



FREQUENTLY ASKED QUESTIONS

Paytm HDFC Bank Business Credit Card

1. What is Paytm HDFC Bank Business Credit Card?

- Paytm HDFC Bank Business Credit Card is a credit card exclusive for Paytm customers. Paytm customers can get this card by applying for the card on Paytm app. Paytm is offering this card in partnership with HDFC Bank.

2. What are the key features of Paytm HDFC Bank Business Credit Card?

- 3% Cashback on select purchases on Paytm [Recharge + Utility + Movies + Mini App] – Maximum Cap per Calendar Month – Rs.500
- 2% Cashback on all other Paytm Spends – Maximum Cap per Calendar Month – Rs.500
- 1% Cashback on all other spends (except EMI spends, Rental, Fuel, and Education Spends) – Maximum Cap per Calendar Month – Rs.1000.

3. Any capping on accrual of cashbacks?

- For 3% Cashback on select purchases on Paytm [Recharge + Utility + Movies + Mini App] – Cashback accrual capped at Rs.500 per calendar month.
- For 2% Cashback on all other Paytm Spends – Cashback accrual capped at Rs.500 per calendar month.
- For 1% Cashback on all other spends (except EMI spends, Rental, Fuel, and Education Spends) – Cashback accrual capped at Rs.1000 per month.

4. How to avail cashbacks?

- Cashback is accrued as Cashpoints in your card account, which can be redeemed post statement generation. Cashpoints can be redeemed as Cashback along with other redemption categories.

5. When are the cashpoints received?

- Cashpoints for a particular month will be received in the first week of the subsequent month.

6. What are the activation benefits on Paytm HDFC Bank Business Credit Card?

- The cardholder will be eligible for Rs.250 worth Gift Voucher upon card activation with minimum 2 transactions in the first 30 days.

7. What are the Milestone benefits on Paytm HDFC Bank Business Credit Card?

- The cardholder can avail Rs.500 worth Gift Voucher on annual spends of Rs.1 Lakh (Non-EMI Spends and Non-Rental Spends)

8. What is Paytm First membership and how can it be activated?

- Paytm First is a premium subscription-based rewards & loyalty program for Paytm users. It offers exclusive benefits, over and above the regular offers.

A Paytm First member will enjoy a wide range of exclusive benefits from leading partnered brands. Your Paytm First membership would be activated upon minimum one transaction of Rs. 100 within one year of card issuance.

9. What if the cardholder already has an active Paytm First membership?

- You will get a complimentary 100% discount voucher for Paytm First membership, which can be shared with friends/family. These codes will be shared over SMS/email upon minimum one transaction of Rs. 100 within one year of card issuance within one year of card issuance.

10. What is the credit free period offered on Paytm HDFC Bank Business Credit Card?

- Extended credit free period up to 50 days for all purchases is offered to the cardholder on Paytm HDFC Bank Business Credit Card.

11. What is fuel surcharge waiver fees?

- 1% Fuel Surcharge waiver on fuel transactions (Minimum transaction of ₹400, Maximum transaction of ₹5,000 & Maximum Cashback of ₹250 per statement cycle)

12. What is the Annual Membership fee for Paytm HDFC Bank Business Credit Card?

- For Paytm HDFC Bank Business Credit Card, a cardholder is charged with annual fee of Rs.500 (plus applicable taxes) only after 90 days of issuance if the cardholder has not activated the credit card.

13. How can a cardholder waive off the First Year Membership fee for Paytm HDFC Bank Business Credit Card?

- For Paytm HDFC Bank Business Credit Card, First Year Membership fee can be waived off by spending Rs. 30,000 (Non-EMI Spends) within the first 90 days.

14. How can a cardholder waive off the Renewal fee for Paytm HDFC Bank Business Credit Card?

- For Paytm HDFC Bank Business Credit Card, Renewal fee can be waived off upon spending Rs. 50,000 (Non-EMI Spends) in a 12-month period.

15. How does a cardholder earn and redeem cashback?

- The customer can earn up to 3% cashback on all card spends (Non-EMI spends) which will be automatically credited as cashback directly to your card account till 30th April, 2022. From 1st May, 2022, Cashpoints can be redeemed by the customer against outstanding balance as cashback or can be used for redeeming against other categories such as Smartbuy (Flights/Hotels), Airmiles & Product Catalogue.

16. Is cashback applicable on wallet loads, fuel, rental and education spends?

- No. The cashback is not applicable on wallet loads and fuel spends. Also, from 1st January 2023 onwards, no cashback will be given on rental and education spends.

17. What is video KYC?

- Users can do the KYC verification now remotely on a video call, this will be done via specialized banking staff.

18. Can the customer record and upload videos as part of video KYC?

- No. Real time video call should happen in the process of video KYC verification.

19. Where can the cardholder use Paytm HDFC Bank Business Credit Card?

- Paytm HDFC Bank Business Credit Card can be used in both online and offline transactions. Once you generate a PIN, you can use your card to make payments at any merchant establishment that accepts VISA payments. You can also use Paytm HDFC

Bank Business Credit Card for online transactions, international transactions and to add money to your Paytm wallet once you have enabled the card on the HDFC Website.

20. Can contactless transactions be done on Paytm HDFC Bank Business Credit Card?

- Paytm HDFC Bank Business Credit Card can be enabled for contactless payments, facilitating fast, convenient and secure payments at retail outlets (Look out for the contactless network symbol on the card plastic).
- Please note that in India, payment through contactless mode is allowed for a maximum of ₹5,000 for a single transaction where you are not asked to input your Credit Card PIN. However, if the amount is higher than or equal to ₹5,000, the Cardholder has to enter the Credit Card PIN for security reasons.

21. How does a cardholder generate PIN for Paytm HDFC Bank Business Credit Card?

- A cardholder needs to generate the PIN to activate Paytm HDFC Bank Business Credit Card. Following ways can be used for activation
 - By using IVR - Call 1860 266 0333
 - By using Net Banking
 - By using Mobile Banking App
 - By using ATM

Please refer to the below link for more information to generate PIN:

<https://www.hdfcbank.com/personal/pay/cards/credit-cards/forgot-card-pin>

22. What documents does a cardholder need to submit to the agent for Paytm HDFC Bank Business Credit Card?

- A cardholder is required to show the following documents for Paytm HDFC Bank Business Credit Card
 - ID proof copy
 - Address proof copy
 - Passport size photograph
- Please note that in case of any discrepancy, a cardholder might be asked for additional document. Certified copy of any Officially Valid Documents (OVD) may be accepted for opening new accounts (as Proof of Identity / Proof of Mailing Address),
 - Proof of possession¹ of Aadhaar / printout of e-Aadhaar (not older than 30 days) / e-KYC (Biometric / OTP based)
 - Passport [not expired]
 - Permanent Driving license [not expired]
 - Election /Voter's card issued by Election Commission of India
 - Job card issued by NREGA duly signed by an officer of the State Government
 - Letter issued by the National Population Register containing details of name & address

23. Can a cardholder avail flexible payment options on Paytm HDFC Bank Business Credit Card?

- Yes. The flexible payment options of No cost EMI and Low-cost EMI can be availed by a cardholder on the credit card.

24. How does a cardholder activate Paytm HDFC Bank Business Credit Card for online, contactless and/or international transactions?

- Paytm HDFC Bank Business Credit Card will be disabled for online, contactless and/or international transactions initially to protect against fraud. A cardholder can enable the card through HDFC website.
- For further details on card activation, please visit HDFC Bank website or refer to the leaflets in the welcome kit.

25. How does a cardholder get Paytm HDFC Bank Business Credit Card monthly statement?

- Once the bill is generated, the credit card monthly statement is sent to the cardholder's registered email address. A cardholder can also view and download the bill by logging into HDFC Bank website

26. How does a cardholder pay the outstanding dues of Paytm HDFC Bank Business Credit Card bill?

- A cardholder can pay the outstanding dues of credit card bill on HDFC Bank website (<https://www.hdfcbank.com/personal/pay/bill-payments/hdfc-bank-credit-card-bill-payment>) or HDFC Bank MyCards App.

27. What is the interest rate charged per month on Paytm HDFC Bank Business Credit Card?

- The interest rate of 3.6% is charged on the revolving balance of the credit card.

28. What should a cardholder do in case of credit card being lost/stolen?

- In case of credit card being lost/stolen, a cardholder should login to HDFC Bank online at once and report the lost or stolen credit card in the service requests section in the menu.
<https://www.hdfcbank.com/personal/pay/cards/credit-cards/block-loststolen-card>

29. What are the Lost Card Liability benefits of using Paytm HDFC Bank Business Credit Card?

- Paytm HDFC Bank Business Credit Card also offers a lost card liability cover of 3Lakhs, refer claim process for details.



Claim process - Lost
Card Liability Cover.

30. How does a cardholder report a transaction report incurred while using the credit card and what is the time frame?

- A cardholder should call HDFC Bank's 24 Hours customer care to report the loss of the credit card and block the same. Please click on the link: <https://www.hdfcbank.com/personal/need-help/report-unauthorized-transactions>. Transaction dispute needs to be reported in writing within 60 days from the statement date in which the said transaction appears.

31. What are the different types of charges & fees levied on Paytm HDFC Bank Business Credit Card?

- To know the different type of charges & fees on the credit card, please refer the MITC link:
<https://www.hdfcbank.com/personal/pay/cards/credit-cards/personal-mitc>

32. Value Benefit Chart for Paytm HDFC Bank Business Credit Card:

Save up to 5% on your Business & Personal spends of Rs. 5,00,000 in a year with HDFC Bank Paytm Bank Business Credit Card				
List	Benefits & Offers	Spends per year	Savings per year	Assumptions
Key Benefits	3% cashback on purchases on select Paytm [Recharge + Utility + Movies + Mini App]	180000	3%	Rs. 15000 spends per month (except EMI spends)
	2% Cashback on all other Paytm Spends	144000	2%	Rs. 12,000 spends per month (except EMI spends)
	1% cashback on all other spends.	96000	1%	Rs. 8000 spends per month (except EMI spends)
Annual Fee Benefit	Annual fee waived off on spends of Rs.50,000 in the year.		1%	Rs. 50000 spends per year (except EMI spends)
Milestone Benefits	Rs.250 worth GV upon card activation with 2 transactions in first 30 days.		0.5%	Minimum transaction amount is Rs. 100
	Rs.500 worth GV on spends of Rs.1 Lac in a year		0.5%	Already Rs. 300000 is spend for core benefits (except EMI spends)
	Paytm first membership		0.5%	Get Paytm First Membership for 6 months free worth Rs. 900
Fuel Benefit	1% Fuel Surcharge Waiver Min. transaction 400	84000	1%	Rs. 7000 spends per month
	Total	500000	5%	

- **Cashback Offer:**

1. 3% Cashback on select purchases on Paytm [Recharge + Utility + Movies + Mini App] – Maximum Cap per Calendar Month – Rs.500
2. 2% Cashback on all other Paytm Spends – Maximum Cap per Calendar Month – Rs.500
3. 1% Cashback on all other spends (except EMI spends, Rental, Fuel, and Education Spends) – Maximum Cap per Calendar Month – Rs.1000.

Scenario: Suppose the merchant is spending Rs. 20000 per month in Paytm [Recharge + Utility + Movies + Mini App]; Rs.10000 per month on other Paytm Spends and Rs. 5000 on all other spends (except EMI, Rental, Fuel, and Education Spends)

Total Cashback = 3% cashback on Rs. 20000 (i.e. Rs. 600, but feature capped at - Rs.500) + 2% cashback on Rs.30000 (i.e. Rs. 600, but feature capped at Rs. 500) + 1% cashback on Rs. 5000 (i.e. Rs. 50) = **Rs. 1050**. Hence, the total cashback will be Rs. 1050 will be automatically credited as cashpoints, that can be redeemed by the customer against outstanding balance as cashback or can be used for redeeming against other categories such as Smartbuy (Flights/Hotels), Airmiles & Product Catalogue.

- **Gift Vouchers**

1. The customer will be eligible for GV worth Rs. 250 upon card activation with 2 transactions in the first 30 days

GV Value: Rs. 250

Minimum Transactions: 2

Minimum Amount Spending: Rs. 100 (single transaction)

Scenario 1: If the merchant does 8 transactions in the first 30 days, they can redeem a gift voucher worth Rs. 250.

Scenario 2: If the merchant does 1 transaction in the first 30 days, they cannot redeem a gift voucher.

2. The customer will be eligible for GV worth Rs. 500 worth GV on spends of Rs. 1 Lakh (except EMI spends) in the year

GV Value: Rs. 500

Minimum Transaction Amount: Rs. 1 lakh/year

Number of Transactions: No capping on number of transactions.

Scenario 1: If the merchant spends Rs. 1.2 lakhs/year, they can redeem a gift voucher worth Rs. 500.

Scenario 2: If the merchant spends Rs. 70,000/year, they cannot redeem a gift voucher

- **Paytm First Membership:**

Minimum Amount of Transaction: 1

Minimum Value of Transaction: Rs.100

Scenario 1: If the transaction amount is greater than 100, Paytm First Membership can be provided to the merchants.

Scenario 2: If the transaction amount is less than 100, Paytm First Membership cannot be provided to the merchants.

Paytm HDFC Bank Select Business Credit Card

1. What is Paytm HDFC Bank Select Business Credit Card?

- Paytm HDFC Bank Select Business Credit Card is a credit card exclusive for Paytm customers. Paytm customers can get this card by applying for the card on Paytm app. Paytm is offering this card in partnership with HDFC Bank.

2. What are the key features of Paytm HDFC Bank Select Business Credit Card?

- 5% Cashback on Paytm [Recharge + Utility + Movies + Mini App + Travel] – Capped at Rs.1500 per Calendar Month.
- 3% Cashback on Accelerated Categories like Swiggy, AJIO, Big Basket & Uber – Capped at Rs. 500 per Calendar Month.
- 1% Cashback on all other spends (except EMI spends, Rental, Fuel, and Education Spends) – Rs.2000 per Calendar Month.

3. Any capping on accrual of cashbacks?

- For 5% Cashback on select purchases on Paytm [Recharge + Utility + Movies + Mini App + Travel] – Cashback accrual capped at Rs.1500 per calendar month.
- For 3% Cashback on Accelerated Categories like Swiggy, AJIO, Big Basket & Uber – Cashback accrual capped at Rs.500 per calendar month.
- For 1% Cashback on all other spends (except EMI spends, Rental, Fuel, and Education Spends) – Cashback accrual capped at Rs.2000 per month.

4. How to avail cashbacks?

- Cashback is accrued as Cashpoints in your card account, which can be redeemed post statement generation. Cashpoints can be redeemed as Cashback along with other redemption categories.

5. When are the cashpoints received?

- Cashpoints for a particular month will be received in the first week of the subsequent month.

6. What are the activation benefits on Paytm HDFC Bank Select Business Credit Card?

- The cardholder will be eligible for Rs.500 worth Gift Voucher upon card activation with minimum 4 transactions in the first 30 days.

7. What are the Milestone benefits on Paytm HDFC Bank Select Business Credit Card?

- The cardholder can avail Rs.1000 worth Gift Voucher on annual spends of Rs.2 Lakhs (Non-EMI and Non-Rental Spends)

8. What is Paytm First membership and how can it be activated?

- Paytm First is a premium subscription-based rewards & loyalty program for Paytm users. It offers exclusive benefits, over and above the regular offers. A Paytm First member will enjoy a wide range of exclusive benefits from leading partnered brands. Your Paytm First membership would be activated within 15 working days upon minimum one transaction of Rs. 100 within one year of card issuance.

9. What if the cardholder already has an active Paytm First membership?

- You will get a complimentary 100% discount voucher for Paytm First membership, which can be shared with friends/family. These codes will be shared over SMS/email within 15 working days upon minimum one transaction of Rs. 100 within one year of card issuance within one year of card issuance.

10. What is the credit free period offered on Paytm HDFC Bank Select Business Credit Card?

- Extended credit free period up to 50 days for all purchases is offered to the cardholder on Paytm HDFC Bank Select Business Credit Card.

11. What is fuel surcharge waiver fees?

- 1% Fuel Surcharge waiver on fuel transactions (Minimum transaction of ₹400, Maximum transaction of ₹5,000 & Maximum Cashback of ₹250 per statement cycle)

12. What is the membership fee for Paytm HDFC Bank Select Business Credit Card?

- For Paytm HDFC Bank Select Business Credit Card, Rs.1,000 is levied as annual charges after 90 days of issuance only if the customer has not activated.

13. What is the Annual fee for Paytm HDFC Bank Select Business Credit Card?

- For Paytm HDFC Bank Select Business Credit Card, a cardholder is charged with annual fee of Rs.1,000 (plus applicable taxes) only after 90 days of issuance if the cardholder has not activated the credit card.

14. How can a cardholder waive off the First Year Membership fee for Paytm HDFC Bank Select Business Credit Card?

- For Paytm HDFC Bank Select Business Credit Card, First Year Membership fee can be waived off by spending Rs.60,000 (Non-EMI Spends) within the first 90 days.

15. How can a cardholder waive off the Renewal fee for Paytm HDFC Bank Select Business Credit Card?

- For Paytm HDFC Bank Select Business Credit Card, Renewal year fee can be waived off upon spending Rs.1,00,000 (Non-EMI Spends) in a 12-month period.

16. How does a cardholder earn and redeem cashback?

- The customer can earn up to 5% cashback on all card spends (Non-EMI spends), which will be automatically credited as cashback directly to your card account till 30th April, 2022. From 1st May, 2022, Cashpoints can be redeemed by the customer against outstanding balance as cashback or can be used for redeeming against other categories such as Smartbuy (Flights/Hotels), Airmiles & Product Catalogue.

17. Is cashback applicable on wallet loads, fuel spends, rental spends and education spends?

- No. The cashback is not applicable on wallet loads and fuel spends. Also, from 1st January 2023 onwards, no cashback will be given on rental and education spends.

18. Is there a lounge access benefit for Paytm HDFC Bank Select Business Credit Card?

- Paytm HDFC Bank Select Business Credit Card offers 12 domestic lounge visits in a year. The updated lounge list can be viewed at:
List of Airport Lounges as shared by VISA. File attached separately

19. What is Airport Lounge Access Feature on Paytm HDFC Bank Select Business Credit Card?

- To make your travel more comfortable, select HDFC Bank Paytm Select Business credit cards offer complimentary access to airport lounges within India. You can relax in the comforts of the lounge while you wait for your flight. Depending on the credit card variant that you hold, you can avail this benefit and travel in luxury and style. HDFC Bank Paytm Select Business Credit Card cardholders can avail up to 8 lounge access within India in a calendar year using Visa credit card.

20. What happens if you have exceeded your complimentary lounge visits on your HDFC Bank Paytm Credit Card?

- All the visits exceeding the complimentary quota will be allowed at the discretion of lounge and will also be chargeable by the lounge

21. What is video KYC?

- Users can do the KYC verification now remotely on a video call, this will be done via specialized banking staff.

22. Can the customer record and upload videos as part of video KYC?

- No. Real time video call should happen in the process of video KYC verification.

23. Where can the cardholder use Paytm HDFC Bank Select Business Credit Card?

- Paytm HDFC Bank Select Business Credit Card can be used in both online and offline transactions. Once you generate a PIN, you can use your card to make payments at any merchant establishment that accepts VISA payments. You can also use Paytm HDFC Bank Select Business Credit Card for online transactions, international transactions and to add money to your Paytm wallet once you have enabled the card on the HDFC Website.

24. Can contactless transactions be done on Paytm HDFC Bank Select Business Credit Card?

- Paytm HDFC Bank Select Business Credit Card can be enabled for contactless payments, facilitating fast, convenient and secure payments at retail outlets (Look out for the contactless network symbol on the card plastic).
- Please note that in India, payment through contactless mode is allowed for a maximum of ₹5,000 for a single transaction where you are not asked to input your Credit Card PIN. However, if the amount is higher than or equal to ₹5,000, the Cardholder has to enter the Credit Card PIN for security reasons.

25. How does a cardholder generate PIN for Paytm HDFC Bank Select Business Credit Cards?

- A cardholder needs to generate the PIN to activate Paytm HDFC Bank Select Business Credit Card. Following ways can be used for activation
 - i. By using IVR - Call 1860 266 0333
 - ii. By using Net Banking
 - iii. By using Mobile Banking App
 - iv. By using ATM

Please refer to the below link for more information to generate PIN:

<https://www.hdfcbank.com/personal/pay/cards/credit-cards/forgot-card-pin>

26. What documents does a cardholder need to submit to the agent for Paytm HDFC Bank Select Business Credit Card?

- A cardholder is required to show the following documents for Paytm HDFC BankSelect Business Credit Card
 - i. ID proof copy
 - ii. Address proof copy
 - iii. Passport size photograph
- Please note that in case of any discrepancy, a cardholder might be asked for additional document. Certified copy of any Officially Valid Documents (OVD) may be accepted for opening new accounts (as Proof of Identity / Proof of Mailing Address),
 - i. Proof of possession¹ of Aadhaar / printout of e-Aadhaar (not older than 30days) / e-KYC (Biometric / OTP based)
 - ii. Passport [not expired]
 - iii. Permanent Driving license [not expired]
 - iv. Election /Voter's card issued by Election Commission of India
 - v. Job card issued by NREGA duly signed by an officer of the State Government
 - vi. Letter issued by the National Population Register containing details of name & address

27. Can a cardholder avail flexible payment options on Paytm HDFC Bank Seelct Business Credit Card?

- Yes. The flexible payment options of No cost EMI and Low-cost EMI can be availed by a cardholder on the credit card.

28. How does a cardholder activate Paytm HDFC Bank Select Business Credit Card for online, contactless and/or international transactions?

- Paytm HDFC Bank Select Business Credit Card will be disabled for online, contactless and/or international transactions initially to protect against fraud. A cardholder can enable the card through HDFC website.
- For further details on card activation, please visit HDFC Bank website or refer to the leaflets in the welcome kit.

29. How does a cardholder get Paytm HDFC Bank Select Business Credit Card monthly statement?

- Once the bill is generated, the credit card monthly statement is sent to the cardholder's registered email address. A cardholder can also view and download the bill by logging into HDFC Bank website

30. How does a cardholder pay the outstanding dues of Paytm HDFC Bank Select Business Credit Card bill?

- A cardholder can pay the outstanding dues of credit card bill on HDFC Bank website ([https://www.hdfcbank.com/personal/pay/bill-payments/hdfc-bank-credit-card-bill- payment](https://www.hdfcbank.com/personal/pay/bill-payments/hdfc-bank-credit-card-bill-payment)) or HDFC Bank MyCards App.

31. What is the interest rate charged per month on Paytm HDFC Bank Select Business Credit Card?

- The interest rate of 3.6% is charged on the revolving balance of the credit card.

32. What should a cardholder do in case of credit card being lost/stolen?

- In case of credit card being lost/stolen, a cardholder should login to HDFC Bank online at once and report the lost or stolen credit card in the service requests section in the menu.

<https://www.hdfcbank.com/personal/pay/cards/credit-cards/block-loststolen-card>

33. What are the Lost Card Liability benefits of using Paytm HDFC Bank Select Business Credit Card?

Paytm HDFC Bank Select Business Credit Card also offers a lost card liability cover of 3Lakhs, refer claim process for details.



Claim process - Lost Card Liability Cover.

34. How does a cardholder report a transaction report incurred while using the credit card and what is the time frame?

- A cardholder should call HDFC Bank's 24 Hours customer care to report the loss of the credit card and block the same. Please click on the link: <https://www.hdfcbank.com/personal/need-help/report-unauthorized-transactions>. Transaction dispute needs to be reported in writing within 60 days from the statement date in which the said transaction appears.

35. What are the different types of charges & fees levied on Paytm HDFC Bank Select Business Credit Card?

- To know the different type of charges & fees on the credit card, please refer the MITClick in different languages:

<https://www.hdfcbank.com/personal/pay/cards/credit-cards/personal-mitc>

36. Value Benefit Chart for Paytm HDFC Bank Select Business Credit Card:

Save up to 10% on your Business & Personal spends of Rs. 8,00,000 in a year with Paytm HDFC Bank Select Business Credit Card				
List	Benefits & Offers	Spends per year	Savings per year	Assumptions
Key Benefits	5% cashback on all purchases on Paytm [Recharge + Utility + Movies + Mini App + Travel]	240000	5%	Rs. 20000 spends per month (except EMI spends)
	3% cashback on Accelerated Categories like Swiggy, AJIO, Big Basket & Uber.	240000	3%	Rs. 20000 spends per month (except EMI spends)

	1% cashback on all other spends.	180000	1%	Rs. 15000 spends per month (except EMI spends)
Travel/lounge Benefits	Complimentary 12 Lounge Access per year		4.5%	Rs. 3000 per lounge visit
Annual Fee Benefit	Annual fee waived off on spends of Rs. 1 lac in the year.		1%	Rs. 100000 spends per year (except EMI spends)
Milestone Benefits	Rs.500 worth GV upon card activation with 4 transactions in first 30 days.		0.25%	Minimum transaction amount is Rs. 100
	Rs 1000 worth GV on spends of Rs. 2 Lac in a year		0.5%	Already Rs. 300000 is spend for core benefits
	Paytm first membership		0.5%	Get Paytm First Membership for 6 months free worth Rs. 900
Fuel Benefit	1% Fuel Surcharge Waiver Min. transaction 400	144000	1%	Rs. 12000 spends per month
	Total	800000	10%	

Illustration:

- **Cashback Offer:**

1. 5% Cashback on Paytm [Recharge + Utility + Movies + Mini App + Travel] – Capped at Rs.1500 per Calendar Month.
2. 3% Cashback on Accelerated Categories like Swiggy, AJIO, Big Basket & Uber – Capped at Rs. 500 per Calendar Month.
3. 1% Cashback on all other spends (except EMI spends, Rental, Fuel, and Education Spends) – Rs.2000 per Calendar Month.

Scenario: Suppose the merchant is spending Rs. 40000 per month on Paytm [Recharge + Utility + Movies + Mini App + Travel]; Rs. 15000 on Categories like Swiggy, AJIO, Big Basket & Uber and Rs. 5000 on all other spends (except EMI spends, Rental, Fuel, and Education Spends)

Total Cashback = 5% cashback on Rs. 40000 (i.e. Rs. 2000, but feature capped at Rs.1500) + 3% cashback on Categories like Swiggy, AJIO, Big Basket & Uber Rs. 20000 (i.e. Rs. 600, but feature capped at Rs.500) + 1% cashback on Rs. 5000 = Rs. 50. Hence, the total cashback will be **Rs. 2050** will be automatically credited cashpoints, that can be redeemed by the customer against outstanding balance as cashback or can be used for redeeming against other categories such as Smartbuy(Flights/Hotels), Airmiles & Product Catalogue.

- **Gift Vouchers**

1. The customer will be eligible for GV worth Rs. 500 upon card activation with 4 transactions in the first 30 days.

GV Value: Rs. 500

Minimum Transactions: 4

Minimum Amount Spending: Rs. 100 (single transaction)

Scenario 1: If the merchant does 8 transactions in the first 90 days, they can redeem a gift voucher worth Rs. 500.

Scenario 2: If the merchant does 5 transactions in the first 90 days, they cannot redeem a gift voucher.

2. The customer will be eligible for GV worth Rs. 1000 worth GV on spends of Rs.2 Lakhs (except EMI spends) in the year

GV Value: Rs. 1000

Minimum Transaction Amount: Rs.2 lakhs/year

Number of Transactions: No capping on number of transactions.

Scenario 1: If the merchant spends Rs.2.2 lakhs/year, they can redeem a gift voucher worth Rs. 500.

Scenario 2: If the merchant spends Rs.1.5 lakhs/year, they cannot redeem a gift voucher

- **Paytm First Membership:**

Minimum Amount of Transaction: 1

Minimum Value of Transaction: Rs.100

Scenario 1: If the transaction amount is greater than 100, Paytm First Membership can be provided to the merchants.

Scenario 2: If the transaction amount is less than 100, Paytm First Membership cannot be provided to the merchants.

Paytm HDFC Bank Credit Card

1. What is Paytm HDFC Bank Credit Card?

- Paytm HDFC Bank Credit Card is a credit card exclusive for Paytm customers. Paytm customers can get this card by applying for the card on Paytm app. Paytm is offering this card in partnership with HDFC Bank.

2. What are the key features of Paytm HDFC Bank Credit Card?

- 3% Cashback on select purchases on Paytm [Recharge + Utility + Movies + Mini App] – Maximum Cap per Calendar Month – Rs.500
- 2% Cashback on all other Paytm Spends – Maximum Cap per Calendar Month – Rs.500
- 1% Cashback on all other spends (except EMI spends, Rental, Fuel, and Education Spends) – Maximum Cap per Calendar Month – Rs.1000.

3. Any capping on accrual of cashbacks?

- For 3% Cashback on select purchases on Paytm [Recharge + Utility + Movies + Mini App] – Cashback accrual capped at Rs.500 per calendar month.
- For 2% Cashback on all other Paytm Spends – Cashback accrual capped at Rs.500 per calendar month.
- For 1% Cashback on all other spends (except EMI spends, Rental, Fuel, and Education Spends) – Cashback accrual capped at Rs.1000 per month.

4. How to avail cashbacks?

- Cashback is accrued as Cashpoints in your card account, which can be redeemed post statement generation. Cashpoints can be redeemed as Cashback along with other redemption categories.

5. When are the cashpoints received?

- Cashpoints for a particular month will be received in the first week of the subsequent month.

6. What are the Milestone benefits or spend based benefits on Paytm HDFC Bank Credit Card?

- Customers can earn up to Rs. 1200 cashback annually i.e. 1% cashback upon spending INR 10,000 (except EMI and Rental spends) every month capped at INR 100 per month.

7. What is Paytm First membership and how can it be activated?

- Paytm First is a premium subscription-based rewards & loyalty program for Paytm users. It offers exclusive benefits, over and above the regular offers. A Paytm First member will enjoy a wide range of exclusive benefits from leading partnered brands. Your Paytm First membership would be activated within 15 working days upon minimum one transaction of Rs. 100 within one year of card issuance.

8. What if the cardholder already has an active Paytm First membership?

- You will get a complimentary 100% discount voucher for Paytm First membership, which can be shared with friends/family. These codes will be shared over SMS/email within 15 working days upon minimum one transaction of Rs. 100 within one year of card issuance within one year of card issuance.

9. What is the credit free period offered on Paytm HDFC Bank Credit Card?

- Extended credit free period up to 50 days for all purchases is offered to the cardholder on Paytm HDFC Bank Credit Card.

10. What is fuel surcharge waiver fees?

- 1% Fuel Surcharge waiver on fuel transactions (Minimum transaction of ₹400, Maximum transaction of ₹5,000 & Maximum Cashback of ₹250 per statement cycle)

11. What is the membership fee applicable for Paytm HDFC Bank Credit Card?

- For Paytm HDFC Bank Credit Card, a cardholder is charged with annual fee of Rs.500 (plus taxes)
- For customers on-boarded prior to April 01, 2023 will continue to fall under the monthly membership structure (i.e. Rs. 49 + GST per month) till the time they are moved into the annual pricing cycle.
- Such customers (on-boarded prior to 1st April 2023) shall be moved into the annual pricing cycle from 1 year of their card open date.
- **Illustration:**
If a customer has opened his card on 1st October 2022, he shall be moved into the annual pricing cycle on 2nd October 2023. Till such time the customer shall continue to be part of Monthly Membership Fee cycle and the Monthly Spend Based Fee Waiver Benefit shall be applicable.

12. How can a cardholder waive off the first year fee for Paytm HDFC Bank CreditCard?

- For Paytm HDFC Bank Credit Card, First Year Membership fee can be waived off by spending Rs.30,000 (Non-EMI Spends) within the first 90 days.
- For customers on-boarded prior to 1st April 2023, the below benefit shall be applicable till the time they are moved into annual pricing.
Get monthly fee waived off on retail spends of Rs.5000 in a month (Non-EMI spends)
- Such customers (on-boarded prior to 1st April 2023) shall be moved into the annual pricing cycle from 1 year of their card open date.
- **Illustration:**
If a customer has opened his card on 1st October 2022, he shall be moved into the annual pricing cycle on 2nd October 2023. Till such time the customer shall continue to be part of Monthly Membership Fee cycle and the Monthly Spend Based Fee Waiver Benefit shall be applicable.

13. How can a cardholder waive off the Renewal fee for Paytm HDFC Bank Credit Card?

- For Paytm HDFC Bank Credit Card, Renewal fee can be waived off upon spending Rs.50,000 (Non-EMI Spends) in the 12 months period.

14. How does a cardholder earn and redeem cashback?

- The customer can earn up to 3% cashback on all card spends (Non-EMI spends), which will be automatically credited as cashback directly to your card account till 30th April, 2022. From 1st May, 2022, Cashpoints can be redeemed by the customer against outstanding balance as cashback or can be used for redeeming against other

categories such as Smartbuy (Flights/Hotels), Airmiles & Product Catalogue.

15. Is cashback applicable on wallet loads, fuel spends, rental spends and government spends?

- No. The cashback is not applicable on wallet loads and fuel spends. Also, from 1st January 2023 onwards, no cashback will be given on rental and government spends.

16. What is video KYC?

- Users can do the KYC verification now remotely on a video call, this will be done via specialized banking staff.

17. Can the customer record and upload videos as part of video KYC?

- No. Real time video call should happen in the process of video KYC verification.

18. What is Lost Card Liability cover on Paytm HDFC Bank Credit Card?

- Paytm HDFC Bank Credit Card also offers a lost card liability cover of 3 Lakhs, refer claim process for details



Claim process - Lost Card Liability Cover.

19. Where can the cardholder use Paytm HDFC Bank Credit Card?

- Paytm HDFC Bank Credit Card can be used in both online and offline transactions. Once you generate a PIN, you can use your card to make payments at any merchant establishment that accepts VISA payments. You can also use Paytm HDFC Bank Credit Card for online transactions, international transactions and to add money your Paytm wallet once you have enabled the card on the HDFC Website.

20. Can contactless transactions be done on Paytm HDFC Bank Credit Card?

- Paytm HDFC Bank Credit Card can be enabled for contactless payments, facilitating fast, convenient and secure payments at retail outlets (Look out for the contactless network symbol on the card plastic).
- Please note that in India, payment through contactless mode is allowed for a maximum of ₹5,000 for a single transaction where you are not asked to input your Credit Card PIN. However, if the amount is higher than or equal to ₹5,000, the Cardholder has to enter the Credit Card PIN for security reasons.

21. How does a cardholder generate PIN for both Paytm HDFC Bank Credit Cards?

- A cardholder needs to generate the PIN to activate Paytm HDFC Bank Credit Card. Following ways can be used for activation
 - i. By using IVR - Call 1860 266 0333
 - ii. By using Net Banking
 - iii. By using Mobile Banking App
 - iv. By using ATM

Please refer to the below link for more information to generate PIN:

<https://www.hdfcbank.com/personal/pay/cards/credit-cards/forgot-card-pin>

22. What documents does a cardholder need to submit to the agent for Paytm HDFC Bank Credit Card?

- A cardholder is required to show the following documents for Paytm HDFC Bank Credit Card

- i. ID proof copy
 - ii. Address proof copy
 - iii. Passport size photograph
- Please note that in case of any discrepancy, a cardholder might be asked for additional document. Certified copy of any Officially Valid Documents (OVD) may be accepted for opening new accounts (as Proof of Identity / Proof of Mailing Address),
 - i. Proof of possession¹ of Aadhaar / printout of e-Aadhaar (not older than 30 days) / e-KYC (Biometric / OTP based)
 - ii. Passport [not expired]
 - iii. Permanent Driving license [not expired]
 - iv. Election / Voter's card issued by Election Commission of India
 - v. Job card issued by NREGA duly signed by an officer of the State Government
 - vi. Letter issued by the National Population Register containing details of name & address

23. Can a cardholder avail flexible payment options on Paytm HDFC Bank Credit Card?

- Yes. The flexible payment options of No cost EMI and Low-cost EMI can be availed by a cardholder on the credit card.

24. How does a cardholder activate Paytm HDFC Bank Credit Card for online, contactless and/or international transactions?

- Paytm HDFC Bank Credit Card will be disabled for online, contactless and/or international transactions initially to protect against fraud. A cardholder can enable the card through HDFC website.
- For further details on card activation, please visit HDFC Bank website or refer to the leaflets in the welcome kit.

25. How does a cardholder get Paytm HDFC Bank Credit Card monthly statement?

- Once the bill is generated, the credit card monthly statement is sent to the cardholder's registered email address. A cardholder can also view and download the bill by logging into HDFC Bank website

26. How does a cardholder pay the outstanding dues of Paytm HDFC Bank Credit Card bill?

- A cardholder can pay the outstanding dues of credit card bill on HDFC Bank website (<https://www.hdfcbank.com/personal/pay/bill-payments/hdfc-bank-credit-card-bill-payment>) or HDFC Bank MyCards App.

27. What is the interest rate charged per month on Paytm HDFC Bank Business Credit Card?

- The interest rate of 3.6% is charged on the revolving balance of the credit card.

28. What should a cardholder do in case of credit card being lost/stolen?

- In case of credit card being lost/stolen, a cardholder should login to HDFC Bank online at once and report the lost or stolen credit card in the service requests section in the menu.

<https://www.hdfcbank.com/personal/pay/cards/credit-cards/block-loststolen-card>

29. What are the Lost Card Liability benefits of using Paytm HDFC Bank Credit Card?

- Paytm HDFC Bank Credit Card also offers a lost card liability cover of 3Lakhs, refer claim process for details.



Claim process - Lost
Card Liability Cover.

30. How does a cardholder report a transaction report incurred while using the credit card and what is the time frame?

- A cardholder should call HDFC Bank's 24 Hours customer care to report the loss of the credit card and block the same. Please click on the link: <https://www.hdfcbank.com/personal/need-help/report-unauthorized-transactions>. Transaction dispute needs to be reported in writing within 60 days from the statement date in which the said transaction appears.

31. What are the different types of charges & fees levied on Paytm HDFC Bank Credit Card?

- To know the different type of charges & fees on the credit card, please refer the MITClink in different languages:

<https://www.hdfcbank.com/personal/pay/cards/credit-cards/personal-mitc>

32. Value Benefit Chart for Paytm HDFC Bank Credit Card:

Save up to 5% on you Personal spends of Rs. 5,00,000 in a year with Paytm HDFC Bank Credit Card				
List	Benefits & Offers	Spends per year	Savings per year	Assumptions
Key Benefit 1	Get 3% cashback on all purchases on Paytm [Recharge+ Utility + Movies + Mini App]	180000	3%	Rs. 15000 spends per month (except EMI spends)
Key Benefit 2	Get 2% cashback on all other Paytm spends.	144000	2%	Rs. 12000 spends per month (except EMI spends)
Key Benefit 3	Get 1% cashback on all other Retail Spends (non-EMI).	96000	1%	Rs. 8000 spends per month (except EMI spends)
Annual Fee Benefit	First Year Fee waived off on retail spends of INR ,30,000 in first 30 days.	30,0000	1%	Already 30,000 is spent for core benefits
Welcome Benefits	Up to INR 1200 Cashback Annually – Earn 1% CB upon spending INR 10,000 every month (non-EMI)	10000 per month	1%	Rs. 10,000 spends per month (except EMI spends)
Milestone Benefit	Paytm First membership upon 1st Transaction		1%	Get Paytm First Membership worth Rs.1800
Fuel Benefit	1% Fuel Surcharge Waiver Min. transaction 400	72000	1%	Rs. 6000 spends per month
	Total	500000	5%	

Illustration:

- **Cashback Offer:**

1. 3% Cashback on select purchases on Paytm [Recharge + Utility + Movies + Mini App] – Maximum Cap per Calendar Month – Rs.500
2. 2% Cashback on all other Paytm Spends – Maximum Cap per Calendar Month – Rs.500
3. 1% Cashback on all other spends (except EMI spends, Rental, Fuel, and Education Spends) – Maximum Cap per Calendar Month – Rs.1000.

Scenario: Suppose the customer is spending Rs. 20000 per month in Paytm [Recharge + Utility + Movies + Mini App]; Rs.10000 per month on other Paytm Spends and Rs. 5000 on all other spends (except EMI, Rental, Fuel, and Education Spends)

Total Cashback = 3% cashback on Rs. 20000 (i.e. Rs. 600, but feature capped at - Rs.500) + 2% cashback on Rs.30,000 (i.e. Rs. 600, but feature capped at Rs. 500) + 1% cashback on Rs. 5000 (i.e. Rs. 50) = **Rs. 1050**. Hence, the total cashback will be Rs. 1050 will be automatically credited as cashpoints, that can be redeemed by the customer against outstanding balance as cashback or can be used for redeeming against other categories such as Smartbuy (Flights/Hotels), Airmiles & Product Catalogue.

Annual Fee Waiver Offer:

Min & Max Fee Waiver: Rs. 500 + GST

Min & Max Transaction Limit: No Capping

Min Amount Transaction: Rs. 30000 (only on retail spends) in first 30 days

Scenario 1: If the customer spends Rs. 30000 or more in first 30 days on the retail spends, then the first year fee of Rs. 500 + GST is waived off.

Scenario 2: If the customer spends less than Rs. 30000 in first 30 days on the retail spends, then the first year fee of Rs. 500 + GST will not be waived off and shall be charged to the customer.

Scenario 3: If the customer spends Rs. 50000 or more in the renewal year on the retail spends, then the renewal fee of Rs. 500 + GST is waived off.

Scenario 4: If the customer spends less than Rs. 30000 in the renewal year on the retail spends, then the renewal fee of Rs. 500 + GST will not be waived off and shall be charged to the customer.

- **Paytm First Membership:**

Minimum Amount of Transaction: 1

Minimum Value of Transaction: Rs.100

Scenario 1: If the transaction amount is greater than 100, Paytm First Membership can be provided to the merchants.

Scenario 2: If the transaction amount is less than 100, Paytm First Membership cannot be provided to the merchants.

Paytm HDFC Bank Select Credit Card

37. What is Paytm HDFC Bank Select Credit Card?

- Paytm HDFC Bank Select Credit Card is a credit card exclusive for Paytm customers. Paytm customers can get this card by applying for the card on Paytm app. Paytm is offering this card in partnership with HDFC Bank.

38. What are the key features of Paytm HDFC Bank Select Credit Card?

- 5% Cashback on Paytm [Recharge + Utility + Movies + Mini App + Travel] – Capped at Rs.1500 per Calendar Month.
- 3% Cashback on Accelerated Categories like Swiggy, AJIO, Big Basket & Uber – Capped at Rs. 500 per Calendar Month.
- 1% Cashback on all other spends (except EMI spends, Rental, Fuel, and Government Spends) – Rs.2000 per Calendar Month.

39. Any capping on accrual of cashbacks?

- For 5% Cashback on select purchases on Paytm [Recharge + Utility + Movies + Mini App + Travel] – Cashback accrual capped at Rs.1500 per calendar month.
- For 3% Cashback on Accelerated Categories like Swiggy, AJIO, Big Basket & Uber – Cashback accrual capped at Rs.500 per calendar month.
- For 1% Cashback on all other spends (except EMI spends, Rental, Fuel, and Government Spends) – Cashback accrual capped at Rs.2000 per month.

40. How to avail cashbacks?

- Cashback is accrued as Cashpoints in your card account, which can be redeemed post statement generation. Cashpoints can be redeemed as Cashback along with other redemption categories.

41. When are the cashpoints received?

- Cashpoints for a particular month will be received in the first week of the subsequent month.

42. What are the Milestone benefits on Paytm HDFC Bank Select Credit Card?

- The cardholder can avail Rs.500 worth Gift Voucher on quarterly spends of Rs.50,000 (Non-EMI, Non-Wallet and Non-Rental Spends)

43. What is Paytm First membership and how can it be activated?

- Paytm First is a premium subscription-based rewards & loyalty program for Paytm users. It offers exclusive benefits, over and above the regular offers. A Paytm First member will enjoy a wide range of exclusive benefits from leading partnered brands. Your Paytm First membership would be activated within 15 working days upon minimum one transaction of Rs. 100 within one year of card issuance.

44. What if the cardholder already has an active Paytm First membership?

- You will get a complimentary 100% discount voucher for Paytm First membership, which can be shared with friends/family. These codes will be shared over SMS/email within 15 working days upon minimum one transaction of Rs. 100 within one year of card issuance within one year of card issuance.

45. What is the credit free period offered on Paytm HDFC Bank Select CreditCard?

- Extended credit free period up to 50 days for all purchases is offered to the cardholder on Paytm HDFC Bank Select Business Credit Card.

46. What is fuel surcharge waiver fees?

- 1% Fuel Surcharge waiver on fuel transactions (Minimum transaction of ₹400, Maximum transaction of ₹5,000 & Maximum Cashback of ₹250 per statement cycle)

47. What is the membership fee for Paytm HDFC Bank Select Credit Card?

- For Paytm HDFC Bank Select Credit Card, Rs.1,000 is levied as annual charges after 90 days of issuance only if the customer has not activated.

48. What is the Annual fee for Paytm HDFC Bank Select Credit Card?

- For Paytm HDFC Bank Select Credit Card, a cardholder is charged with annual fee of Rs.1,000 (plus applicable taxes) only after 90 days of issuance if the cardholder has not activated the credit card.

49. How can a cardholder waive off the First Year Membership fee for Paytm HDFC Bank Select Credit Card?

- For Paytm HDFC Bank Select Credit Card, First Year Membership fee can be waived off by spending Rs.50,000 (Non-EMI Spends) within the first 90 days.

50. How can a cardholder waive off the Renewal fee for Paytm HDFC Bank Select Credit Card?

- For Paytm HDFC Bank Select Credit Card, Renewal year fee can be waived off upon spending Rs.1,50,000 (Non-EMI Spends) in a 12-month period.

51. How does a cardholder earn and redeem cashback?

- The customer can earn up to 5% cashback on all card spends (Non-EMI spends), which will be automatically credited as cashback directly to your card account till 30th April, 2022. From 1st May, 2022, Cashpoints can be redeemed by the customer against outstanding balance as cashback or can be used for redeeming against other categories such as Smartbuy (Flights/Hotels), Airmiles & Product Catalogue.

52. Is cashback applicable on wallet loads, fuel spends, rental spends and education spends?

- No. The cashback is not applicable on wallet loads and fuel spends. Also, from 1st January 2023 onwards, no cashback will be given on rental and government spends.

53. Is there a lounge access benefit for Paytm HDFC Bank Select CreditCard?

- Paytm HDFC Bank Select Business Credit Card offers 8 domestic lounge visits in a year. The updated lounge list can be viewed at:
List of Airport Lounges as shared by VISA. File attached separately

54. What is Airport Lounge Access Feature on Paytm HDFC Bank Select Credit Card?

- To make your travel more comfortable, select HDFC Bank Paytm Select credit cards offer complimentary access to airport lounges within India. You can relax in the comforts of the lounge while you wait for your flight. Depending on the credit card variant that you hold, you can avail this benefit and travel in luxury and style. HDFC Bank Paytm Select Business Credit Card cardholders can avail up to 8 lounge access within India in a calendar year using Visa credit card.

55. What happens if you have exceeded your complimentary lounge visits on your HDFC Bank Paytm Credit Card?

- All the visits exceeding the complimentary quota will be allowed at the discretion of lounge and will also be chargeable by the lounge

56. What is video KYC?

- Users can do the KYC verification now remotely on a video call, this will be done via specialized banking staff.

57. Can the customer record and upload videos as part of video KYC?

- No. Real time video call should happen in the process of video KYC verification.

58. Where can the cardholder use Paytm HDFC Bank Select Business Credit Card?

- Paytm HDFC Bank Select Business Credit Card can be used in both online and offline transactions. Once you generate a PIN, you can use your card to make payments at any merchant establishment that accepts VISA payments. You can also use Paytm HDFC Bank Select Business Credit Card for online transactions, international transactions and to add money your Paytm wallet once you have enabled the card on the HDFC Website.

59. Can contactless transactions be done on Paytm HDFC Bank Select Credit Card?

- Paytm HDFC Bank Select Credit Card can be enabled for contactless payments, facilitating fast, convenient and secure payments at retail outlets (Look out for the contactless network symbol on the card plastic).
- Please note that in India, payment through contactless mode is allowed for a maximum of ₹5,000 for a single transaction where you are not asked to input your Credit Card PIN. However, if the amount is higher than or equal to ₹5,000, the Cardholder has to enter the Credit Card PIN for security reasons.

60. How does a cardholder generate PIN for Paytm HDFC Bank Select Credit Cards?

- A cardholder needs to generate the PIN to activate Paytm HDFC Bank Select Business Credit Card. Following ways can be used for activation
 - i. By using IVR - Call 1860 266 0333
 - ii. By using Net Banking
 - iii. By using Mobile Banking App
 - iv. By using ATM

Please refer to the below link for more information to generate PIN:
<https://www.hdfcbank.com/personal/pay/cards/credit-cards/forgot-card-pin>

61. What documents does a cardholder need to submit to the agent for Paytm HDFC Bank Select Credit Card?

- A cardholder is required to show the following documents for Paytm HDFC BankSelect Credit Card
 - i. ID proof copy
 - ii. Address proof copy
 - iii. Passport size photograph
- Please note that in case of any discrepancy, a cardholder might be asked for additional document. Certified copy of any Officially Valid Documents (OVD) may be accepted for opening new accounts (as Proof of Identity / Proof of Mailing Address),
 - i. Proof of possession¹ of Aadhaar / printout of e-Aadhaar (not older than 30 days) / e-KYC (Biometric / OTP based)
 - ii. Passport [not expired]
 - iii. Permanent Driving license [not expired]
 - iv. Election /Voter's card issued by Election Commission of India
 - v. Job card issued by NREGA duly signed by an officer of the State Government
 - vi. Letter issued by the National Population Register containing details of name & address

62. Can a cardholder avail flexible payment options on Paytm HDFC Bank Seelct Credit Card?

- Yes. The flexible payment options of No cost EMI and Low-cost EMI can be availed by a cardholder on the credit card.

63. How does a cardholder activate Paytm HDFC Bank Select Credit Card for online, contactless and/or international transactions?

- Paytm HDFC Bank Select Credit Card will be disabled for online, contactless and/or international transactions initially to protect against fraud. A cardholder can enable the card through HDFC website.
- For further details on card activation, please visit HDFC Bank website or refer to the leaflets in the welcome kit.

64. How does a cardholder get Paytm HDFC Bank Select Credit Card monthly statement?

- Once the bill is generated, the credit card monthly statement is sent to the cardholder's registered email address. A cardholder can also view and download the bill by logging into HDFC Bank website

65. How does a cardholder pay the outstanding dues of Paytm HDFC Bank Select Credit Card bill?

- A cardholder can pay the outstanding dues of credit card bill on HDFC Bank website ([https://www.hdfcbank.com/personal/pay/bill-payments/hdfc-bank-credit-card-bill- payment](https://www.hdfcbank.com/personal/pay/bill-payments/hdfc-bank-credit-card-bill-payment)) or HDFC Bank MyCards App.

66. What is the interest rate charged per month on Paytm HDFC Bank Select Credit Card?

- The interest rate of 3.6% is charged on the revolving balance of the credit card.

67. What should a cardholder do in case of credit card being lost/stolen?

- In case of credit card being lost/stolen, a cardholder should login to HDFC Bank online at once and report the lost or stolen credit card in the service requests section in the menu.

<https://www.hdfcbank.com/personal/pay/cards/credit-cards/block-loststolen-card>

68. What are the Lost Card Liability benefits of using Paytm HDFC Bank Select Credit Card?

Paytm HDFC Bank Select Business Credit Card also offers a lost card liability cover of 3Lakhs, refer claim process for details.



Claim process - Lost Card Liability Cover.

69. How does a cardholder report a transaction report incurred while using the credit card and what is the time frame?

- A cardholder should call HDFC Bank's 24 Hours customer care to report the loss of the credit card and block the same. Please click on the link: <https://www.hdfcbank.com/personal/need-help/report-unauthorized-transactions>. Transaction dispute needs to be reported in writing within 60 days from the statement date in which the said transaction appears.

70. What are the different types of charges & fees levied on Paytm HDFC Bank Select Credit Card?

- To know the different type of charges & fees on the credit card, please refer the MITClick in different languages:

<https://www.hdfcbank.com/personal/pay/cards/credit-cards/personal-mitc>

71. Value Benefit Chart for Paytm HDFC Bank Select Business Credit Card:

Save up to 10% on your Personal spends of Rs. 8,00,000 in a year with Paytm HDFC Bank Select Business Credit Card				
List	Benefits & Offers	Spends per year	Savings per year	Assumptions
Key Benefits	5% cashback on all purchases on Paytm [Recharge + Utility + Movies + Mini App + Travel]	240000	5%	Rs. 20000 spends per month (except EMI spends)
	3% cashback on Accelerated Categories like Swiggy, AJIO, Big Basket & Uber.	240000	3%	Rs. 20000 spends per month (except EMI spends)

	1% cashback on all other spends.	180000	1%	Rs. 15000 spends per month (except EMI spends)
Travel/lounge Benefits	Complimentary 8 Lounge Access per year		4.5%	Rs. 3000 per lounge visit
Annual Fee Benefit	Annual fee waived off on spends of Rs. 1 lac in the year.		1%	Rs. 100000 spends per year (except EMI spends)
Milestone Benefits	Rs.500 worth GV upon card activation with 4 transactions in first 30 days.		0.25%	Minimum transaction amount is Rs. 100
	Rs 1000 worth GV on spends of Rs. 2 Lac in a year		0.5%	Already Rs. 300000 is spend for core benefits
	Paytm first membership		0.5%	Get Paytm First Membership for 6 months free worth Rs. 900
Fuel Benefit	1% Fuel Surcharge Waiver Min. transaction 400	144000	1%	Rs. 12000 spends per month
	Total	800000	10%	

Illustration:

- **Cashback Offer:**

1. 5% Cashback on Paytm [Recharge + Utility + Movies + Mini App + Travel] – Capped at Rs.1500 per Calendar Month.
2. 3% Cashback on Accelerated Categories like Swiggy, AJIO, Big Basket & Uber – Capped at Rs. 500 per Calendar Month.
3. 1% Cashback on all other spends (except EMI spends, Rental, Fuel, and Education Spends) – Rs.2000 per Calendar Month.

Scenario: Suppose the merchant is spending Rs. 40000 per month on Paytm [Recharge + Utility + Movies + Mini App + Travel]; Rs. 15000 on Categories like Swiggy, AJIO, Big Basket & Uber and Rs. 5000 on all other spends (except EMI spends, Rental, Fuel, and Education Spends)

Total Cashback = 5% cashback on Rs. 40000 (i.e. Rs. 2000, but feature capped at Rs.1500) + 3% cashback on Categories like Swiggy, AJIO, Big Basket & Uber Rs. 20000 (i.e. Rs. 600, but feature capped at Rs.500) + 1% cashback on Rs. 5000 = Rs. 50. Hence, the total cashback will be **Rs. 2050** will be automatically credited cashpoints, that can be redeemed by the customer against outstanding balance as cashback or can be used for redeeming against other categories such as Smartbuy(Flights/Hotels), Airmiles & Product Catalogue.

- **Paytm First Membership:**

Minimum Amount of Transaction: 1

Minimum Value of Transaction: Rs.100

Scenario 1: If the transaction amount is greater than 100, Paytm First Membership can be provided to the merchants.

Scenario 2: If the transaction amount is less than 100, Paytm First Membership cannot be provided to the merchants.

Paytm HDFC Bank Mobile Credit Card

1. What is Paytm HDFC Bank Mobile Credit Card?

- Paytm HDFC Bank Mobile Credit Card is a credit card exclusive for Paytm customers. Paytm customers can get this card by applying for the card on Paytm app. Paytm is offering this card in partnership with HDFC Bank.

2. What are the key features of Paytm HDFC Bank Mobile Credit Card?

- 2% Cashback on Paytm Mall, Movies & Mini App – Capped at Rs.250 per calendar month
- 1% Cashback on all other Paytm spends – Capped at Rs.250 per calendar month
- 0.5% Cashback on all other spends (except EMI spends) – Capped at Rs.500 per calendar month.

3. Any capping on accrual of cashbacks?

- For 2% Cashback on Paytm Mall, Movies & Mini App – Cashback accrual capped at Rs.250 per calendar month.
- For 1% Cashback on all other Paytm spends – Cashback accrual capped at Rs.250 per calendar month.
- For 0.5% Cashback on all other spends (except EMI spends, Rental, Fuel, and Education Spends) – Cashback accrual capped at Rs.500 per month.

4. How to avail cashbacks?

- Cashback is accrued as Cashpoints in your card account, which can be redeemed post statement generation. Cashpoints can be redeemed as Cashback along with other redemption categories.

5. When are the cashpoints received?

- Cashpoints for a particular month will be received in the first week of the subsequent month.

6. What is the credit free period offered on Paytm HDFC Bank Mobile Credit Card?

- Extended credit free period up to 50 days for all purchases is offered to the cardholder on Paytm HDFC Bank Mobile Credit Card.

7. What is the membership fee for Paytm HDFC Bank Mobile Credit Card?

- For Paytm HDFC Bank Mobile Credit Card, Rs.149 is levied as annual charges.
- For customers on-boarded prior to April 01, 2023 will continue to fall under the monthly membership structure (i.e. Rs. 29 + GST per month) till the time they are moved into the annual pricing cycle.
- Such customers (on-boarded prior to 1st April 2023) shall be moved into the annual pricing cycle from 1 year of their card open date.
- **Illustration:**
If a customer has opened his card on 1st October 2022, he shall be moved into the annual pricing cycle on 2nd October 2023. Till such time the customer shall continue to be part of Monthly Membership Fee cycle and the Monthly Spend Based Fee Waiver Benefit shall be applicable.

8. How can a cardholder waive off the membership fee for Paytm HDFC Bank MobileCredit Card?

- For Paytm HDFC Bank Mobile Credit Card, first year membership fee can be waived off by spending Rs. 1,000 (Non-EMI spends) within the first 30 days and Renewal Year Fee waived upon spending Rs.25,000 (Non-EMI spends) in the 12 months period. (Non-EMI Spends) in a month.
- For customers on-boarded prior to 1st April 2023, the below benefit shall be applicable till the time they are moved into annual pricing. Get monthly fee waived off on retail spends of Rs.2500 in a month (Non-EMI spends)
- Such customers (on-boarded prior to 1st April 2023) shall be moved into the annual pricing cycle from 1 year of their card open date.
- Illustration:
- If a customer has opened his card on 1st October 2022, he shall be moved into the annual pricing cycle on 2nd October 2023. Till such time the customer shall continue to be part of Monthly Membership Fee cycle and the Monthly Spend Based Fee Waiver Benefit shall be applicable.

9. What is the upgrade offer for Paytm HDFC Bank Mobile Credit Card?

- The cardholder can unlock and upgrade the benefits of Paytm HDFC Bank Credit Card by spending Rs.10,000 in 3 consecutive months.

10. How does a cardholder earn and redeem cashback?

- The customer can earn up to 2% cashback on all card spends (Non-EMI spends), which will be automatically credited as cashback directly to your card account till 30th April, 2022. From 1st May, 2022, Cashpoints can be redeemed by the customer against outstanding balance as cashback or can be used for redeeming against other categories such as Smartbuy (Flights/Hotels), Airmiles & Product Catalogue.

11. Is the cashback applicable to wallet loads, fuel, rental and government spends?

- No. The cashback is not applicable on wallet loads and fuel spends. Also, from 1st January 2023 onwards, no cashback will be given on rental and government spends

12. What is video KYC?

- Users can do the KYC verification now remotely on a video call, this will be done via specialized banking staff.

13. Can the customer record and upload videos as part of video KYC?

- No. Real time video call should happen in the process of video KYC verification

14. Where can the cardholder use Paytm HDFC Bank Mobile Credit Card?

- Paytm HDFC Bank Mobile Credit Card can be used in both online and offline transactions. Once you generate a PIN, you can use your card to make payments at any merchant establishment that accepts VISA payments. You can also use Paytm HDFC Bank Mobile Credit Card for online transactions, international transactions and to add money to your Paytm wallet once you have enabled the card on the HDFC Website.

15. How does a cardholder generate PIN for both Paytm HDFC Bank Mobile Credit Cards?

- A cardholder needs to generate the PIN to activate Paytm HDFC Bank Mobile CreditCard. Following ways can be used for activation
 - i. By using IVR - Call 1860 266 0333
 - ii. By using Net Banking
 - iii. By using Mobile Banking App
 - iv. By using ATM

Please refer to the below link for more information to generate PIN:

<https://www.hdfcbank.com/personal/pay/cards/credit-cards/forgot-card-pin>

16. What documents does a cardholder need to submit to the agent for Paytm HDFC Bank Mobile Credit Card?

- A cardholder is required to show the following documents for Paytm HDFC BankMobile Credit Card
 - i. ID proof copy
 - ii. Address proof copy
 - iii. Passport size photograph
- Please note that in case of any discrepancy, a cardholder might be asked for additional document. Certified copy of any Officially Valid Documents (OVD) may be accepted for opening new accounts (as Proof of Identity / Proof of Mailing Address),
 - i. Proof of possession¹ of Aadhaar / printout of e-Aadhaar (not older than 30days) / e-KYC (Biometric / OTP based)
 - ii. Passport [not expired]
 - iii. Permanent Driving license [not expired]
 - iv. Election /Voter's card issued by Election Commission of India
 - v. Job card issued by NREGA duly signed by an officer of the State Government
 - vi. Letter issued by the National Population Register containing details of name & address

17. Can a cardholder avail flexible payment options on Paytm HDFC Bank Mobile Credit Card?

- Yes. The flexible payment options of No cost EMI and Low-cost EMI can be availed by a cardholder on the credit card.

18. How does a cardholder get Paytm HDFC Bank Mobile Credit Card monthly statement?

- Once the bill is generated, the credit card monthly statement is sent to the cardholder's registered email address. A cardholder can also view and download the bill by logging into HDFC Bank website

19. How does a cardholder pay the outstanding dues of Paytm HDFC Bank Mobile Credit Card bill?

- A cardholder can pay the outstanding dues of credit card bill on HDFC Bank website([https://www.hdfcbank.com/personal/pay/bill-payments/hdfc-bank-credit-card-bill- payment](https://www.hdfcbank.com/personal/pay/bill-payments/hdfc-bank-credit-card-bill-payment)) or HDFC Bank MyCards App.

20. What is the interest rate charged per month on Paytm HDFC Bank Mobile Credit Card?

- The interest rate of 3.75% is charged on the revolving balance of the credit card.

21. How does a cardholder report a transaction report incurred while using the credit card and what is the time frame?

- A cardholder should call HDFC Bank’s 24 Hours customer care to report the loss of the credit card and block the same. Please click on the link: <https://www.hdfcbank.com/personal/need-help/report-unauthorized-transactions>. Transaction dispute needs to be reported in writing within 60 days from the statement date in which the said transaction appears.

22. What are the different types of charges & fees levied on Paytm HDFC Bank Mobile Credit Card?

- To know the different type of charges & fees on the credit card, please refer the MITClink in different languages: <https://www.hdfcbank.com/personal/pay/cards/credit-cards/personal-mitc>

23. Value Benefit Chart for Paytm HDFC Bank Mobile Credit Card:

Save upto 5% on your Business & Personal spends of Rs. 2,50,000 in a year with Paytm HDFC Bank Mobile Credit Card				
List	Benefits & Offers	Spends per year	Savings per year	Assumptions
Key Benefit 1	Get 2% cashback on all purchases on Paytm [Mall + Movies + Mini App]	84000	2%	Rs. 7000 spends per month (except EMI spends)
Key Benefit 2	Get 1% cashback on all other Paytm spends.	72000	1%	Rs. 6000 spends per month (except EMI spends)
Key Benefit 3	Get 0.5% cashback on all other Retail Spends (non-EMI).	42000	0.5%	Rs. 3500 spends per month (except EMI spends)
Annual Fee Benefit	Annual Fee waived off on retail spends of INR 1000 in first 30 days	2500 per month	2%	Rs. 30000 spends per year (except EMI spends)
Unlock & Upgrade Benefits	Unlock Benefits of Mass variant by spending INR 10,000 in 3 consecutive months	10000 per month		

Fuel Benefit	1% Fuel Surcharge Waiver Min. transaction 400	48000	1%	Rs. 4000 spends per month
	Total	250000	5%	

Illustration:

- **Cashback Offer:**

- 2% cashback on all purchases in Paytm (Mall + Movies + Mini App) – capped at Rs.250 per month
- 1% cashback on all other Paytm spends – capped at Rs.250 per month
- 0.5% on all other retail spends (except EMI spends) – capped at Rs.250 per month

Scenario 1: Suppose the merchant is spending Rs. 15000 per month in Paytm, Rs. 30000 on all other Paytm spends and Rs. 5000 on all other retail spends

Total Cashback = 2% cashback on Rs. 15000 (i.e. Rs. 300, but product feature capped at Rs. 250) + 1% cashback on Rs. 30000 (i.e. Rs.300, but product feature capped at Rs.250) + 0.5% cashback on Rs. 5000(i.e. Rs. 25) = **Rs. 525**. Hence, the total cashback will be Rs.525 will be automatically credited as cashback directly to your card account till 30th April, 2022. From 1st May, 2022, Cashpoints can be redeemed by the customer against outstanding balance as cashback or can be used for redeeming against other categories such as Smartbuy (Flights/Hotels), Airmiles & Product Catalogue.

- **Unlock Benefits of Mass Variant by spending Rs. 10,000 in 3 consecutive month**

Product Feature: The customer should spend a minimum amount of Rs. 10,000 per month (except EMI spends) for 3 consecutive months.

Scenario 1: If the customer spends Rs. 11000 in first month, Rs 12000 in second month and Rs. 15000 in third month, then they can upgrade the existing digi card to mass variant card and avail the benefits of the mass variant card from the consequent month.

Scenario 2: If the customer spends Rs. 11000 in first month, Rs 8000 in second month and Rs. 18000 in third month, then they cannot upgrade the existing digi card to mass variant card as they have not met the required criteria for 3 consecutive months.

Scenario 3: If the customer spends Rs. 8000 in first month, Rs 6000 in second month and Rs. 9500 in third month, then they cannot upgrade the existing digi card to mass variant card as they have not met the required criteria for 3 consecutive months.

- **Annual Fee Waiver Offer**

Min & Max Fee Waiver: Rs. 149 + GST (per month)

Min & Max Transaction Limit: No Capping

Min Amount Transaction/Month:

Rs. 1000 (only on retail spends) in first 30 days

Scenario 1: If the customer spends Rs. 1000 or more in first 30 days on the retail spends,

then the first year fee of Rs. 149 + GST is waived off.

Scenario 2: If the customer spends less than Rs. 1000 in first 30 days on the retail spends, then the first year fee of Rs. 149 + GST will not be waived off and shall be charged to the customer.

Scenario 3: If the customer spends Rs. 25000 or more in the renewal year on the retail spends, then the renewal fee of Rs. 149 + GST is waived off.

Scenario 4: If the customer spends less than Rs. 25000 in the renewal year on the retail spends, then the renewal fee of Rs. 149 + GST will not be waived off and shall be charged to the customer.

Paytm HDFC Bank Digital Credit Card

1. What is Paytm HDFC Bank Digital Credit Card?

- Paytm HDFC Bank Digital Credit Card is a credit card exclusive for Paytm customers. Paytm customers can get this card by applying for the card on Paytm app. Paytm is offering this card in partnership with HDFC Bank.

2. What are the key features of Paytm HDFC Bank Digital Credit Card?

- 2% Accelerated Cashback on Scan & Pay on Paytm App – Select Merchants only (capped at Rs. 250 per month)
- 2% Cashback on accelerated categories – Swiggy & Uber (capped at Rs. 250 per month)
- 1% cashback on all retail spends including spends on Paytm (capped at Rs. 500 per month)

3. Any capping on accrual of cashbacks?

- For 2% Accelerated Cashback on Scan & Pay on Paytm App] – Cashback accrual capped at Rs.250 per calendar month.
- For 2% Cashback on accelerated categories – Swiggy & Uber – Cashback accrual capped at Rs.250 per calendar month.
- For 1% Cashback on all other spends including Paytm Spends (except EMI spends, Rental, Fuel, and Education Spends) – Cashback accrual capped at Rs.500 per month.

4. How to avail cashbacks?

- Cashback is accrued as Cashpoints in your card account, which can be redeemed post statement generation. Cashpoints can be redeemed as Cashback along with other redemption categories.

5. When are the cashpoints received?

- Cashpoints for a particular month will be received in the first week of the subsequent month.

6. What is the credit free period offered on Paytm HDFC Bank Digital Credit Card?

- Extended credit free period up to 50 days for all purchases is offered to the cardholder on Paytm HDFC Bank Digital Credit Card.

7. What is the membership fee for Paytm HDFC Bank Digital Credit Card?

- For Paytm HDFC Bank Digital Credit Card, Rs.149 is levied as annual charges.

8. What is the annual fee for Paytm HDFC Bank Digital Credit Card?

- For Paytm HDFC Bank Digital Credit Card, a cardholder is charged with an annual fee of Rs.149 (plus applicable taxes).

9. How can a cardholder waive off the membership fee for Paytm HDFC Bank Digital Credit Card?

- For Paytm HDFC Bank Digital Credit Card, first year membership fee can be waived off by spending Rs.1,000 (Non-EMI Spends) within first 30 days. Also, renewal year membership fee waived upon spending Rs.25,000 (Non-EMI Spends) in the 12 month-period.

10. What are the benefits received by customer upon activation?

- The cardholder can enjoy cashback benefits upto Rs. 150 on the first 2

transactions done, whereby the minimum spends on each transaction to be Rs.250.

11. How does a cardholder earn and redeem cashback?

- Cashpoints can be redeemed by the customer against outstanding balance as cashback or can be used for redeeming against other categories such as Smartbuy (Flights/Hotels), Airmiles & Product Catalogue.

12. Is the cashback applicable to wallet loads, fuel, rental and government spends?

- No. The cashback is not applicable on wallet loads and fuel spends. Also, from 1st January 2023 onwards, no cashback will be given on rental and government spends

13. What is video KYC?

- Users can do the KYC verification now remotely on a video call, this will be done via specialized banking staff.

14. Can the customer record and upload videos as part of video KYC?

- No. Real time video call should happen in the process of video KYC verification.

15. How does a cardholder generate PIN for both Paytm HDFC Bank Digital Credit Cards?

- A cardholder needs to generate the PIN to activate Paytm HDFC Bank Digital Credit Card. Following ways can be used for activation
 - i. By using IVR - Call 1860 266 0333
 - ii. By using Net Banking
 - iii. By using Mobile Banking App
 - iv. By using ATM

Please refer to the below link for more information to generate PIN:

<https://www.hdfcbank.com/personal/pay/cards/credit-cards/forgot-card-pin>

16. What documents does a cardholder need to submit to the agent for Paytm HDFC Bank Digital Credit Card?

- A cardholder is required to show the following documents for Paytm HDFC Bank Digital Credit Card
 - i. ID proof copy
 - ii. Address proof copy
 - iii. Passport size photograph
- Please note that in case of any discrepancy, a cardholder might be asked for additional document. Certified copy of any Officially Valid Documents (OVD) may be accepted for opening new accounts (as Proof of Identity / Proof of Mailing Address),
 - i. Proof of possession of Aadhaar / printout of e-Aadhaar (not older than 30 days) / e-KYC (Biometric / OTP based)
 - ii. Passport [not expired]
 - iii. Permanent Driving license [not expired]
 - iv. Election / Voter's card issued by Election Commission of India
 - v. Job card issued by NREGA duly signed by an officer of the State Government
 - vi. Letter issued by the National Population Register containing details of name & address

17. Can a cardholder avail flexible payment options on Paytm HDFC Bank Digital Credit Card?

- Yes. The flexible payment options of No cost EMI and Low-cost EMI can be availed by a cardholder on the credit card.

18. Can a cardholder avail the cash withdrawal facility?

- For Paytm HDFC Bank Digital Credit Card, no cash withdrawal facility is allowed.

19. How does a cardholder get Paytm HDFC Bank Digital Credit Card monthly statement?

- Once the bill is generated, the credit card monthly statement is sent to the cardholder's registered email address. A cardholder can also view and download the bill by logging into HDFC Bank website

20. How does a cardholder pay the outstanding dues of Paytm HDFC Bank Digital Credit Card bill?

- A cardholder can pay the outstanding dues of credit card bill on HDFC Bank website (<https://www.hdfcbank.com/personal/pay/bill-payments/hdfc-bank-credit-card-bill-payment>) or HDFC Bank MyCards App.

21. What is the interest rate charged per month on Paytm HDFC Bank Digital Credit Card?

- The interest rate of 3.6% is charged on the revolving balance of the credit card.

22. How does a cardholder report a transaction report incurred while using the credit card and what is the time frame?

- A cardholder should call HDFC Bank's 24 Hours customer care to report the loss of the credit card and block the same. Please click on the link: <https://www.hdfcbank.com/personal/need-help/report-unauthorized-transactions>. Transaction dispute needs to be reported in writing within 60 days from the statement date in which the said transaction appears.

23. What are the different types of charges & fees levied on Paytm HDFC Bank Digital Credit Card?

- To know the different type of charges & fees on the credit card, please refer the MITClink in different languages:

<https://www.hdfcbank.com/personal/pay/cards/credit-cards/personal-mitc>

24. Value Benefit Chart for Paytm HDFC Bank Digital Credit Card:

Save upto 5% on your Business & Personal spends of Rs. 2,50,000 in a year with Paytm HDFC Bank Digital Credit Card				
List	Benefits & Offers	Spends per year	Savings per year	Assumptions
Key Benefit 1	2% accelerated cashback on Scan & Pay (capped at Rs. 250 per month)	84000	2%	Rs. 7000 spends per month
Key Benefit 2	2% cashback on key accelerated categories – Swiggy & Uber (capped at Rs. 250 per month)	72000	2%	Rs. 6000 spends per month

Key Benefit 3	1% cashback on all retail spends including Paytm spends (capped at Rs. 500 per month)	42000	1%	Rs. 3500 spends per month (except EMI spends)
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First Year Fee Benefit	First Year Fee waived off on spending INR 1,000 in first 30 days	1000 in the first month		
Renewal Year Fee Benefit	Renewal Year Fee waived off on spending Rs.25,000 in a calendar year.		0.7%	Rs. 25000 spends in a year (Non EMI spends)
Fuel Benefit	1% Fuel Surcharge Waiver Min. transaction 400	48000	1%	Rs. 4000 spends per month
Benefit on Activation	Rs. 150 Cashback on doing on the first 2 transactions, whereby the minimum spends on each transaction to be Rs.250.	500		First 2 transactions of at least Rs.250 each
	Total	250000	5%	

Illustration:

- **Cashback Offer:**

2% accelerated cashback on Scan & Pay (capped at Rs. 250 per month)

2% cashback on key accelerated categories – Swiggy & Uber (Capped at Rs. 250 per month)

1% cashback on all retail spends including spends on Paytm (Capped at Rs. 500 per month)

Scenario 1: Suppose the customer is spending Rs.6000 per month using the Scan & Pay feature on Paytm, Rs.5000 on Swiggy, Rs.4000 on Uber and spends worth Rs. 5500 on all other retail spends

Total Cashback = 2% cashback from spends via Scan & Pay worth Rs.6000 (i.e. Rs. 250*) + 2% cashback from spends on Swiggy & Uber worth Rs. 9000 (i.e. Rs.180) + 1% cashback from other retail spends worth Rs. 5500(i.e. Rs. 55) = Rs. 485. Hence, the total cashback will be Rs. 485. Cashback will be accrued as cashpoints. These cashpoints can be redeemed by the customer against outstanding balance as cashback or can be used for redeeming against other categories such as Smartbuy (Flights/Hotels), Airmiles & Product Catalogue.

*- Since cashback on Scan & Pay feature is capped at Rs.250 per month.

- **First Year Fee Waiver Offer**

Min & Max Fee Waiver: Rs. 149 + GST

Min & Max Transaction Limit: No Capping

Min Amount Transaction in the First Month: Rs. 1,000 (only on retail spends & except EMI spends)

Scenario 1: If the customer spends Rs. 1,000 or more in the first 30 days on the retail spends, then the monthly fee of Rs. 149 + GST is waived off.

Scenario 2: If the customer spends less than Rs. 1,000 in a year on retail spends, then the yearly fee of Rs. 149 + GST is charged to the customer.

- **Renewal Year Fee Waiver Offer**

Min & Max Fee Waiver: Rs. 149 + GST

Min & Max Transaction Limit: No Capping

Min Amount Transaction/Year: Rs. 25000 (only on retail spends & except EMI spends)

Scenario 1: If the customer spends Rs. 2500 or more in the 12-month period on retail spends, then the yearly fee of Rs. 149 + GST is waived off.

Scenario 2: If the customer spends less than Rs. 25000 in a year on retail spends, then the yearly fee of Rs. 149 + GST is charged to the customer

