

FAQ - MoneyBack Credit Card Spend Milestone Offer

Note:

- With effect from 1st January 2023, Rent payments and Govt Related transactions will NOT earn Reward Points
- With effect from 1st January 2023, Reward points earned on Grocery transactions will be capped per month to 1,000 reward points.

What is the Spend Milestone Offer?

- Under Spend Milestone Offer a MoneyBack customer need to spend Rs 50,000 in a Quarter to get Rs 500 e-voucher. The Offer start date is effective 1st April 2018

How is the Quarter defined?

- Quarter is defined as a calendar quarter, For e.g. quarter 1 = 1st Apr'18 – 30th Jun'18.

What are the types of Spends that are considered for the offer?

- The spend milestone program is valid for retail transactions only. Cash transactions, Dial-An-EMI, Cash-on-Call, Balance Transfer, Personal Loan on Credit Card, etc are not eligible.
- Transactions which are reversed or cancelled will not be considered.
- Returned purchases, disputed or unauthorized/fraudulent transactions, EMI's and Card Account Fees will not be considered for this offer.

Can a customer qualify for the offer multiple times in a Quarter?

- A customer will be eligible only once in a quarter at any given point of time.
- Even if a customer achieves higher spends during the period, customer will receive the Rs. 500 e-voucher only once.

What are the e-vouchers that will be offered?

- As per the current program, a customer can choose (any one per quarter) from e-vouchers of Dominos, Book My Show, Big Bazaar, Bata, Levis, Woodland, Mainland China, and Myntra.
- The list of merchants can change without prior notice at the Bank's discretion.

How will customers get to know if they have qualified under the Offer?

- Bank will communicate offer eligibility to the eligible MoneyBack customers every calendar quarter
- The communication SMS will be sent within 90 days from the date of qualification. E.g. For the quarter July-Sep, if the customer is qualified on 15th of August communication will be sent before 15th of November.
- The eligibility will be communicated to customers on their Mobile No & email ID registered with the Bank, via SMS & email.

When will the E-voucher will be dispatched to customer?

- Customers need to claim the-voucher by visiting the link given in the Eligibility Mailer, or by sending an SMS according to the Short codes given in the eligibility SMS. E-Vouchers will be triggered immediately to the customers on receipt of the-voucher choice

For how many days customer is eligible for the offer, after receiving eligibility Email and SMS?

- The customer has to claim the-voucher (i.e. respond with the selected merchant name) within 60 days from the eligibility SMS/Mailer date.

Will customer get reminder of eligibility mailer & SMS?

- Customers who have not claimed the e-voucher will be sent an eligibility Reminder on the 30th and 45th Day.

What happens if a MoneyBack Card holder is getting Upgraded / Downgraded during the Quarter?

- In case an existing MoneyBack credit card gets upgraded or downgraded during the program quarter to any other card variant, the customer will qualify for the quarterly spend benefit of MoneyBack credit card only if the Quarterly spend target is achieved before the date of upgrade/downgrade.
- Spends calculation for Quarterly spends benefit on the new MoneyBack Credit Card variant will start from date of upgrade/downgrade.

If a customer is holding multiple cards can he club spends for offer eligibility?

- If a customer has more than 1 (one) HDFC Bank Credit Card, spends on the cards cannot be clubbed by the customer in order to qualify for the said offer.

Can a customer get the-voucher if he is classified as delinquent?

- Customers classified as delinquent (as per Bank policy) at any time during the promotion or 30 days post the promotion will not be eligible for this program.

Can a customer opt for cash instead of E-voucher?

- This offer is non-cashable, not extendable and non-negotiable.

Terms & Conditions - HDFC Bank MoneyBack Credit Card Spend Milestone Offer

- The offer “Spend Milestone” is valid only for HDFC Bank MoneyBack credit card holders.
- To be eligible for the offer, MoneyBack credit card holders need to spend the target spends within the program period.
- Target spends to qualify for the program is Rs 50,000 retail spends in a quarter. The effective date of the program is 1st April 2018. Quarter is defined as calendar quarter, The calendar quarter are January to March, April to June, July to September, October to December.
- The transaction settled from the merchant within the calendar quarter will be eligible for considering the target achievement and settlement/Posting date of the transaction will be considered for the Milestone
- Eligible MoneyBack credit card holders will get Rs. 500 e-voucher on meeting spends target. MoneyBack credit card holders have to claim the voucher within 60 days from the voucher message trigger date.
- Once cardholder is eligible post achieving the spends target, voucher message will be triggered to registered phone number & email ID within 60 working days.
- The spend milestone program is valid for retail transactions only. Cash transactions, cash-on-call, Balance Transfer, Personal Loan on credit card, Fee and Charges levied on the card are not eligible. Transactions which are reversed or cancelled will not be considered for offer eligibility.
- MoneyBack credit card holders will be eligible only once in a quarter at any given point of time, in case MoneyBack credit card holder achieves higher spends during the period, MoneyBack credit card holder will receive the Rs. 500 e-voucher only once.
- In case existing HDFC Bank MoneyBack credit card gets upgraded or downgraded during the program quarter to other card variant
- MoneyBack credit card holders will qualify for quarterly spend benefit of MoneyBack credit card only if Quarterly spend target is achieved before the date of upgrade/downgrade.
- Spends calculation for Quarterly spend benefit on the new MoneyBack Credit Card variant will start from date of upgrade/downgrade
- MoneyBack credit card holders classified as delinquent (as per Bank policy) at any time during the promotion or 30 days post the promotion will not be eligible for this program.
- This offer is non-cashable, not extendable and non-negotiable.
- If a MoneyBack credit card holder has more than 1 (one) HDFC Bank Credit Card, spends on the cards cannot be clubbed by the card member in order to qualify for the said offer.
- Returned purchases, disputed or unauthorized/fraudulent transactions, EMI's and Card Account Fees will not be considered for this offer.
- This offer is valid for Indian residents and citizens only.
- HDFC Bank reserves the right, at any time, without prior notice and without assigning any reason whatsoever, to add / alter / modify / change or vary all of these terms and conditions or to replace, wholly or in part, this offer by another offer, whether similar to this offer or not, or to extend or withdraw it altogether. Availing of the offer by MoneyBack credit card holders shall be deemed to be acceptance of the Terms and Conditions herein.
- All other terms and conditions as per The Card Member Agreement will be applicable for the Offer
- With effect from 1st January 2023, Reward points redemption for flights & hotels bookings are capped per calendar month at 50,000.

- With effect from 1st February 2023, Reward points redemption for CashBack redemption are capped per calendar month to 50,000 rewards points
- With effect from 1st February 2023, cardmembers can redeem upto 70% of product/Voucher value through Reward points on select vouchers/products and pay the remaining amount via Credit card.
- With effect from 1st January 2023, Rent payments and Govt Related transactions will NOT earn Reward Points
- With effect from 1st January 2023, Reward points earned on Grocery transactions will be capped per month to 1,000 reward points.