

HDFC Bank Platinum Times Credit Card – Frequently Asked Questions (FAQs)

A) Times Prime Membership FAQs:

1) What is Times Prime Membership?

- Times Prime is an all-in-one lifestyle membership that aims to upgrade user's lifestyle by providing premium offers & deals across dining, travel, shopping, entertainment & many more.
- Access to 20+ subscriptions & Special offers in 25+ popular shopping brands like Gaana Plus, TOI+, Zee5, Dineout Passport Membership, etc & offers on Myntra, Lifestyle & many more brands.

2) How to qualify for Times Prime Membership?

- You will qualify for annual membership of Times Prime on completing 1 transactions in a calendar quarter

3) Is Times Prime Membership applicable to all Times Card Holders?

- No, Times Prime Membership is not applicable to customers holding a Life Time Free Card from 2nd year onwards. For LTF cardholders, membership is only provided for the first year, given that he meets the criteria and card is issued after July'22.
- Cardholder will be entitled for a complimentary annual membership of Times Prime on fulfilment of eligibility criteria only.
- A cardholder can avail only one Times Prime membership against his/her bank registered mobile number

4) What is the definition of Calendar Quarter?

- Calendar quarter for any year is defined as below:
Quarter 1 - 1st January to 31st March | **Quarter 2** - 1st April to 30th June | **Quarter 3** - 1st July to 30th September | **Quarter 4** - 1st October to 31st December

5) When will I get the Times Prime Membership, once eligible??

- Post qualification, Customer will receive SMS/Email within 30 days of qualification. Post receipt of SMS/Email, customer has to claim the membership within 90 days. Annual membership will start from the date customer claims the membership.

6) I have 2 different Times Cards, will I be eligible for Times Prime Membership on both the cards?

- Currently you are eligible for one Times Prime Membership on your bank registered mobile number.

For example, if you have 2 or more HDFC Bank Times Card (same variant or different variant) and the registered mobile number with the bank for all those cards is same, you can avail only 1 (one) Times Prime Membership on being eligible on any of the cards.

7) What happens if I already have an active Times Prime Membership, will I get a new membership on my card?

Scenario	Solution
Currently active with remaining validity days of more than 15 days	On being eligible, customer cannot add new membership to the currently active membership.
Currently active with remaining validity days less than 15 days	You will be able to claim your new membership within 90 days of being eligible and extend the validity of the current membership by 1 year.

8) I forgot to claim the Times Prime Membership last time, how can I get the membership now?

- On completing 1 transaction in the current calendar quarter, you will get SMS/Email to claim membership again

9) How will my Times Prime Membership get extended on expiry?

In case your current membership:

Scenario	Solution
Has expired,	On completing 1 transaction in the current calendar quarter, you will get SMS/Email to claim membership again
Is expiring in current quarter	On completing 1 transaction in the current calendar quarter, you will get SMS/Email to claim membership again
Is active for more than 90 days,	On completing 1 transaction in calendar quarter prior to expiry of membership, you will get SMS/Email to claim membership again.

B) BookMyshow Offer FAQs:

1) How much discount can I avail with my HDFC Bank Times Platinum Credit Card on booking movie tickets via BookMyShow?

- With your HDFC Bank Times Card Credit Platinum, you can avail a discount of 50% on actual movie ticket price (excluding convenience fee) on booking movie tickets via BookMyShow.

2) How can I avail 50% discount on movie tickets on BookMyShow using Times Platinum Credit Card?

- Go through the regular ticketing flow on BookMyShow and Proceed to Review Screen
- Click on "Unlock Offer or Apply Promocodes" at the bottom of Review Screen
- Click on "Credit/Debit" and you will be routed to the Offers Screen
- Select the "HDFC Bank Times Card Offer" on the Offers Screen
- Enter your 16 digit credit card number in the box and click on apply
- Make the payment using your HDFC Bank Times Platinum Credit Card

3) What is the ticket booking limit on Times Platinum Credit Card for availing discount on BookMyShow?

- A cardholder can purchase a maximum of 4 discounted tickets per card per month. Any tickets after the capped limit will be on full value.
- A maximum discount of Rs 600 can be availed per transaction by cardholder.
- There is a daily quota / limit of discounted tickets that can be booked under the offer. If the quota is exhausted for the day then inspite of card user being eligible for the offer, the offer would not be available. The daily quota gets refreshed at midnight every day.
- In case customer has booked multiple tickets under one booking ID and if the daily quota gets exhausted, discount shall be applicable only for tickets falling within the daily quota and the remaining tickets (In case all the tickets under the Booking ID are not falling within the daily quota) will be charged fully.
- A discount of Rs 50 on Food and Beverage can be availed only once by the user.

4) Apart from BookMyShow, is there any other portal where discount on Movie Tickets can be availed using Times Platinum Credit Card?

- Currently, the offer is applicable only on BookMyShow.

C) Eazydiner offer FAQs:

1) How much discount can I avail with my HDFC Bank Times Platinum Credit Card on restaurant bill via PayEasy on Easydiner?

- 15% instant discount up to ₹1500 on all HDFC Bank Times Platinum Credit Cards.
- Offer is valid for EazyDiner customers in India only.

2) How to use PayEasy on Eazydiner?

- Tap on your favourite restaurant and make a booking - Please ensure that the restaurant is a PayEasy enabled restaurant.
- Once your booking is confirmed and you've finished eating at the restaurant, tap on 'Pay Bill via PayEasy'.
- Enter your bill amount and tap on 'proceed to pay'.

- Choose the HDFC Times Credit Card offer or enter the coupon code HDFC1500
- Once the coupon code has been applied, your final bill will automatically show the discounted amount.

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