

FAQ'S (Frequently Asked Questions)

Oino - the Game Zone

1. Who can play on Oino ?

Any Indian Citizen of 18 years age or above can play on Oino .

2. Can I play Oino from any part of India ?

Yes, Oino can be played from any part of India as it covers all Skill Games only.

3. Is it necessary to Sign Up or Login to play the game ?

It is necessary to Sign Up or Login with an Indian Mobile Number so that you can play games on Oino, complete your transactions and use your winnings.

4. How is Oino played ?

Oino- the Game Zone is a Gaming Platform with many Games in One App. All the information for playing the games can be found on the “How To Play” section of the given games.

5. What are the Playing Values ?

The Playing Values keep on changing as per users feedback and starts with **Free** Option for Discover and then ranges from ₹3 and /or above.

6. What is difference between playing with different Values ?

The winnings are totally different for a game played with different values. (See → Prize on the left hand side of tab for the given Game Values)

7. Where can I find the details of my last played game ?

All the Transactions are available in “My Transactions” under the Wallet Section.

8. Do I actually get what I win ?

Yes definitely, the winnings displayed in the Game are added in the ‘Prize’ section and can be rechecked from ‘My Transactions’ available for a cross check.

9. Can I withdraw my winnings ?

Yes, ‘Withdraw’ option is available directly in ‘My Transactions’ from where you can Withdraw your winnings (minimum Rs.100) to your Bank Account after providing you details or to PAYTM WALLET. The winnings balance will be available for withdrawal for upto 365 days, after which the account will be marked Null.

10. Where are my winnings withdrawn to ?

The winnings can be withdrawn to any valid Bank Account or UPI ID and also to Paytm Wallet.

11. How long does it take for my Bank Account to be credited of the withdrawn amount ?

Normally it takes 2-3 working days for the withdrawal to be credited to the user Bank Account . In case of any holidays , only, working days have to be taken in account.

Withdrawal to PAYTM Wallet happens instantly.

12. Can I withdraw all my Cash Balance ?

Only the **Winning Cash Balance (A)** shown in the Wallet Section can be withdrawn with the condition of the minimum withdrawal amount being Rs.100.

13. Why does it ask for KYC ?

KYC is required to validate any Transaction goes to the actual registered User only , for amounts \geq ₹5000

14. Why is my withdrawn amount in my bank little less than what I have withdrawn ?

The withdrawal process to your bank requires bank charges to be paid, which are deducted from the withdrawn amount .

15. What happens if I receive a winning above Rs.9999.00 ?

In case of winnings above Rs.9,999.00 , TDS will be deducted from our end and the balance will be settled to the Winnings Section. The TDS Certificate will be sent to the account holder after KYC verification at the end of the Financial Quarter.

16. What happens if I am not able to complete the Game ?

Please ensure a Stable Network Connection after a game is started, as we don't have any means to refund any amount deducted after the opponent pairing happens.

17. What if I do not find any of my answer here ?

In case you have any other question , please feel free to contact our Help & Support Team at support@oino.in 3