

### **Terms and Conditions - The Rewardz Festival**

1. 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).
2. The Program is not applicable to IndusInd Bank Corporate Cards, IndusInd Bank Classic Credit Card, IndusInd Bank Gold Credit Card, Jet Airways IndusInd Bank Odyssey Credit Card, Jet Airways IndusInd Bank Voyage Credit Card and Credit Cards issued after September 30, 2019 (“excluded cards”).
3. 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:
  - i. By sending an SMS with text: JOIN to 5676757 from the Mobile Number registered with the Bank
  - ii. By Clicking on the Link provided in the Emailer sent to the customer’s registered Email ID
  - iii. By Calling the Customer Service helpline
  - iv. By Clicking on the Mobile Push Notification on the Indus Mobile App.
4. Cardholders who have not confirmed their participation before 15<sup>th</sup> October 2019 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 and Emailer is received from the Bank.
5. **Program Details:**

Three Minimum Spend levels for each eligible Cardholder are rolled out (“Spend Level or Minimum Spend Level”) and the same will be communicated through Email/SMS. Spend Levels 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.

  - a. For the purpose of this Program, Spends would mean Purchase Transactions done using the IndusInd Bank Credit Card through Point of Sale (Card Present) Purchase, Internet Transaction, IVR Transaction, Mail Order / Telephone Order Transaction or Standing Instruction. Only Purchase transactions will be considered as eligible transactions for the purpose of calculating achievement towards the Spend Levels. Cash Withdrawal, Wallet Loading, 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. Spends made using the Add-on Credit Card(s) will accrue in the account of the Primary Cardholder for calculating Achievement under this Program. Purchase spends made towards **Loading of Mobile / Digital Wallets will not be considered** for the purpose of calculating Achievement under this Program.
  - b. Only spends made using IndusInd Bank Credit Card during the Program Period (“Achievement”) will be considered for calculating eligibility under this Program.
  - c. The Program Period is between September 29, 2019 to October 27, 2019 (both days inclusive), hereafter to be referred to as the Program Period.
6. **Offer:**
  - a. Cardholder will be eligible for benefits under this Program only if the Achievement is equal to or greater than the Minimum Spend Levels.
  - b. If the Cardholder achieves Spends equal to or Greater than Spend Level 1 (2x), Cardholder will be eligible for 2X Reward Points on All Spends.
  - c. If the Cardholder achieves Spends Equal to or Greater than Spend Level 2 (3x), Cardholder will be eligible for 3x Reward Points on All Spends above Spend Level 1 and 2x Reward Points on all Spends up to Spend Level 1.

- d. If the Cardholder achieves Spends Equal to or Greater than Spend Level 3 (4x), Cardholder will be eligible for 4x Reward Points on All Spends above Spend Level 2, 3x Reward Points on All Spends above Spend Level 1 up to Spend Level 2 and 2x Rewards on all Spends up to Spend Level 1.
- e. Reward Points under this Program will be calculated on the Reward Points earned by the Cardholder in Normal Course. The ratio of Total Reward Points earned during the course of normal purchase during the Program Period to Total Spends during the Program Period will be used for the purpose of calculating Bonus Rewards under this Program.
- f. 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 Reward Points 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.
- g. 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, Reward Points earned in Normal Course plus an equivalent number of Reward Points earned as Bonus under this Program.
  - ii. 3x Reward Points would mean, Reward Points earned in Normal Course plus Bonus Points 2 times the number of Reward Points earned during the Normal Course.
  - iii. 4x Reward Points would mean, Reward Points earned in Normal Course plus Bonus Points 3 times the number of Reward Points earned during the Normal Course.
- h. Maximum Bonus Points under this Program will be restricted up to 15,000 Reward Points per Card Account.
- i. If the cardholder reaches only spend level 1, the maximum rewards will be restricted to 5,000 Reward Points per Card Account.
  - ii. If the cardholder reaches only spend level 2, the maximum rewards will be restricted to 10,000 Reward Points per Card Account.
  - iii. If the cardholder reaches only spend level 3, the maximum rewards will be restricted to 15,000 Reward Points per Card Account.
  - iv. This includes only the Bonus Rewards. Cardholders will continue to earn Reward Points under the Normal Course as per the Product Feature.

**Example:**

- Cardholder 'X' is a Signature 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
Spend Level 3 (Minimum Spend Level for 4x Rewards)	200,000

Scenario 1: Cardholder spends less than Spend Level 1

Under this scenario, Cardholder will not be eligible for Any Bonus Rewards under this Program.

Scenario 2: Cardholder spends more than Spend Level 1 but less than Spend Level 2, say 140,000

Under this scenario, Cardholder will be eligible for 2x Rewards on entire 140,000 Spends. If In the normal course, the Cardholder earns 2,100 Reward Points on these Spends, an equivalent amount of Bonus Rewards – 2100 Bonus points will be credited to the Cardholder's Card account under this Program; i.e. Cardholder will earn a total of 4200 Reward Points. The maximum Bonus Reward points in this scenario are restricted to 5000 points.

Scenario 3: Cardholder spends more than Spend Level 2 but less than Spend Level 3, say 170,000

Under this scenario, Cardholder will be eligible for 2x Rewards up to Spend Level 1; i.e. 100,000 and 3x Rewards on Spends above Spend Level 1; i.e. 70,000 (170,000 – 100,000). In the normal course, if Cardholder earns 2,550 Reward Points on these Spends, Cardholder will earn an additional 3600 Bonus Reward Points under this Program  $[(100,000 \times 1.5/100) + (70,000 \times 1.5/100 \times 2)]$ ; i.e. Cardholder will earn a total of 6150 Reward Points. The maximum Bonus Reward points in this scenario are restricted to 10000 points.

Scenario 4: Cardholder spends more than Spend Level 3, say 350,000

Under this scenario, Cardholder will be eligible for 2x Rewards up to Spend Level A; i.e. 100,000 and 3x Rewards on Spends above Spend Level 1 and up to Spend Level 2; i.e. 50,000 (150,000 – 100,000) and 4x Rewards on all Spends above Spend Level 2; i.e. 200,000 (350,000 – 150,000). In the normal course, if Cardholder earns 5,250 Reward Points on these Spends, Cardholder will earn an additional 12,000 Bonus Reward Points under this Program  $((100,000 \times 1.5/100) + (50,000 \times 1.5/100 \times 2) + (200,000 \times 1.5/100 \times 3))$ ; i.e. Cardholder will earn a total of 17,250 Reward Points for the total spends. The maximum Bonus Reward points in this scenario are 15000 points.

**7. Fulfilment:**

- a. Reward Points under this Program will be awarded only if the Cardholder achieves his or her Spend Level. No Reward Points under the Program will be awarded if the Cardholder does not achieve his or her Spend Level.
  - b. 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.
  - c. 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, 2019 will be considered for calculating achievement under this Program.
  - d. The Bank will not be responsible if a Transaction Authorized by the Bank has not been settled by the Merchant.
  - e. Bonus Reward Points under this Program will be credited to the Cardholder's Credit Card account by December 31, 2019.
  - f. In case the cardholder has any issues/disputes regarding the Bonus Reward credited, the cardholder must raise his or her concerns before March 31, 2020. Any disputes raised post this date will not be entertained by the bank.
8. 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 spend thresholds are over and above the credit limit.

9. 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.
10. 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.
11. 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.
12. The participation in the Program shall constitute deemed acceptance by the Cardholder of all the terms and conditions governing the Program.
13. All applicable taxes, duties, levies of whatsoever nature in connection with the Program shall be borne solely by the Cardholder.
14. 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.
15. 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.
16. In all matters relating to the Program, the decision of IndusInd Bank shall be final and binding in all respects.
17. 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.
18. 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.
19. Any disputes arising out of this Program shall be subject to the exclusive jurisdiction of competent courts in Mumbai only.