

## RBL Bank Shoprite Credit Card Terms and Conditions

### 1. INTRODUCTION:

These Terms and Conditions (“Terms”) apply to and regulate the provision of the Shoprite credit card as offered by RBL Bank Limited (“RBL Bank”). In an event of conflict between these Terms and terms as prescribed under the Cardmember Agreement, the provision 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. “Card” or “Shoprite Card” shall mean the credit card offered by RBL Bank.
- 2.3. “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.
- 2.4. “INR” shall mean Indian National Rupee.
- 2.5. “Membership Year” shall mean the 12-month period commencing from the date of the credit card issuance.
- 2.6. “Offer” shall mean such benefits given by RBL Bank on purchase of products/services using RBL Bank services.
- 2.7. “Statement” shall mean the Card statement sent by RBL Bank to its Cardmembers 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
- 2.8. “Website” shall mean [www.rbl.bank.in](http://www.rbl.bank.in).
- 2.9. “Retail Transaction” shall mean any purchase of goods or services made by a cardmember at a merchant, whether online or in a physical store. These transactions exclude cash withdrawals, fund transfers, or other non-purchase activities.
- 2.10. “Eligible Transaction” shall mean any successful retail transaction which qualifies for the card benefits.
- 2.11. “Void Transaction” shall mean any transaction wherein the transaction has taken place but has been cancelled /rejected /unsuccessful.
- 2.12. 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:

The Cardmember applying for the Shoprite Credit Card is entitled to a ‘Welcome Benefit’ of 2000 reward points on making an eligible retail transaction within 30 days from the date of the Card issuance by RBL Bank and upon paying the annual membership fee as reflected in the first Statement by the payment due date. It is hereby clarified that upon the successful eligible retail transaction and the payment of the annual membership fee by the Cardmember by the payment due date, the ‘welcome benefit’ will be credited to the Cardmember’s Credit Card Account within 60 days from the date of the Card issuance. The Cardmember can redeem the reward points from <https://rewards.rbl.bank.in/>. For more details, refer to <https://rblrewards.rbl.bank.in/tnc>

### 3.2. Discounts on Movie Tickets at BookMyShow:

The Cardmember may avail a 10% discount (up to a maximum discount of INR 100) on booking movie tickets on the website of BookMyShow i.e. [www.bookmyshow.com](http://www.bookmyshow.com) or using the BookMyShow mobile application, 15 times in a calendar year. This Offer shall be applicable and valid for movie shows screened on any day of the week. For detailed steps on how to avail the benefit, [click here](#).

It is hereby clarified that 'the movie discount' is applicable only on the primary Card, and not on add-on Cards. In an event you have applied for the discount as mentioned herein above, however the transaction is not successful, kindly wait for twenty (20) minutes before attempting to re-avail the discount. Furthermore, cardmember is advised to avoid navigating back & forth on the application or on website while availing the discount. It is advised to the Cardmember to ensure all other applicable terms and conditions, if any prescribed by BookMyShow on its website i.e. [www.bookmyshow.com](http://www.bookmyshow.com) or on its mobile application must be adhered to. The Cardmember agrees and understands that the tickets once bought online, shall be considered sold and cannot be cancelled, refunded or exchanged.

The Cardmember also agrees and understands that this offer cannot be combined with any other offers/discounts/promotions/encash as displayed on the website or mobile application of BookMyShow. 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. The Cardmember understands that BookMyShow will use best efforts to ensure the offer is provided as described hereinabove, however the Cardmember shall not make any claim or seek compensation against BookMyShow or RBL Bank, in the event that the benefit is not provided or provided as described (whether or not such non provision is due to fault, negligence on the part of BookMyShow or RBL Bank)

### 3.3. Reward Benefits:

The Cardmember can earn 1 reward point for every eligible retail transaction worth INR 100 spent and 20 reward points for every eligible retail transaction worth INR 100 spent on grocery shopping. It is clarified that the maximum reward points that can be earned on grocery spending is capped at 1,000 points per calendar month; beyond this cap, grocery transactions will earn reward points at the rate of 1 reward point per INR 100 spent. The Cardmember understands and acknowledges that reward points earned in a month will be credited to the Cardmember's account within 60 days from the settlement date of eligible retail transactions. A consolidated reward points summary will be reflected in the Monthly Statement. The Cardmembers can redeem the reward points at <https://rblrewards.rbl.bank.in/tnc><https://rewards.rbl.bank.in/>. For more details, refer to <https://rblrewards.rbl.bank.in/tnc>.

It is clarified that 'one month' is defined as one billing cycle assigned to the Card. The purchases made on the Card will be calculated only for settled transactions, basis the transaction date submitted by the merchant establishment/network (i.e. MasterCard/RuPay/VISA). The Cardmember agrees and understand that in an event the merchant establishment submits the transaction date as different from the actual date when the transaction was done, RBL Bank will not be held responsible or liable for the same.

Transactions made on select merchant categories: Fuel & Auto, Utilities, Insurance, Railways, Real Estate/Rental, Wallet/Service Providers, Quasi-Cash, Education, Government Services, Contracted Services,

Cash, Bills2Pay & Miscellaneous are not eligible to earn reward points. Do refer to the list of Merchant Category and their respective Merchant category codes (MCCs) in the Section 3.6.

Reward points will not be accrued on EMI conversion of retail transactions. This includes converting retail transactions to EMI (Split-N-Pay) and EMI conversion requests placed at the time of making transactions at POS/Web/Mobile App.

### **3.4. 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 with the Shoprite 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 calendar month. The Cardmember recognizes and understands that any fuel purchase for an amount less 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 of 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 petrol pumps will be levied with applicable fuel surcharge amount at the time of the purchase and this will appear on the Statement. This surcharge will subsequently be reversed for eligible transactions. A consolidated reversal of the fuel surcharge amount will be reflected in the subsequent month's Statement. The levied surcharge will not be reversed for transactions which are not eligible for the fuel surcharge waiver i.e. transactions worth below INR 500 and above INR 4,000. The Cardmember understands that Goods and Service Tax shall be levied on the fuel purchase and the same shall not be reversed.

### **3.5. Spend Based Annual Fee Waiver:**

If the Cardmember makes eligible retail transactions equal to or greater than INR 1,50,000 in the respective membership year, the annual membership fee of INR 500 (exclusive of taxes) applicable for subsequent membership year will get waived off. This implies that the annual fee applicable for subsequent membership year will not be levied & reflected in the statement. For example: Your membership year runs from April 01 to March 31. Between April 2023 & March 2024, you spend INR 1,50,000 or more on your card. As a result, your annual fee for the membership year April 2024 – 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. Do refer to the list of Merchant Category and their respective Merchant Category Codes (MCCs) in the Section 3.6.

### 3.6. List of Merchant Category Codes (MCCs):

Please refer to the below table for the list of Merchant Category Codes (MCCs) against each category as defined by MasterCard/RuPay/VISA guidelines:

Category	Merchant Category Codes (MCCs)
Grocery	5411, 5422, 5441, 5451, 5499
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
Wallet/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

## 4. Terms and conditions prescribed by RBL Bank:

- 4.1. RBL Bank does not guarantee and make any representation about the usefulness, worthiness and/or character of the discount / benefit provided on the Card. 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. 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.
- 4.2. 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. The Offer provided on the Shoprite Credit Card cannot be clubbed with any other offers that may be available to the Cardmember by RBL Bank and the offers there under are not transferable. The Offer is not applicable for Void Transaction. The Offers cannot be clubbed/combined/exchanged with any other offer running at the said mobile application of RBL Bank/or Website. This Offer is valid only for successful/approved transactions and not void transactions.
- 4.3. 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.

**DISCLAIMER:**

RBL Bank displays the Offers/ services extended by third parties to RBL Bank's Cardmembers 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 Cardmembers. 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 Cardmember's participation to avail such Offers/ services is purely voluntary.

Date of consent:

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Type of consent:

OTP       Signature