In case you face any issue, please write to us and we'll be happy to assist you.

→ How to check my account balance

A: You can check your account balance in your app By Going to My Profile.

Your account balance is shown in 3 categories:

Deposit - Cash you added to your account, and haven't used it yet to join any Cash contest.

Winnings - Amount you earn by joining (and winning) cash contests

Cash Bonus - The amount added to your account as a freebie that can be used to join more contests

→ Can I transfer my money to another account

A: Currently, That isn't possible! Your balance is specific to your account only, and you won't be able to transfer it to any other account.

→ What does it mean if my entry fee is refunded

A: Here's why we may refund your entry fee:

If the contest isn't filled with the required number of participants

If the real match is abandoned before starting or anytime before completion and all contests for that match are cancelled.

