



Terms and Conditions: The Rewardz Festival 2020

- The IndusInd Bank Limited (“IndusInd Bank” or “Bank”) “The Rewardz Festival” offer (Program) is open to all customers holding a valid and open IndusInd Bank Credit Card (Cardholder).
- The Program is not applicable to IndusInd Bank Corporate Cards, IndusInd Bank Classic Credit Card, IndusInd Bank Gold Credit Card, InterMiles IndusInd Bank Odyssey Credit Card, InterMiles IndusInd Bank Voyage Credit Card and Credit Cards issued after September 30, 2020 (“excluded cards”).
- The Program is not applicable on Credit Cards with the assigned credit limit of below INR 30000.
- The Program is only applicable to Cardholders who have expressed their interest to participate in The Rewardz Festival. Cardholders would have registered their interest through any of the following modes and got a registration confirmation:
 - By sending an SMS with text: JOIN to 5676757 from the Mobile Number registered with the Bank
 - By Clicking on the Link provided in the Emailer sent to the customer’s registered Email ID
 - By Calling the Customer Service helpline
 - By Clicking on the Mobile Push Notification on the Indus Mobile App.
- Cardholders who have not confirmed their participation before 20th October 2020 will not be Eligible for any Benefits under this Program. On receipt of the registration from the Cardholder, the Bank will send an SMS with a registration number. Cardholders are advised to resend the Confirmation of participation if no registration SMS has been received from the Bank.

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Program Details:

- A **minimum Spend level** for each eligible Cardholder (**“Spend Level or Minimum Spend Threshold”**) has been communicated through Email/SMS. The Spend thresholds have been set for each Cardholder depending on factors such as, but not limited to, credit history, purchase patterns, payment behaviour, credit limit, loyalty and vintage of the Cardholder.
- For the purpose of this Program, **Spends** would mean the sum of all Purchase Transactions done using the IndusInd Bank Credit Card through Point of Sale (Card Present) Purchase, Online or E-Commerce/M-Commerce Internet Transaction, IVR Transaction, Mail Order/Telephone Order Transaction, Payment towards wallet loading or Insurance Premium and Standing Instruction done in the offer period. All Purchase transactions will be considered for the purpose of calculating **Achievement** towards the Spend Levels.
- Cash Withdrawals, Fees, Interest Charges, any other charges, EMI, Loan taken on the Credit Card and any transaction other than a Purchase Transaction will not be considered for the purpose of calculating achievement towards the Spend Levels (**Exclusion to Spend**).
- The **Offer Period** is from October 15, 2020 to November 20, 2020 (both days inclusive). Thus only **Spends** (defined above) done in the **Offer period** on the **Eligible Credit Card** will be considered for the purpose of calculating Spends achievement in this Program.
- Cardholder will be eligible for benefits under this Program only if the Spends are equal to or greater than the Minimum Spend Level.

Offer: Upon Meeting the Minimum Spend Level (Achievement):

If the Cardholder achieves Spends equal to or greater than the minimum Spend Level, Cardholder will be eligible for the following benefits:

- ★ [Up to 3X Bonus Reward Points on Online \(ECOM\) Spends](#)
- ★ [5% cashback on Partner Spends](#)
- ★ [5% cashback on conversion of Outstanding to EMI](#)



Up to 3X Bonus Reward Points on Online (ECOM) Spends

- If the Cardholder achieves Spends equal to or greater than the minimum Spend Level (Spend Level 1), Cardholder will be eligible for **2x** Reward Points on all Eligible **Online** Spends.
- In addition, if the Cardholder achieves Spends Equal to or Greater than Spend Level 2, Cardholder will be eligible for **3x** Reward Points on **Online** Spends **above Spend Level 1** and **2x** Reward Points on all **Online** Spends **up to Spend Level 1**.
- Online (ECOM) Spends that will attract Bonus Rewards will be transactions done over the internet using E-Commerce/M-Commerce platforms excluding payment of Insurance Premium, government taxes, bill payments and payment of fee towards school or educational program or spends done on our partner brands.
- All eligible Spends will be included for the purpose of meeting achievement, i.e. calculation towards Spend threshold Level 1 & Spend level 2. However, only Eligible Online Spends will attract Bonus Rewards.
- Bonus Reward Points will be calculated on the ratio of Reward Points earned by the Cardholder under the normal course of purchases to Total Spends during the Program Period.
- Reward Points Earned under Normal Course would mean the Net Number of Reward Points earned by the Cardholder on Total Spends during the Program Period as per the Product Feature.
- The ratio of Net Reward Points to Total Spends would be considered for the purpose of Calculating Bonus Rewards under this Program. For example: If the Cardholder earns a Net total of 2,000 Reward Points on Net Spends of INR 150,000 made during the Program Period as per the feature of the Credit Card product held by the Cardholder, then the ratio of 2,000 / 150,000; i.e. 1.33% will be used for calculating Bonus Rewards under this Program.
- The Bonus Reward Points earned under this Program will be over & above the Reward Points that the Cardholder earns on any transaction under the normal course.
 - i. 2x Reward Points would mean (X+X), Reward Points earned in Normal Course(X) plus an equivalent number of Reward Points earned as Bonus under this Program(X).
 - ii. 3x Reward Points would mean(X+3X), Reward Points earned in Normal Course(X) plus Bonus Points 2 times the number of Reward Points (2X) earned during the Normal Course.
- Maximum Bonus Points under this Program will be restricted up to the cap mentioned in the communication.
- This cap is only for the Bonus Rewards. Cardholders will continue to earn Reward Points under the Normal Course as per the Product Feature.



5% Cashback on Partner Spends

- If the Cardholder achieves Spends equal to or greater than the minimum Spend Level, Cardholder will be eligible for 5% Cashback on Partner Merchants.
- The listed Partner merchants are:

Brands	Category
Yatra	Travel
Zoomcar	Travel
Trident Hotels	Travel
EazyDiner	Restaurant Booking
Myntra	Fashion
PCJ	Jewellery
Maple	Electronics
Medlife	Health
Grofers	Daily essentials

- Maximum Cashback under this Program will be restricted up to the cap mentioned in the communication.
- All eligible spends will be included for the purpose of meeting achievement, i.e. calculation towards Spend threshold level 1. However, only the Spends done on partner merchants will attract 5% Cashback.
- All Terms & conditions of the Partner individually will be applicable at the time of purchases done on Partner website/App/Physical outlets, etc.
- For the purpose of the Program, Partner spends will only be eligible for the 5% Cashback and not be eligible for the Bonus Rewards mentioned above.



5% Cashback on conversion of Outstanding to EMI

- If the Cardholder achieves Spends equal to or greater than the minimum Spend Level, Cardholder will be eligible for 5% Cashback on conversion of Outstanding to EMI.
- For the purpose of this Program, the minimum spends threshold should be achieved during the Offer period. However, the outstanding amount to be converted to EMI could consist of transactions done before or after the Offer period.
- The 5% Cashback will only be valid for purchases made by Eligible Cardholders during the Offer period; i.e. from 15th October to 20th November 2020.
- Maximum Cashback under this Program will be restricted up to the cap mentioned in the communication.
- Minimum Conversion amount (Outstanding) should be equal to or more than the Festive spends to be eligible for benefits under this Program.
- EMI facility is at the Sole Discretion of the Bank. The Bank reserves the right to Approve or Decline request to convert the Transactions to EMI payment plan.
- Offer is valid only on tenure of 12 months and above for Outstanding to EMI plan and is not applicable on a single transaction getting converted and on lesser tenure options.
- Period for Conversions of the outstanding is from October 15, 2020 to December 15, 2020. Cardholders who fail to convert their festive purchases till 15th December 2020 will not be eligible for Cashback under this Program.
- Request for EMI conversion can be placed through any channel-Indus Mobile Application, Indus Net or through contact centre or Tele-calling channel.
- Interest & Processing fee will be applicable as per the rates decided & disclosed by the Bank at the time of conversion of outstanding to EMI
- Pre-closure Fee of 3% with GST will be applicable in case of any pre-closure.
- If the Loan is Pre-Closed/Cancelled either by the Cardholder or by the Bank before billing of the 6th EMI, Cardholder will not be eligible for Cashback under this Program.
- Processing Fee, as communicated to the Cardholder will be applicable.
- Cashback under this Program will not be credited if the Cardholder has an overdue outstanding at the time of crediting of Cashback to the Cardholder's Credit Card account.
- All other terms & conditions of O/S to EMI are applicable.



Examples:

Cardholder 'Arun' is a Legend Cardholder

- On Receiving the Communication, Cardholder Registers for the Program Period
- Minimum Spends Levels Rolled out to the Cardholder:

Spend Level	INR
Spend Level 1 (Minimum Spend Level for 2x Rewards)	100,000
Spend Level 2 (Minimum Spend Level for 3x Rewards)	150,000

Scenario 1: Cardholder spends less than Spend Level 1 i.e. INR 60000

Under this scenario, Arun will not be eligible for any benefits under this Program.

Scenario 2: Cardholder spends more than Spend Level 1 but less than Spend Level 2 i.e. INR 140,000

Under this scenario, Arun will be eligible for

- ✓ 2X Rewards on all online spends done
- ✓ 5% Cashback on Partner Spends
- ✓ 5% Cashback on INR 1.4 Lakhs, if he opts for O/S to EMI

Scenario 2a: Arun spends INR 1,40,000 at Taj, Zara, HP Petrol Pump, PC Jewellers (all at Physical Merchant Outlets) and did not convert Outstanding to EMI

Under this scenario, Arun will be eligible for -

- ✓ 2X Rewards on all online spends done- However, as there are no online purchases, Bonus Rewards will not be applicable.
- ✓ 5% Cashback on Spends done at Partners- as PC Jewellers is our selected Partner, 5% Cashback will be applicable on transaction done at this merchant.
- ✓ 5% Cashback on INR 1.4 Lakhs, if he opts for O/S to EMI – 5% Cashback on O/S to EMI is not applicable as the outstanding is not converted to EMI within the time period.

Scenario 2b: Arun spends INR 1,40,000 at Yatra, Myntra, HP Petrol Pump, Maple, PC Jewellers, Insurance premium, Amazon and did not convert Outstanding to EMI

Under this scenario, Arun will be eligible for

- ✓ 2X Rewards on all online spends done - 2X Rewards will be applicable on spends done at Amazon.
- ✓ 5% Cashback on spends done at Partners – as Yatra, Myntra, Maple and PC Jewellers are our selected partners, 5% Cashback will be applicable on transactions done at these merchants.
- ✓ 5% Cashback on INR 1.4 Lakhs, if he opts for O/S to EMI – 5% Cashback on O/S to EMI is not applicable as the outstanding is not converted to EMI within the time period.

Scenario 2c: Arun spends INR 1,40,000 on Insurance premium, Amazon, Bigbasket, Zomato, HnMOnline and availed Outstanding to EMI



Under this scenario, Arun will be eligible for

- ✓ 2X Rewards on all online spends done – 2X Rewards will be applicable on Amazon, Bigbasket, Zomato, HnMonline transactions as these are online spends.
- ✓ 5% Cashback on spends done at Partners – As there are no spends at Partner merchants, 5% cashback will not be applicable.
- ✓ 5% Cashback on INR 1.4 Lakhs, if he opts for O/S to EMI – Arun is eligible to get 5% Cashback on INR 140,000 as he has opted to convert Outstanding to EMI of 12 months.

Scenario 3: Cardholder spends more than Spend Level 2, i.e. INR 170,000

Under this scenario, Arun will be eligible for

- ✓ 2X Rewards on all Online spends done till INR 100,000
- ✓ 3X Rewards on all Online spends done beyond INR 100,000
- ✓ 5% Cashback on Partner Spends
- ✓ 5% Cashback on INR 1.7 Lakhs, if he opts for O/S to EMI

Scenario 3a: Arun spends INR 1,70,000 at Taj, Zara, HP Petrol Pump, PC Jewellers (all at Physical Merchant Outlets) and did not convert Outstanding to EMI

Under this scenario, Arun will be eligible for

- ✓ 2X Rewards on all Online spends done till INR 100,000 - However, as there are no online purchases, Bonus Rewards will not be applicable.
- ✓ 3X Rewards on all Online spends done beyond INR 100,000 - However, as there are no online purchases, Bonus Rewards will not be applicable.
- ✓ 5% Cashback on Partner Spends - as PC Jewellers is our selected Partner, 5% Cashback will be applicable on transaction done at this merchant.
- ✓ 5% Cashback on INR 1.7 Lakhs, if he opts for O/S to EMI – 5% Cashback on O/S to EMI is not applicable as the outstanding is not converted to EMI within the time period.

Scenario 3b: Arun spends INR 1,70,000 at Yatra, Myntra, HP Petrol Pump, Grofers, PC jewellers, Insurance premium, Amazon and did not convert Outstanding to EMI

Under this scenario, Arun will be eligible for

- ✓ 2X Rewards on all online spends done till INR 100,000 - Arun will get 2X Rewards on spends done at Amazon, assuming he spent INR 20,000. i.e. 200 **Bonus** Rewards points (1 RP on INR 100 spent)
- ✓ 3X Rewards on all online spends done beyond INR 100,000- Arun will not get 3X Rewards as his eligible online spends (non-partner) are only INR 20000 done at Amazon which qualifies for 2X Rewards.
- ✓ 5% Cashback on Partner Spends - as Yatra, Myntra, Grofers and PC jewellers are our selected Partners, 5% Cashback will be applicable on transactions done at these merchants.
- ✓ 5% Cashback on INR 1.7 Lakhs, if he opts for O/S to EMI – 5% Cashback on O/S to EMI is not applicable as the outstanding is not converted to EMI within the time period.



Scenario 3c: Arun spends INR 1,70,000 on Amazon, Samsung Online, Vistara Airways, Yatra, Myntra, Maple, Zoom car, PC jewellers, Flipkart and did not convert Outstanding to EMI

Under this scenario, Arun will be eligible for

- ✓ 2X Rewards on all Online spends done till INR 100,000 - Arun will get 2X Rewards on spends done at Amazon, Samsung & Vistara Airways assuming he spent INR 100,000 at these merchants. i.e. 1000 **Bonus** Rewards points (1 RP on INR 100 spent)
- ✓ 3X Rewards on all Online spends done beyond INR 100,000 - Assuming INR 30000 spent on Flipkart, he will receive 600 Bonus Rewards i.e. On spends of 30000, he gets 300 points in the normal course (1 RP on INR 100 spent). So, $300 \times 2 = 600$ will be the Bonus Rewards he will get.
- ✓ 5% Cashback on Partner Spends - as Yatra, Zoom Car, Myntra, Tata Cliq and PC jewellers are our selected Partners, 5% Cashback will be applicable on transactions done at these merchants. I.e. Balance of INR 40000 spent at Partner Merchants will be eligible for 5% Cashback.
- ✓ 5% Cashback on INR 1.7 Lakhs, if he opts for O/S to EMI – 5% Cashback on O/S to EMI is not applicable as the outstanding is not converted to EMI within the time period.

Scenario 3d: Arun spends INR 1,70,000 on Amazon, Samsung Online, Vistara Airways, Yatra, Myntra, Maple, PC jewellers, Flipkart and availed Outstanding to EMI

Under this scenario, Arun will be eligible for

- ✓ 2X Rewards on all Online spends done till INR 100,000 - Arun will get 2X rewards on spends done at Amazon, Samsung & Vistara Airways assuming he spent INR 100,000 at these merchants. i.e. 1000 **Bonus** Rewards points (1 RP on INR 100 spent)
- ✓ 3X Rewards on all Online spends done beyond INR 100,000 - Assuming INR 30000 spent on Flipkart, he will receive 600 Bonus Rewards i.e. On spends of 30000, he gets 300 points in the normal course (1 RP on INR 100 spent). So, $300 \times 2 = 600$ will be the Bonus Rewards he will get.
- ✓ 5% Cashback on Partner Spends - as Yatra, Myntra, Zoom Car, Maple and PC jewellers are our selected Partners, 5% Cashback will be applicable on transactions done at these merchants. I.e. Balance of INR 40000 spent at Partner Merchants will be eligible for 5% Cashback.
- ✓ 5% Cashback on INR 1.7 Lakhs, if he opts for O/S to EMI – Arun is eligible to get 5% Cashback on INR 170,000 as he has opted to convert Outstanding to EMI of assuming 18 months.



Fulfilment:

- Bonus Reward Points or Cashback under this Program will be awarded only if the Cardholder achieves his or her Minimum Spend Level. No Bonus Reward Points or Cashback will be awarded if the Cardholder does not achieve his or her minimum Spend Level (Spend Threshold 1).
- Purchase Reversal Transactions posted on Cardholder's Card Account during the Program Period will be deducted from the Spends for the Purpose of calculating Spends Achievement irrespective of whether the Original Transaction corresponding to this Reversal was done during the Program Period or before the Program Period.
- Only Settled Transactions; i.e. Transactions done during the Program Period and which have been successfully posted into the Cardholder's Card Account by November 30, 2020 will be considered for calculating achievement under this Program.
- The Bank will not be responsible if a Transaction Authorized by the Bank has not been settled by the Merchant.
- Bonus Reward Points or Cashback under this Program will be credited to the Cardholder's Credit Card account latest by January 31, 2021.
- In case the Cardholder has any issues/disputes regarding the Bonus Rewards credited or Cashback, he/she must raise his or her concerns before March 31, 2021. Any disputes raised post this date will not be entertained by the Bank.

Other generic Terms & Conditions & Definitions:

- Spends made using the Add-on Credit Card(s) will accrue in the account of the Primary Cardholder for calculating Achievement under this Program.
- In case a Cardholder, is holding two or more Eligible Credit Cards from IndusInd Bank, the minimum spend thresholds on each Card account may differ. In such a scenario, the Spends done on one Card account will not be added/clubbed with Spends done on the other Card account. Each Credit Card account will be considered separately.
- For the purpose of this Program, the excess Reward Points earned by registered Cardholders for spends above the assigned credit limit during the Program Period will not be forfeited, in case the spends are over and above the credit limit.
- If the Cardholder upgrades or downgrades his/her Credit Card to any of the excluded cards, the Cardholder will not be eligible for any benefits under this Program.
- To be eligible for participating in the Program, the Cardholder must maintain a clean payment record in respect of his/her Credit Card i.e. the Cardholder should not have failed to pay the minimum amount due on his/her Card during the Offer Period or before receiving the offer.
- IndusInd Bank shall not be liable or responsible for non-receipt or delivery of any SMS/other communication relating to this Program due to any reason beyond the control of IndusInd Bank.
- The participation in the Program shall constitute deemed acceptance by the Cardholder of all the terms and conditions governing the Program.



- All applicable taxes, duties, levies of whatsoever nature in connection with the Program shall be borne solely by the Cardholder.
- The Bank at its sole discretion can decide Cardholders who can avail this Program. Delinquent Credit Card members will not be eligible for the benefits of this offer. "Delinquent Credit Card Account" means an account of a Cardholder which has an outstanding which is past due or which, in the sole opinion of the Bank, has unsatisfactory credit standing. Cardholders whose Credit Card accounts are currently delinquent or become delinquent at any time before the communication of the offer or during the Offer Period, will be ineligible for the benefits of this Program.
- If the Cardholder ceases to be a Cardholder at any time during the Program Period or before or after the communication of the offer, all benefits under the Program shall lapse. This includes any relationship terminated either by the Bank or the Cardholder.
- In all matters relating to the Program, the decision of IndusInd Bank shall be final and binding in all respects.
- The Bank reserves the right at any time without prior notice to add, alter, modify, all or any of these Terms and Conditions or replace, wholly or in part, this Program by any other Program, whether similar or different to this Program or to withdraw it altogether without giving prior notice.
- The Terms and Conditions of the Program shall be in addition to and not in substitution/derogation to the Primary Terms and Conditions governing the Card and shall at all times be read along with the terms of the Cardholders' Agreement and such other terms and conditions that the Bank may deem appropriate at its sole discretion. Any irreconcilable contradiction between the terms and conditions contained herein and the Cardholders' Agreement, then the terms of the Cardholders' Agreement to prevail the present conditions.
- Any disputes arising out of this Program shall be subject to the exclusive jurisdiction of competent courts in Mumbai only.