

## TERMS AND CONDITIONS

### RBL BANK CREDIT CARD erstwhile RBL BANK MONEYTAP CREDIT CARD

#### 1. INTRODUCTION:

These Terms and Conditions apply to and regulate the provisions of RBL Bank Credit Card issued by RBL Bank Limited ("RBL Bank") offered in association with "MWYN Tech Pvt Ltd" and should be read in conjunction with the Cardmember Agreement.

The Co-brand arrangement between RBL Bank and MWYN Tech Pvt Ltd has discontinued. This event will have no effect on your current usability of your cards. RBL Bank will continue to serve you as a valuable customer.

If there is a conflict between these Terms and any terms as prescribed under the Cardmember Agreement, the provisions of the Cardmember Agreement shall prevail.

#### 2. DEFINITIONS AND INTERPRETATION:

- 2.1. "Account" or "Card Account" shall mean an account maintained by RBL Bank under these terms and conditions, in the name of the Cardmember.
- 2.2. "App" shall mean the mobile application and the website of the Alliance Partner i.e., [www.bookmyshow.com](http://www.bookmyshow.com).
- 2.3. "Anniversary year" shall mean 12-month period commencing from the date of the credit card account opening to card renewal date and from renewal date to next renewal date subsequently.
- 2.4. "Card" or "RBL Bank Credit Card" shall mean the credit card issued by RBL Bank.
- 2.5. "Cardmember/s" or "Primary Cardmember/s" shall mean such customers to whom a Card has been issued and who is authorized to hold the Card. The use of terms 'you' and 'your' shall mean the Cardmember wherein the context admits.
- 2.6. "EMI" shall mean Equated Monthly Instalments.
- 2.7. "GST" shall mean the Goods and Services Tax
- 2.8. "INR" shall mean Indian National Rupee.
- 2.9. "Merchant Establishment" means establishment wherever located which honours the Card and shall include among others, stores, shops, restaurants, hotels, airlines, cash advance points including ATMs and mail order advertisers (whether retailers, distributors, or manufacturers) and shall include establishments which honour the Card online.
- 2.10. "Merchant" means any person who owns or manages or operates the Merchant Establishment, its successors and permitted assigns.
- 2.11. "Offer" shall mean such benefits given by RBL Bank on purchase of products/services using RBL Bank services.
- 2.12. "Statements" shall mean the Card Statement sent by RBL Bank to its Card members at periodic intervals indicating the payment credited and the transaction debited to the Account and the charges (if any) as applicable along with the payment required by the payment due date as applicable.
- 2.13. "Website" shall mean [www.rblbank.com](http://www.rblbank.com)
- 2.14. "Void Transaction" shall mean any transaction wherein the transaction has taken place but has been cancelled /rejected /unsuccessful.

Unless otherwise defined, the capitalized terms used in these Terms will have the same meanings as ascribed to them in the Cardmember's Agreement.

### **3. PRODUCT OFFER:**

#### **3.1. 'Welcome benefit' on availing the RBL Bank Credit Card:**

The Cardmember can avail a onetime reward of 2000 reward points as welcome benefit. The Cardmember will become eligible for the welcome benefit after paying the annual fee and upon making the first transaction within the first 30 days of card issuance. The 'welcome benefit' will be credited to the Cardmember's Account within 60 days from the date of the Card issuance.

Spends will be calculated only for settled transactions, basis the transaction date submitted by the Merchant Establishment/ Association (i.e. MasterCard/VISA). RBL Bank shall not be held responsible if Merchant Establishment submits the transaction date as different from the actual date when the transaction was done. The Cardmember can redeem the reward points from [www.rblrewards.com](http://www.rblrewards.com). For more details, refer to [www.rblrewards.com/tnc](http://www.rblrewards.com/tnc).

#### **3.2. Monthly benefit of INR 200 on BookMyShow movie tickets:**

The Cardmember can avail a 'monthly benefit' comprising of a discount of INR 200 or maximum number of one free ticket whichever is lower on booking movie tickets on BookMyShow's mobile application or BookMyShow's website i.e. [www.bookmyshow.com](http://www.bookmyshow.com) using the Card. This 'monthly benefit' will be valid only for shows held on Saturday and Sunday. For detailed steps on how to avail the benefit, [click here](#).

It is hereby clarified that the 'monthly benefit' shall be applicable only on the primary Card and not on add-on Cards. Therefore, the 'monthly benefit' will not apply if the movie tickets are booked using add-on Cards on BookMyShow mobile application and/ or BookMyShow website. The Cardmember who receives one free ticket under this 'monthly benefit' must purchase and pay in full for at least one full price ticket in the same purchase transaction. In case you have applied for the 'monthly benefit' but the transaction is not successful, kindly wait for 20 minutes before trying to avail the 'monthly benefit' again. The Cardmember availing the 'monthly benefit' is advised to check the other applicable terms and conditions of BookMyShow at [www.bookmyshow.com](http://www.bookmyshow.com) before availing the 'monthly benefit'. It is hereby clarified that the tickets once purchased either from the BookMyShow mobile application or BookMyShow website, shall be considered sold and cannot be cancelled, refunded or exchanged. BookMyShow will use best efforts to ensure the Offers are provided as described, but Cardmember shall not make any claim or seek compensation against BookMyShow or RBL Bank even in the event that the Offers are not provided or provided as described.

#### **3.3. Monthly benefit of cashback of 20% (upto INR 200) on Zomato orders:**

The Cardmember can avail a cashback of 20% of the total value of their orders on Zomato in the month, upto a maximum amount of Rs. 200 in the month. The Cardmember understands that RBL Bank shall directly credit the cashback within 60 days from the settled transaction date into the Cardmember's Card account for their Zomato purchases.

The above cashback offer is inclusive of transactions on add-on cards, if any, and there will be no exclusive offer on add-on cards.

### 3.4. Reward benefits on the RBL Bank Credit Card:

The Cardmember can avail various rewards benefit on the Card. The Cardmember is eligible for 2 reward points for every valid retail transaction worth INR 100 spent on online purchases and 1 reward point for every valid retail transaction worth INR 100 spent on purchases at offline merchant outlets. The Cardmember understands and acknowledges that reward points earned in any given month will be credited to the Cardmember's account within 60 days from the settlement date of eligible transactions.

Base and Accelerated reward points are not accrued on petrol, utilities, railways, rental, wallet load, insurance and government services. W.e.f. October 15, 2024, Base and Accelerated reward points shall also not be accrued on select categories/MCCs: Fuel & Auto, Quasi-Cash, Real Estate/Rental, Education, Wallet/Service Providers, Contracted Services, Miscellaneous, Cash, Bills2pay (Bills2Pay is a facility provided by RBL Bank where Cardmembers can pay various utility bills via RBL MyCard App/RBL MoBank App/Internet banking channel) and EMI conversion of retail transactions (Split-N-Pay & EMI conversion requests placed at the time of making transactions at POS/Web/Mobile App). Please refer to the table below for your reference.

\*Categories/MCCs will be defined as per Mastercard, VISA and RuPay guidelines:

MCC Category	MCC Code
Fuel & Auto	0032, 2541, 4001, 5542, 5541, 5172
Utilities	4900
Insurance	6300, 6310
Quasi-Cash	6050, 6051, 4829
Railways	0066, 4011, 4112
Real Estate/Rental	6513
Education	8220, 8244, 8249, 8211, 8241, 8299
Wallets/Service Providers	6540
Government Services	9400, 1490, 2490, 2995, 7800, 9406, 9222, 9405, 9399, 9211, 9402, 9401, 9311, 9223
Contracted Services	1711, 1740, 0763, 1520, 0742, 1761, 1799, 1750, 1731, 1771, 0780
Cash	6011, 6010
Miscellaneous	5960
Bills2pay	NA
EMI Transactions	NA

The Cardmember agrees and understands that the spends will be calculated only for settled transactions, basis the transaction date submitted by the merchant establishment/ association (i.e. MasterCard/VISA).

RBL Bank shall not be held responsible if the merchant establishment submits the transaction date as different from the actual date when the transaction was done.

The Cardmember shall be able to redeem these reward points at [www.rblrewards.com](http://www.rblrewards.com). For more details, refer to [www.rblrewards.com/tnc](http://www.rblrewards.com/tnc)

### **3.5. The 'milestone program' on RBL Bank Credit Card:**

The Cardmember will be entitled to an Amazon gift voucher worth Rs. 1000 under the 'milestone program'. If the Cardmember makes valid transactions worth INR 2.5 lac or more in one year, the Cardmember will be eligible for an Amazon gift voucher worth Rs. 1000, sent by Vouchagram on behalf of RBL Bank via SMS & Email within 60 days from the date of crossing the milestone amount. The Cardmember would need to click on the link present in the SMS / Email sent by Vouchagram and authenticate via mobile number & OTP on the Vouchagram gift voucher page. Once successfully authenticated, the Cardmember will see a voucher code, which is redeemable on all Amazon.in digital property (website, mobile site, app).

W.e.f. October 15, 2024, purchases made on select categories\*/MCCs will not be considered in the milestone program benefit. (for more details Refer section 3.4)

It is also clarified that the billed spends for the Cards includes both Primary and add-on Cards for the said period will be considered for the benefits/ reward points. It is further clarified that spends will be calculated only for settled transactions, basis the transaction date submitted by the merchant establishment/ association (i.e. MasterCard/VISA). RBL Bank will not be held responsible, if the merchant establishment submits the transaction date as different from the actual date when the transaction was done.

### **3.6. Fuel Surcharge Waiver**

Upon every fuel purchase for an amount between INR 500 and INR 4,000 (inclusive of both the amounts and excluding the surcharge amount) made by the Cardmember using the RBL Bank Credit Card, the Cardmember is eligible for the fuel surcharge waiver. The Cardmember shall receive a waiver on the fuel surcharge up to INR 100 every month. The Cardmember recognizes and understands that any fuel purchase for an amount lower than INR 500 shall not be eligible for the fuel surcharge waiver and the Cardmember shall continue to be levied with a surcharge amount of INR 10. The Cardmember also recognizes and understands that any fuel purchase for an amount more than INR 4,000 shall not be eligible for the fuel surcharge waiver and will continue to be levied with a surcharge amount equivalent to 1% of the total transaction amount. The eligible fuel purchases made at fuel pumps will be levied with applicable fuel surcharge amount at the time of the Purchase and this will appear on the Cardmember's Statement. This surcharge will subsequently be reversed for eligible transactions. The levied surcharge will not be reversed for transactions which are not eligible for the fuel surcharge waiver i.e. transactions below INR 500 and above INR 4,000. A consolidated reversal of the surcharge amount will be reflected in the Cardmember's Statement. The Cardmember understands that Goods and Services Tax shall be levied on the fuel purchase and the same shall not be reversed. It is clarified that the fuel surcharge waiver shall not be extended to delinquent or over-limit or closed RBL Bank Credit Cards.

### **3.7. Annual Fee Waiver Benefits:**

If the Cardmember makes eligible retail transactions equal to or greater than INR 200000 in the respective anniversary year, the annual membership fee of INR 499 (exclusive of taxes) applicable for subsequent anniversary year will get waived off. This implies that the annual fee applicable for subsequent anniversary year will not be levied & reflected in the statement. For example: Your anniversary year runs from April 01

2023 to March 31, 2024. Between April 2023 & March 2024, if you spend INR 200,000 or more on your card, your annual fee for the membership year April 2024 to March 2025 will be waived off and it won't be reflected in the statement of April 2024. W.e.f. October 15, 2024, transactions made on select merchant categories: Fuel & Auto, Utilities, Insurance, Quasi-Cash, Railways, Real Estate/Rental, Education, Wallet/Service Providers, Government services, Contracted Services, Cash, Miscellaneous & Bills2Pay and EMI conversion of retail transactions (Including Split-N-Pay & EMI conversion requests placed at the time of making transactions at POS/Web/Mobile App), fees (if any), charges & GST will be excluded from the qualifying purchase value for availing the fee waiver. Refer Section 3.4 for more details for Exclusions Categories and Exclusion MCC codes.

#### **4. Additional terms and conditions for Xpress Cash:**

Please note that w.e.f 20th November 2024, Credit Line functionality for your RBL Bank Credit Card will be available on the RBL Bank MyCard mobile application under XpressCash program. This feature available on the partner mobile application will no longer be available for you to opt for.

To enjoy benefits of credit line facility, visit RBL Bank MyCard mobile application ([Link](#))

Steps to avail XpressCash after logging in to the MyCard application are explained below:

- Click on the banner "Get Instant Cash"
- Enter details like Loan amount, tenure etc.
- View EMI, Interest rate, proc fee etc.
- Enter bank account details (A/c no. & IFSC code)
- Get the amount credited within 3-4 working days

#### **5. GENERAL TERMS AND CONDITIONS:**

- 5.1 RBL Bank does not guarantee and make any representation about the usefulness, worthiness and/or character of the discount / benefit provided on the Card.
- 5.2 Any tax or other liabilities or charges payable to the government or any other statutory authority/body or any participating establishment, which may arise or accrue to the Cardmember due to provision of the Offer, shall be to the sole account of the Cardmember. Tax deducted at source, if any, on the monetary value of the Offer shall be payable by the Cardmember.
- 5.3 RBL Bank reserves the right to disqualify the Cardmember from the benefits of the Offer if any fraudulent activity is identified as being carried out for the purpose of availing the benefits under the Offer or otherwise by use of the Card. RBL Bank shall not be held liable for any delay or loss that may be caused in delivery of the product and services or the assured gifts / prizes.
- 5.4 RBL Bank reserves the right, at any time, without prior notice and without assigning any reason whatsoever, to add/alter/modify/change or vary these terms and conditions or to replace, wholly or in part by another offer, whether similar to this Offer or not, or to extend or withdraw it altogether.
- 5.5 The Offer is valid only for successful/approved transactions and not applicable for Void Transaction. The Offer's cannot be clubbed/combined/exchanged with any other offer running at the said mobile application of RBL Bank/or Website.
- 5.6 RBL Bank will also not be liable for any consequences connected with the use/ misuse of the Card by any third party due to the Card falling in the hands of any third party or the PIN coming to the knowledge of

any third party. If any third parties gain access to the services, including the Card Account, the Cardmember will be responsible and shall indemnify RBL Bank against any liability, costs or damages arising out of such misuse / use by third parties based upon or relating to such access and use, or otherwise.

- 5.7 This Offer shall be subject to all applicable laws, rules and regulations which are in existence and which may be promulgated anytime by any statutory authority.
- 5.8 These terms and conditions shall be governed by the laws of India and any dispute arising out of or in connection with these terms and conditions shall be subject to the exclusive jurisdiction of the courts in Mumbai & RBL Bank reserves the right to add, alter, modify, change or vary any of these terms and conditions or to replace, wholly or in part, this Offer by another offer, whether similar or not, or to withdraw it altogether at any point in time, without any prior notice.
- 5.9 RBL Bank shall not be responsible or liable in any manner whatsoever for any deficiency or inadequacy of service rendered by BookMyShow for any loss whatsoever of any nature suffered by any Cardmember.
- 5.10 The above Offer is by way of a special offer for Cardmembers, and nothing contained herein shall prejudice or affect the terms and conditions of the card member agreement. The terms of the above schemes shall be in addition to and not in derogation of the terms contained in the Card member agreement.

## **6. DISCLAIMER:**

RBL Bank displays the Offers/ services extended by third parties to RBL Bank's customers and RBL Bank is not rendering any of these Offers/ services. RBL Bank does not act as express or implied agent of the said third parties vis-a-vis the customers. RBL Bank is neither guaranteeing nor making any representation with respect to the Offers/ services provided by the third parties. RBL Bank is not responsible for quality of the products/ services provided by the third parties. For any queries, complaints, issues and/ or feedback shall be directly dealt with the third parties only. The Offers/ services may also be available at other platforms. The customer's participation to avail such Offers/ services is purely voluntary.