

INDUSIND BANK PLATINUM SELECT CREDIT CARD
BENEFITS GUIDE

IndusInd Bank – your financial partner.

IndusInd Bank has successfully empowered millions of demanding customers by pursuing excellence, building long-term relationships, delivering innovative solutions & leveraging unique insights.

FOR MORE INFORMATION:



Please visit our bank branches



Call our 24-hour Phone Banking at 1860 267 7777



Log on to www.indusind.com



E-mail us at premium.care@indusind.com

Note: The stated documentation is subject to change and is at the sole discretion of IndusInd Bank. For detailed terms and conditions, please logon to www.indusind.com

Terms and conditions apply.





BELONG TO THE ABSOLUTE FEW

Presenting the IndusInd Bank Platinum Select Credit Card. A card crafted with utmost care for the diamonds in the dust. With a host of exclusive benefits and privileges unlike any other, the IndusInd Bank Platinum Select Credit Card caters to every aspect of your lifestyle and sets you apart from the rest of the world. With the IndusInd Bank Platinum Select Credit Card, enjoy every moment of the journey called life.

WE, AT INDUSIND BANK, WISH YOU A WARM WELCOME TO OUR WORLD*.

*Only such customers who have paid the applicable fees and made at least one transaction on their IndusInd Bank Platinum Select Credit Card shall be eligible for the welcome gift. For further details, please refer to www.indusind.com



PLATINUM SELECT REWARDS

Sophisticated and loyal customers like you deserve superior recognition and status. The Rewards Program on your IndusInd Bank Platinum Select Credit Card is exclusive. It is specially designed to cater to your lifestyle, enabling you to enjoy the power and freedom of maximum flexibility and access without restrictions and limitations imposed by other Programs.

ACCRUAL OF REWARD POINTS

Watch your reward options grow by using your card for business or pleasure whenever you choose. For every ₹150 spent on your IndusInd Bank Platinum Select Credit Card, you get 1 Reward Point.

REDEMPTION OF REWARD POINTS

With the IndusInd Bank Platinum Select Credit Card, you have a range of exciting choices for redemption of your Rewards. For further details, please visit www.indusind.com.

Conditions apply. For further details, please refer to the Terms & Conditions section.



PLATINUM SELECT TRAVEL

Travelling around the globe might be your passion or an absolute necessity. We make sure that you are treated with Platinum style and care.

While travelling across the country for business or pleasure, comfort and convenience come first. We, at IndusInd Bank, recognise this and make sure that as a IndusInd Bank Platinum Select Credit Card customer you get all this and more. We make travelling a pleasure for esteemed customers like you.

With the IndusInd Bank Platinum Select Credit Card, enjoy great offers on our partner airlines.

Please visit www.indusind.com for details.



PLATINUM SELECT TRAVEL

With the IndusInd Bank Platinum Select Credit Card, you can solve your travel related queries simply by making one call.

IndusInd Bank, in association with our travel partner, is a one stop destination for

- Flight booking
- Hotel reservations
- Visa services
- Foreign exchange
- Insurance

Please call the Concierge Desk at 1860 267 7777 to avail these services.

Conditions apply. For further details, please refer to the Terms & Conditions section of this booklet.



PLATINUM SELECT LIFE

We respect your hard work and understand that at the end of the day, you need something to help you unwind. The IndusInd Bank Platinum Select Credit Card helps you do just that. We take the time and stress out of planning your social life. With the IndusInd Bank Platinum Select Credit Card, you can slow down and take the time out to rejuvenate your senses and energise your mind.

Indulge yourself with a truly enjoyable experience!

With the IndusInd Bank Platinum Select Credit Card, you enjoy great deals at various avenues of entertainment. Look out for exciting offers only with your IndusInd Bank Credit Card at www.indusind.com



PLATINUM SELECT ASSISTANCE

Being one among the privileged, you hold the tag of being among the chosen few. At every step, we provide you impeccable service to acknowledge the prestige and recognition that you deserve.

Welcome to the world of IndusInd Bank Platinum Select Personnel where your personal preferences take precedence.

24-HOUR PLATINUM CONCIERGE SERVICE

From making reservations in London and reserving seats for a Broadway show in New York to tracking down that unique gift for someone special, a team of global experts will make sure that your needs are well taken care of. We will ensure that your desire is fulfilled.

IndusInd Bank Platinum Select Concierge Service offers you

PRE-TRIP ASSISTANCE

No more pre-trip worries. Collect all the information you need to know before you go. The concierge will provide you with all the information about your travel destination, like the weather, important landmarks, modes of transport etc.

RESERVATION

Let the concierge handle your reservations. The concierge shall make all the arrangements in the finest hotels across the world to ensure you have a pleasurable and comfortable stay.

FLIGHT BOOKING

The concierge will make all the necessary flight arrangements to help you get to your desired destination.

PERSONNEL SPORTS AND ENTERTAINMENT BOOKING

Whether it's the FIFA finals or strawberry and cream at the Wimbledon, the concierge will make sure you don't miss out on your favourite sporting or any event.

PERSONNEL EXCLUSIVE BOOKING

The concierge shall assist you with information on special events like workshops and talks by eminent personalities. If requested by you and whenever possible, the concierge will also make reservations on your behalf.

PERSONNEL FLOWER AND GIFT

Need help arranging that special gift or want to send flowers to that special someone, leave it to the concierge. Now, you can have a gift delivered to anyone, anywhere in the world. So whatever it is, Swiss watches or French wine, the concierge ensures your loved ones have it delivered to them.

For further details please call the Concierge Desk at 1860 267 7777

Conditions apply. For further details, please refer to the Terms & Conditions section of this booklet.



VISA PLATINUM OFFERS

IndusInd Bank in association with Visa gives you a reason to celebrate every day with special offers on your IndusInd Bank Platinum Select Credit Card. Indulge yourself with the comprehensive travel, dining and entertainment Program.

Get great offers and discounts when you travel to your dream destination or dine at an exclusive restaurant with that special someone or simply catch up with your buddies for a movie.

Whatever you do, experience the best!

Please visit www.indusind.com for details.

*Conditions apply. For further details, please refer to the Terms & Conditions section.



PLATINUM SELECT AUTO ASSIST

When on the road, there could be thousand things that could interrupt your journey. An unwanted flat tyre, an unforeseen vehicle breakdown or any other emergency can now be tackled with your Platinum Auto Assist.

With your IndusInd Bank Platinum Select Credit Card, you can now call for help 24-Hours, all 365 days.

- Roadside repair - Be it mechanical or electrical, your vehicle's fault can now be fixed.
- Emergency fuel supply - Get Fuel at your stranded location.
- Flat tyre services.
- Keys locked inside - No more getting locked out and stranded all alone, on a lonely road. IndusInd Bank Auto Assist provides you with immediate help.
- Battery service - Replace your battery, anywhere anytime.
- Emergency towing assistance - Arrange for your car to be towed to your preferred workshop.
- Accident Management & Medical Assistance.

Be safe and worry-free, wherever you go.

For further details please call the Concierge Desk at 1860 267 7777 Auto assist services are available in Mumbai, Delhi, Bangalore, Pune, Chennai and Kolkata.

Conditions apply. For further details, please refer to the Terms & Conditions section of this booklet.



PLATINUM SELECT ORGANISER

Allow us to play a part in taking your business forward professionally. IndusInd Bank Platinum Select Credit Card provides you with a 360 degree approach to your finances.

ADDITIONAL CARD FOR BUSINESS EXPENSES

Mixing pleasure and business was never a good idea. IndusInd Bank offers you double the power that you expect. Track your business expenses separately and have a record segregating your business and personal expenses.

You can now apply for an additional card for your business expenses and your statement will show these expenses separately.

For your additional card, please call the 24-Hour Phone Banking Number at 1860 267 7777.

YEAR-END SUMMARY OF ACCOUNTS

We ensure that a record of your expenses is maintained. Your card provides you with a year end summary to give you an overview of your card spending for a financial year.

Once you view your summary, you can use this benefit to help simplify your budgeting and tax preparation. Your online year-end summary contains your transactions for the financial year and an analysis of your spending by Month, Merchant Name, Charge Amounts, Merchant Category, your own charges, the charges for your business card or additional cards.



PLATINUM SELECT FREEDOM

With your IndusInd Bank Platinum Select Credit Card, you get a waiver of fuel surcharge at any petrol pump across India.

This waiver is applicable for all transactions between Rs.400 to Rs.4,000 only.

At last, freedom from fuel surcharge.

For further details, please refer to the Terms & Conditions section.



PLATINUM SELECT ASSURANCE*

Unforeseen events often take you by surprise. When in an emergency, allow us to step in. With IndusInd Bank round to lend you a helping hand, you have very little to worry about. 'Total Protect' is the first-of-its-kind security Program that covers you for unauthorised transactions on your card at merchant establishments. 'Total Protect' covers you for a sum up to the credit limit on your credit card and is available on add-on cards as well. 'Total Protect' covers the following:

- **UNAUTHORISED TRANSACTIONS IN CASE OF LOSS / THEFT OF CARD**

We provide an insurance cover up to 48 hours prior to you reporting the loss of your card to IndusInd Bank.

- **COUNTERFEIT FRAUD**

It is possible that your card or card details are stolen and used unscrupulously by producing counterfeit plastic. The IndusInd Bank Platinum Select Credit Card offers you insurance to protect yourself against such incidents.

With the IndusInd Bank Platinum Select Credit Card, you also get a complimentary Personal Air Accident insurance cover of up to Rs.25 lacs.

Your IndusInd Bank Platinum Select Credit card has an additional level of security in the form of an EMV Chip. This makes your transactions much more secure compared to a magnetic striped Credit card.

* Conditions apply. Please refer to the terms & conditions of the applicable insurance policy or visit www.indusind.com

FREQUENTLY ASKED QUESTIONS (FAQS)

WHY DO I SUBSCRIBE TO THE INDUSIND BANK PLATINUM SELECT CREDIT CARD WHEN I ALREADY HAVE ANOTHER CARD THAT IS FREE FOR LIFE?

Privileges are abundant with the IndusInd Bank Platinum Select Credit Card. This card is exclusive and it comes loaded with benefits like no other:

- The IndusInd Bank Platinum Select Credit Card rewards you for spending. For every ₹150 spent on your IndusInd Bank Platinum Select Credit Card, you get 1 Reward Point
- While other Programs restrict your rewards redemption to a catalogue, avenues for redemption of Reward Points earned on your IndusInd Bank Platinum Select Credit Card are unlimited by your imagination.
- With your IndusInd Bank Platinum Select Credit Card, you need to pay for just one movie ticket. Log on to www.bookmyshow.com and get one ticket free with every ticket you book using your card.
- With the IndusInd Bank Platinum Select Credit Card, you get 'Total Protect' which is the first-of-its-kind security Program that covers you for unauthorised transactions in case of loss/theft of your card and counterfeit fraud for a sum up to the credit limit assigned to your credit card. You also get Personal Air Accident insurance of Rs.25 lacs with your IndusInd Bank Platinum Select Credit Card.
- You get access to domestic Concierge Service that provides you with travel assistance and concierge assistance 24-hours a day.
- With the IndusInd Bank Platinum Select Credit Card, you also get an additional card for business expenses which shall show your expenses for business separate from personal expenses. This shall help you for tax and audit purposes.

PLATINUM TRAVEL

HOW DO I AVAIL THE OFFERS UNDER THE PLATINUM TRAVEL PROGRAM?

To avail the exclusive offers under the Platinum Travel program, all you need to do is call the IndusInd Bank concierge on 1860 267 7777 and provide them with the requisite details of your desired itinerary. To avail the offer, the payment would necessarily need to be made on the IndusInd Bank Platinum Select Credit Card.

WHAT KIND OF TRAVEL SERVICES ARE PROVIDED BY INDUSIND BANK UNDER THE PLATINUM TRAVEL PROGRAM?

The travel desk at IndusInd Bank is operated by a travel agent and will provide all services provided by travel agents as per practice. Over and above these services, the travel desk will also provide cardholders with exclusive deals applicable only for IndusInd Bank Platinum Select Credit Cardholders. The services provided by the travel agent are as under

- Flight bookings
- Hotel reservations
- Airport transfers
- Visa services
- Foreign exchange
- Insurance

HOW DO I AVAIL THE TRAVEL SERVICES PROVIDED BY INDUSIND BANK?

It's simple. All you need to do to avail these travel services is call the Concierge on 1860 267 7777 and we will be happy to answer all your queries.

REWARDS PROGRAM

WHAT IS THE REWARDS PROGRAM ON THE INDUSIND BANK PLATINUM SELECT CREDIT CARD?

The Rewards Program is a unique Program specially designed to cater to the lifestyle of discerning customers like you. Reward Points on the IndusInd Bank Platinum Select Credit Card shall be accumulated @ 1 Reward Point per ₹150 spent.

HOW DIFFERENT IS THIS FROM CASH BACK PROMOTIONS OFFERED BY OTHER BANKS?

The difference is that these Reward Points are valid across the year. There are no promotional periods or duration within which you have to avail the offer-this is a permanent feature on the IndusInd Bank Platinum Select Credit Card.

WHEN DO MY REWARD POINTS EXPIRE?

All Reward Points earned do not expire, and are live till the card account is live with IndusInd Bank.

WHAT IS THE MAXIMUM NUMBER OF REWARD POINTS I CAN EARN IN A YEAR?

There is no cap on the Reward Points that a cardholder can earn. Your earning is limited by your spend. So go ahead and spend more on your IndusInd Bank Platinum Select Credit Card and earn Rewards which you can redeem against various exciting options.

VISA OFFERS

YOU MENTIONED A COMPREHENSIVE TRAVEL, DINING AND ENTERTAINMENT PROGRAM. WHAT DOES THE PROGRAM OFFER?

The Visa Platinum offers are brought to you by Visa International and comprises specific time bound travel, dining and entertainment privileges and discounts. These offers will be communicated to you from time-to-time through our website www.indusind.com and various other media vehicles.

IF I HAVE AN INDUSIND BANK PLATINUM SELECT CREDIT CARD, WILL I GET THESE DISCOUNTS AND PRIVILEGES AUTOMATICALLY?

As a IndusInd Bank Platinum Select Credit Cardholder, you are entitled to all the discounts and privileges offers by the Visa Program. However, you need to specifically ask the Visa Program Partner for the offer to avail the same. You have the choice to make transactions at Visa Program Partner outlets without availing the offers.

IF I ALREADY HAVE A DISCOUNT VOUCHER FOR A PARTICULAR VISA PROGRAM PARTNER, CAN I USE IT IN COMBINATION WITH THE VISA OFFER?

No. The offers made under the Visa Platinum offers Program cannot be clubbed with any other offer/ scheme or promotion that any of the Program Partners may extend to its customers.

CONCIERGE SERVICES

WHAT ARE THE ADVANTAGES OF THE CONCIERGE SERVICES?

The concierge service provides you with 24 hours of assistance, all year through. IndusInd Bank uses the concierge service provider for providing concierge services to IndusInd Bank Platinum Select cardholders.

For the IndusInd Bank concierge assistance service you call a local number. The service can be thought of as your personal assistant, a friend, who you can call for any request either for organising birthday parties, finding a rare gift for that someone special or even at any emergency.

For example, if you need information about a country, Visa procedures, or you want hotel bookings, restaurant reservations, ticket for the Wimbledon or you want to send a special gift to your son in any part of the world, you can call the IndusInd Bank Concierge Service. The Concierge shall be at your service 24 hours a day.

WHAT NUMBER DO I CALL FOR THE CONCIERGE SERVICE?

You can call the concierge services at our Concierge on 1860 267 7777

WHAT ARE THE VARIOUS SERVICES THAT I CAN AVAIL FROM THE CONCIERGE?

You can avail of the following services from the concierge desk:

PRE-TRIP ASSISTANCE: With this service you can get information about any destination in India or abroad, information like the weather, important landmarks, modes of transport, etc. You can plan your trip easily with this information.

HOTEL BOOKINGS: If you need to make a booking at any hotel across the world, you can call the concierge desk and the concierge desk shall take care of the bookings.

FLIGHT BOOKINGS: Your flight bookings whether in India or abroad can be handled by the concierge desk. All you will need to do is call the concierge and the concierge will book the tickets and deliver them to you at your doorstep. For the IndusInd Bank International Travel offers, call the concierge desk and the tickets will be charged on your card and delivered to you at your doorstep.

CAR RENTAL & LIMOUSINE SERVICE: If you want to rent a car while travelling in India or abroad, all you will need to do is call the concierge and the rental shall be arranged for you.

RESTAURANT RESERVATIONS: If you want to arrange a reservation at your favourite restaurant, just call the concierge desk and they will arrange them for you.

SPORTS AND ENTERTAINMENT BOOKINGS: If you want tickets for the finals of FIFA world cup or cricket at the Wankhede, you can call the concierge desk. They will try and arrange for the tickets and deliver them to your doorstep.

EVENT BOOKINGS: You can call the concierge desk for arranging for tickets to any special talks or events across the world.

FLOWER AND GIFT DELIVERY: With the concierge, you can arrange to send flowers or any special gift to anyone across the world. You can ask the concierge for the rarest of things and they will be arranged and delivered to any place that you wish.

WILL I BE CHARGED EXTRA FOR USING THE CONCIERGE?

You will not be charged for using the concierge service. You will only be charged for the actual cost of the services, e.g. cost of the ticket if you book tickets and any delivery charges that are applicable.

CAN I GET WHATEVER GIFT THAT I WANT TO GET DELIVERED?

You can ask for the rarest of gift for your loved one through the concierge. The concierge will search for the gift that you have asked for across the world. However, they cannot guarantee that it would be available. The service is on a best effort basis and they would try their best to ensure that what you ask for is fulfilled.

HOW DOES THE CONCIERGE CHARGE ME FOR WHAT I HAVE ASKED FOR?

The cost of the service shall be charged to your IndusInd Bank Platinum Select Credit Card. All you will need to do is fax an authorisation form to the concierge desk to charge your card for the requisite amount. In most cases, the service provider will charge your card based on the authorisation form. However in some cases where the service provider is not available, your card shall be charged by our concierge partner.

AUTO ASSIST**WHAT SERVICES DO I GET IN THE AUTO ASSIST SERVICE?**

Auto Assist provides you with the following services-

ROADSIDE REPAIR SERVICE: In the event that your vehicle breaks down on the road due to any Mechanical / Electrical fault, Auto Assist will help in arranging for the mechanic for repair of your vehicle at the Vehicle's breakdown location.

EMERGENCY FUEL SUPPLY: If your vehicle gets stranded on the road due to lack of fuel, the Auto Assist shall arrange to deliver the fuel (up to 5 litres) to the location where your vehicle is stranded.

FLAT TYRE SERVICES: In case of a flat tyre the Auto Assist Service shall arrange for a mechanic to come and repair the flat tyre.

KEYS LOCKED INSIDE: In the case of car keys getting locked inside the car or keys getting misplaced, we can even arrange for a locksmith to come and either prepare a new car key or open your car for you at the time of need.

BATTERY SERVICE: In case the battery is dead and not functioning, the Auto Assist shall arrange for a service provider to come for battery repair at the Vehicle's breakdown location.

EMERGENCY TOWING ASSISTANCE: In case of a breakdown where the car needs to be towed, the Auto Assist service shall arrange for a towing service for taking your car to the appropriate repair shop.

ACCIDENT MANAGEMENT & MEDICAL ASSISTANCE

In the unfortunate event of an accident or emergency, the Auto Assist will assist you by co-ordinating necessary activities including: emergency message transmission, arranging for emergency medical assistance, towing of vehicles.

DO I NEED TO PAY WHEN I USE THE AUTO ASSIST?

You do not need to pay for arrangement of the mechanic, however all expenses including labour charges or any repair charges need to be paid to the mechanic.

HOW LONG DOES IT NORMALLY TAKE FOR THE MECHANIC TO COME TO ME IN THE TIME OF EMERGENCY?

The Auto Assist service is on a best efforts basis, and the time would depend on the location of the vehicle. However, normally it would take about 30 to 45 minutes to reach you within city limits and about one to one and half hour to reach you if you are outside city limits for the mechanic to reach you in case of emergency.

WHAT NUMBER DO I CALL IF I WANT TO USE THE AUTO ASSIST SERVICE?

You need to call the Concierge on 1860 267 7777 for Auto Assist.

WHAT ALL CITIES IS THE AUTO ASSIST SERVICE AVAILABLE?

The auto assist service is available in Delhi, Mumbai, Kolkata, Chennai and Bangalore.

ADDITIONAL CARD FOR BUSINESS EXPENSES

You said that I get an additional card for business expenses. What do you mean?

IndusInd Bank offers you an additional card that shall be in your own name to be used for business expenses.

HOW CAN I APPLY FOR THIS CARD?

You cannot apply for this card at the time of application. However, once you receive your IndusInd Bank Platinum Select Credit Card you can apply for the additional card by calling our 24-Hour Phone Banking number at 1860 267 7777

IS THIS CARD FREE?

Yes, the card comes complimentary for you.

DO I GET A SEPARATE STATEMENT FOR THIS CARD?

No, you do not get a separate statement for this card. However, your statement will show the expenses on this card in a separate section. This can help you to submit your statement for business expense management without having to segregate these transactions manually. As you receive the same statement, you can make one payment for all your expenses.

HOW WILL I DIFFERENTIATE THIS CARD FROM MY MAIN CARD?

Your additional card will contain an embossing – 'Business'. Hence you will know which card to use.

FUEL SURCHARGE**IS THERE A LIMIT ON THE AMOUNT OF FUEL SURCHARGE WAIVER I CAN AVAIL?**

There is no cap on the amount of fuel surcharge waiver you can avail. However, IndusInd Bank reserves the right to impose a cap on the maximum value or number of fuel transactions permitted in a month on the credit card.

IS THIS WAIVER APPLICABLE ON ALL MY PETROL PURCHASES MADE ON MY INDUSIND BANK PLATINUM SELECT CREDIT CARD ?

This waiver is applicable on all transactions between Rs.400 – Rs.4,000 only. This waiver is applicable across all petrol pumps in India.

TOTAL PROTECT

WHAT IS 'TOTAL PROTECT'?

Total Protect is the first-of-its-kind card security program that covers you for unauthorised transactions on your card at merchant establishments. Total Protect covers you for a sum up to the credit limit on your card and is available on add-on cards as well.

WHAT DOES 'TOTAL PROTECTION' SAFEGUARD ME AGAINST?

Total Protection covers you for a sum up to the limit assigned on your credit card for the following:

- Unauthorised Transactions in case of loss/ theft of Card - We provide an insurance cover up to 48 hours prior to your reporting the loss of your card to IndusInd Bank.
- Counterfeit Fraud - It is possible that your card or card details are stolen and used unscrupulously by producing counterfeit plastic. The IndusInd Bank Platinum Aura Credit Card offers you insurance to protect yourself against such incidents

DO I HAVE TO PAY A FEE TO AVAIL OF 'TOTAL PROTECT'?

No. This facility is complimentary. This facility is provided absolutely free of cost to all IndusInd Bank Credit Cardholders.

WHAT STEPS DO I NEED TO FOLLOW IF I LOSE MY PLATINUM SELECT CREDIT CARD?

- Immediately call IndusInd Bank 24-Hour Phone Banking Number and report the loss/theft of your card
- File a Police Report (First Information Report - FIR) for the lost/stolen credit card and send us a copy of the attested FIR
- Send the Bank a signed letter confirming the loss of your card along with a description of the incident
- Statement highlighting the transaction
- Completed Customer Dispute Form

WHAT DO I NEED TO DO TO REGISTER AN INSURANCE CLAIM FOR THE LOST CARD ?

You need to submit the following documents to IndusInd Bank:

- Duly filled All Risk claim form
- Customer dispute Form
- Billing Statement
- Attested FIR

TERMS & CONDITIONS

GENERAL TERMS AND CONDITIONS FOR BENEFITS ON INDUSIND BANK PLATINUM SELECT CREDIT CARDS

- The benefits under the Platinum Select Credit Card Program ("Program") are offered by IndusInd Bank ("IndusInd Bank") or business associates of IndusInd Bank on a 'best efforts basis'. IndusInd Bank does not underwrite or warrant the services performed by the air carriers or other goods/services providers associated with Program and shall not have any liability for any defect, deficiency, delay or imperfection in such goods/services or for any loss or damage that may be suffered, or for any personal injury to a cardholder directly or indirectly by use or non-use of the products/services provided by such air carriers or service providers.
- The benefits under the Program are applicable to such persons who hold an active IndusInd Bank Platinum Select Credit Card issued in India.
- The IndusInd Bank Platinum Select Credit Cardholders ("Cardholders") must exercise due diligence in understanding specific terms that may be applicable to such benefits.
- Any disputes regarding delivery, service, quality or performance of products/services under the Program must be addressed in writing by the customer directly to the associated service providers.
- Any participation/availing of the benefits by Cardholder shall be purely voluntary.
- IndusInd Bank and its respective business associates reserve the right to change the terms and conditions of the Program at any time without prior notice.
- These terms & conditions shall be read in conjunction with Cardholder's Agreement and IndusInd Bank's terms & conditions governing the usage of IndusInd Bank Platinum Select Credit Card ('Card') and other terms and conditions as mentioned herein. The specific terms & conditions of various offers under the Program are set out below.

TRAVEL SERVICES

- The travel services are brought to you by a third party travel agent as decided by IndusInd Bank ("Service Provider").
- Both IndusInd Bank and the Service Provider shall be acting under instructions through specified media from the Cardholder under good faith. All services would be rendered on a best efforts basis and shall be subject to the availability and existence of the third party providers to render the service.
- IndusInd Bank & the Service Provider shall not be responsible for delays or failures to provide services caused by any strike, war, invasion, act of foreign enemies, armed hostilities (regardless of a formal declaration of war), civil war, rebellion, insurrection, terrorism, political coup, riot and civil commotion, administrative or political impediments, or radioactivity or any other event of force majeure or Act of God which prevents the Service Provider from rendering the services.
- The services shall be available to the Cardholder only if the Cardholder's credit card is in 'live' status and the transactions ordered by the Cardholders is within the available credit limit on the credit card.
- The Cardholder agrees that transaction charges and cost of the goods ordered shall be debited from his Card account.
- The transaction will be carried out by the service providers based on the instructions provided to them by the Cardholder.
- IndusInd Bank does not underwrite or warrant the services of service providers/ goods of the vendors procured using the Platinum Aura credit card and shall not be responsible for any defect, deficiency, delay or imperfection in such goods/ services or for any loss or damage suffered or personal injury caused to the Cardholder directly or indirectly by the use or non-use of the goods/ services provided by the respective vendors/ service providers.
- IndusInd Bank reserves the right to modify wholly or in part the scope of the services being offered under this facility.

EMV

WHAT IS EMV?

EMV stands for Europay, MasterCard and Visa. It is the international standard for chip based payment cards to ensure the highest security level for Credit Card transactions.

WHAT IS THE INDUSIND BANK EMV CREDIT CARD?

IndusInd Bank EMV Credit Card contains an embedded microchip on the face of the card. The customer data is embedded in the microchip and is extremely difficult to copy or counterfeit. This technology is designed to take security to the next level by giving you a secure environment to transact. Also that, for better acceptability across merchants, IndusInd Bank EMV chip Credit Card will also contain a magnetic stripe on the reverse of the card to ensure swipe transactions.

WHAT ARE THE BENEFITS OF THE INDUSIND BANK EMV CREDIT CARD?

With the EMV chip technology, all the data that was stored on the magnetic strip will be additionally embedded on the chip. A Credit Card with a chip is more secure and reliable than the one with just the magnetic stripe on the reverse of the card, as it is difficult to copy customer details from an embedded chip. This safeguards the Credit Card from skimming frauds.

HOW DO I USE THE INDUSIND BANK EMV CREDIT CARD?

Making a purchase with the IndusInd Bank EMV Credit Card is easy and secure. You may see minor differences in how your chip Credit Card is processed while making purchases. As part of the transition to chip, over the next few years more and more in-store payment terminals will be updated to accept chip enabled cards. For your convenience, the chip Credit Cards will continue to have the magnetic stripe on the reverse of the card. This will enable you to use your chip card at merchants who don't have chip terminals – by swiping your card and signing the receipt. However, we would urge you to use your IndusInd Bank EMV Credit Card only at the merchant establishments who use EMV Chip terminals, for safety from skimming frauds.

HOW WILL I USE THE INDUSIND BANK EMV CREDIT CARD ON A CHIP (POS – POINT OF SALE) TERMINAL?

At a chip terminal, you simply:

- Insert your Credit Card into the chip slot.
- When your transaction is completed, remove your card from the chip slot and take your receipt, sign on the merchant copy and give the same back to the merchant. Retain your copy for future reference.

HOW WILL I USE THE INDUSIND BANK EMV CREDIT CARD ON A NON- CHIP (POS POINT OF SALE) TERMINAL?

At some merchants your chip Credit Card will be used the same way as your Credit Card with the magnetic stripe:

- The card is swiped through the EDC machine at the merchant outlet.
- When your transaction is completed, take your receipt, sign on the merchant copy and give the same back to the merchant. Retain your copy for future reference.

HOW IS INDUSIND BANK EMV CREDIT CARD DIFFERENT FROM WHAT I USE TODAY?

When you make a transaction at a chip terminal, you insert your chip card into the terminal. Your IndusInd Bank EMV Chip Credit Card stays in the

terminal until the transaction is complete. Transacting with the card using the chip should be a priority over using the magnetic stripe at the back of the card, since the security chip makes the transaction more secure.

WILL THE MAGNETIC STRIPE BE REMOVED FROM INDUSIND BANK EMV CREDIT CARDS?

Chip cards will continue to have a magnetic stripe on the back. This will ensure that the chip cards are accepted at merchants and in other countries that have not moved to the chip technology (such as the United States).

WHAT IF THE INDUSIND BANK EMV CREDIT CARD DOES NOT WORK AT A MERCHANT HAVING A CHIP TERMINAL?

IndusInd Bank EMV Credit Card will work on all terminals at all merchant locations around the world. However if the EMV chip card doesn't work at a particular terminal, the merchant will have to do the following:

- Swipe the magnetic stripe at the back of the card on the chip terminal (This is known as a fallback transaction when the chip card inserted in the chip terminal slot doesn't work)
- Please note that we have restricted the number of fallback transactions allowed, to a maximum of three attempts on your Credit Card to minimize the possibility of misuse on your card. If the number of attempts is exceeded beyond the allowable limit, your Credit Card will be temporarily blocked. You need contact our Phone Banking assistance at: 1860 267 7777 to unblock your IndusInd Bank EMV Credit Card.
- If the card still doesn't work, the merchant terminal could be faulty. Please request the merchant to use the IndusInd Bank EMV Credit Card at another chip terminal (if possible of another acquiring bank than the one used earlier) If both the above options do not work, please contact us at our 24x7 Phone Banking number 1860 267 7777.

WHAT IF MY INDUSIND BANK EMV CREDIT CARD IS LOST OR STOLEN?

Please report the loss to us immediately on 1860 267 7777 / +91 22 4220 7777 and our Phone Banking officers will block your Credit Card immediately.

WILL MY CARD NUMBER CHANGE WHEN I GET THE NEW INDUSIND BANK EMV CREDIT CARD?

Yes, the card number will change. Please note that in case you have any standing instructions for utility and other bill payments on your earlier Credit Card, we request you to contact the respective billers to transfer the instructions to your new Credit Card number.

CAN I USE THE INDUSIND BANK EMV CREDIT CARD OUTSIDE INDIA?

Yes. IndusInd Bank EMV Credit Cards can be used at any merchants around the world where your Credit Card is accepted today.

HOW DOES CHIP TECHNOLOGY WORK FOR ONLINE AND MAIL ORDER/ IVR (INTERACTIVE VOICE RESPONSE) TRANSACTIONS?

Online transactions will function the same way as they normally do. For online Credit Card transactions, a VBV (Verified by Visa) password will be required to complete the transaction, while the process will remain as it exists today. For Online (e-commerce), IVR, Mail order and Telephone transactions, effective 1st February 2011 a 6-digit OTP (One Time Password) is required and will be applicable for chip cards as well.

CAN A CHIP CARD BE COMPROMISED?

A compromise of your card means the card information has been copied and a fraudster is trying to access your account. As of now, we have not observed any

compromise of a chip Credit Card as the security chip makes it difficult to copy the Credit Card details. This would be possible only if you continue to swipe the magnetic stripe of your IndusInd Bank EMV Credit Card at a merchant terminal instead of inserting the chip card to complete your transaction.

WHICH SHOPPING OUTLETS HAVE THE CHIP-ENABLED TERMINALS?

Most of the merchants have chip-enabled terminals. In case the merchant doesn't have chip enabled terminal, the card can be swiped for transactions.

CAN THE CHIP CREDIT CARD BE USED TO WITHDRAW CASH?

Yes, you will be able to use your EMV chip card at the ATMs as usual.

HOW DO I MAKE THE PAYMENT FOR THE CHIP CREDIT CARD USAGE?

You can make chip card payment through online banking/ECS set up on your bank account, Cash, Cheque, Net Banking, etc. The process is the same as in case of other IndusInd Bank Credit Cards.

IS THE INDUSIND BANK EMV CREDIT CARD DURABLE?

The IndusInd Bank EMV Credit Card should withstand normal wear and tear and the chip should last as long as the card is valid. However, you should take steps to ensure your card is protected to ensure longevity.

REWARDS PROGRAM

- For every INR 150 spent on the Card, IndusInd Bank shall award one reward point.
- IndusInd Bank reserves the right to change the rate of conversion of Reward Points to airline miles or cash credit or other merchandise that may be on offer at any time without prior notice. However, this change will be restricted to incremental points and there will be no impact on already converted Reward Points.
- IndusInd Bank does not underwrite or warrant the services against which the reward points are redeemed including but not limited to any activities concerning air travel services and redemption of airline miles provided by airline partners and shall not have any liability for any loss, damage, defect, deficiency, delay or imperfection in such services provided by the airline or any other service provider. Any disputes regarding delivery, service, quality or performance of products/ services under the offer must be addressed in writing by the Cardholder directly to the airline or service provider.
- Terms and Conditions of the respective airlines and service providers will apply.

CONCIERGE SERVICE & AUTO ASSIST

- The Concierge Services & Auto Assist are brought to you by a third party concierge service provider as decided by IndusInd Bank ("Service Provider").
- Both IndusInd Bank and the Service Provider shall be acting under instructions through specified media from the Cardholder under good faith. All services would be rendered on a best efforts basis and shall be subject to the availability and existence of the third party providers to render the service.
- IndusInd Bank & the Service Provider shall not be responsible for delays or failures to provide services caused by any strike, war, invasion, act of foreign enemies, armed hostilities (regardless of a formal declaration of war), civil war, rebellion, insurrection, terrorism, political coup, riot and civil commotion, administrative or political impediments, or radioactivity or any other event of force majeure or Act of God which prevents the Service Provider from rendering the services.
- The services shall be available to the Cardholder only if the Cardholder's credit card is in 'live' status and the transactions ordered by the Cardholders

is within the available credit limit on the credit card.

- The Cardholder agrees that transaction charges and cost of the goods ordered shall be debited from his Card account.
- The transaction will be carried out by the service provider based on the instructions provided to them by the Cardholder.
- IndusInd Bank does not underwrite or warrant the services of service providers/ goods of the vendors procured using the Platinum Aura Credit Card and shall not be responsible for any defect, deficiency, delay or imperfection in such goods/ services or for any loss or damage suffered or personal injury caused to the Cardholder directly or indirectly by the use or non-use of the goods/ services provided by the respective vendors/ service providers.
- IndusInd Bank reserves the right to modify wholly or in part the scope of the services being offered under this facility.

VISA OFFERS

- The Visa Offers are brought to you by Visa International ("Visa") on a best effort basis.
- IndusInd Bank & Visa shall not be responsible for, nor do they guarantee the quality of goods and services provided by any of the partner merchant establishments ("Partners") in the Visa offers program, nor are they liable for any defect, deficiency, delay or imperfection in such goods/services or for any loss or damage that may be suffered, or for any personal injury to a cardholder directly or indirectly by use or non-use of the products/services provided by the Partners or by refusal by the Partners to honor the offer made under the Visa offers.
- The Program is open for participation to all Cardholders, unless specified, who hold valid and current Visa Cards issued in India and who make a minimum purchase from the Partners using these cards during the period specified by Partner. Details pertaining to the minimum purchase and validity period of the offers are available in the individual offer details/ terms & conditions of the Partners.
- Cardholders must exercise due diligence in understanding specific terms that may be applicable to such offers.
- Any participation/availing of the benefits by Cardholders shall be purely voluntary.
- Any disputes regarding delivery, service, quality or performance of Partners in the Program must be addressed in writing by the customer directly to such Partners.
- All offers are subject to additional and separate terms & conditions of the Partners. Cardholders can also ascertain the applicable terms & conditions by corresponding directly with the Partners.
- IndusInd Bank and Visa reserve the absolute right and discretion to withdraw the Program or any offer made there under by any Partner or alter any of the terms and conditions of the Program at any time without prior notice.
- These terms & conditions shall be read in conjunction with IndusInd Bank's terms & conditions governing the usage of the credit card including the Cardholders Agreement.
- Cardholders must specifically request the Partner for the offers under the Program. Cardholders can also make transactions at Partner outlets without participating in the Program and availing the offers.
- The offers made under the Program cannot be clubbed with any other offer/ scheme or promotion that any of the Partners may extend to its customers. Third party purchase/ bookings will not be entertained for any of the offers provided by the Partners.
- Rates payable for goods & services purchased during the offer validity period are subject to service charges and applicable Government taxes.
- Offers may be subject to other restriction by law.
- Any dispute arising out of or in connection with this Program shall be subject to the exclusive jurisdiction of the courts in Bangalore only.

FUEL SURCHARGE WAIVER

- Waiver of fuel surcharge is applicable on transactions between Rs.400/- to Rs.4,000/- only.

- The waiver is applicable across all petrol pumps in India.
- The waiver can be availed only when payment is made through the Card.
- IndusInd Bank reserves the right to impose a cap on the maximum value or number of fuel transactions allowed in a month.

ACCESS TO AIRPORT LOUNGES WITH PRIORITY PASS

- To avail the standard membership of the Priority Pass programme, the cardholder needs to call the 24x7 Phone Banking Number at 1860 2677777.
- The Priority Pass Card will be delivered to the Cardholder at the registered mailing address. To get access to a Priority Pass lounge, the Cardholder will need to have the Priority Pass Card.
- A lounge usage fee of USD 27 or applicable charges as per priority pass per visit per member for the cardholder and the guests will be charged to the Card subsequent to the Cardholder's visit.
- For any disputes regarding the billing of this lounge usage fee, the Cardholder needs to contact Priority Pass directly.
- Priority Pass membership is complimentary for all Platinum Select credit cardholders
- A usage charge of USD 27 per person is applicable each time a cardholder visits any lounge, within or outside India. This charge is billed to your IndusInd Bank Credit Card.
- As a part of the Travel Plus programme, the usage charge of USD 27 is waived off for the cardholder when he visits any international lounges outside India.
- Usage charges of USD 27 for visits any lounge within India shall not be waived off.
- Usage charges of USD 27 for visits of guests of cardholders to any lounge within or outside India shall not be waived off.
- The usage charges for lounge access are subject to change as governed by Priority Pass.
- IndusInd Bank reserves the right to change the benefits offered as part of the Travel Plus programme without notice.

TRAVEL PLUS

- Under the Travel Plus programme the following benefits are provided to IndusInd Bank credit cardholders on specific terms and conditions listed hereunder:
 - Travel Insurance & access to airport lounges to be indented
 - The Programme is offered by IndusInd Bank at an annual fee of ₹5000 along with applicable GST.

TRAVEL INSURANCE

- IndusInd Bank has tied up with ICICI Lombard General Insurance Company Limited ("Insurance Company") as a group manager to provide

Cardholders with the following insurance cover under the Program:

S No.	Insurance Cover	Sum Assured Upto
1.	Lost Baggage	₹100,000
2.	Delayed Baggage	₹25,000
3.	Loss of Passport	₹50,000
4.	Lost Ticket	₹25,000
5.	Missed Connection	₹25,000

The above insurance cover shall be governed by terms & conditions of the applicable policy of the Insurance Company. You may obtain a copy of the insurance policy from the Insurance Company or IndusInd Bank upon request. Salient features of the insurance cover are outlined here in below:

- (i) Loss of checked-in baggage - In the event of loss of property whilst in the custody of an international airline, a Property Irregularity Report (PIR) must be obtained from the international airline immediately upon discovering the loss which must be submitted to the Insurance Company. Medical insurance can be availed only for person less than 65 years of age. No partial loss or damage shall be compensated by the Insurance Company. No claim will be paid for valuable items as defined in the insurance policy.
 - (ii) Delay of checked-in baggage - Compensation for a sum not exceeding the sum insured as specified above, for the expenses incurred for emergency purchase of basic essential items in the event that the cardholder suffers a delay of baggage of more than 12 hours from the scheduled arrival time at the destination for delivery of baggage that has been checked by an international airline for an international flight. A non-delivery certificate must be obtained immediately from the international airline which must be submitted to the Insurance Company in the event of a claim here under.
 - (iii) Loss of passport and ticket - Compensation for a sum not exceeding the sum insured as specified above for loss of or damage to passport and travel related documents due to or on account of confiscation or detention by customs, police or other authority.
 - (iv) Missed connection - Compensation of a sum not exceeding the sum insured as specified above, in the event the cardholder misses or fails to take a connecting domestic or international flight of an international airline due to the delay in arrival of another international flight, in which the insured cardholder is traveling, beyond 6 hours of the scheduled arrival time.
- The above mentioned travel insurance benefits are valid for a period of 20 days of international travel. IndusInd Bank must be informed at least 48 hours prior to commencement of international travel and within 48 hours after arrival in India to activate the above insurance benefits.