

## AXIS bank Cardmember Terms and Conditions

These terms and conditions (“Terms”) shall be applicable to the Credit Cardholders (as defined hereinafter) participating in the Offer (as defined hereinafter) who agrees to be bound by the same and shall regulate the provisions of the specified products and services provided by the Axis Bank (“Axis Bank”). Participation in this offer is voluntary. Any User participating in the Offer shall be deemed to have read, understood, and accepted these terms and conditions and these Terms shall be in addition to and not in derogation of other applicable terms and conditions of any account or any other facility/services offered by the Bank and/or such other terms and conditions as may be specified by the Bank.

Definitions: The following words and phrases shall have the meanings set out herein below in this document unless repugnant to the context:

“Month” - Statement month i.e. monthly billing cycle of your credit card

“Credit Cardholders” – A person who is holding the retail Axis Bank Credit Card. Also to be referred as “Customer” or “Cardmember”

“Campaign Period/ Offer Period/ Validity” - The period for which the offer is valid.

“Transactions” – any usage on the card which is not a charge/fee/interest levied.

“Target spend” – The exact amount that the customer needs to spend on his credit card to be eligible for the offer.

“Activation” – the first transaction done on the credit card is considered as Activation and the date of first transaction is considered as Activation date.

“Merchant” – any establishment where the AXIS Bank credit card mentioned in the offer has been used for making a purchase.

“MCC: Merchant Category Code”- A Merchant Category Code (MCC) is a four-digit number assigned to a merchant/business by the merchant’s acquiring bank. The acquiring bank provides the credit card payment facilities used by the merchant and it determines and applies (with respect to the account), the MCC which in its view best describes the merchant activity.

SMS/Email/Mobile App Push Notification sent by AXIS Bank to the customer’s registered mobile number/email ID mentioning the offer is referred to as “communication”. Only those customers who receive the communication are eligible.

The Campaign Period referred to as “Offer Period” or “Validity”, used interchangeably, will be the one mentioned in the communication received by customer.

### 1. Credit card application Tracking:

The customer must follow the given steps to track their credit card application status:

- Click on the following link: <https://www.axisbank.com/application-tracker>
- Click on credit card.
- Input mobile number and application ID or PAN Number
- Status of card will be provided.

### 2. Card Activation:

The customer can activate the Axis Bank Rewards card in various ways. They are:

- The customer has to login to Axis Mobile/Internet banking and navigate to the control centre. To activate the card, input the 6-digit activation code/CVV and set the Credit card PIN and enable & set limits of online and contactless usage for domestic and international transactions.
- Call 1860 419 5555/ 1860 500 5555 to activate the card by providing personal details and 6-digit activation code.

The details to activate the card is mentioned in the welcome letter.

### 3. Joining and Annual Card Fee:

- There is a joining fee of INR 1000+GST along with an annual card fee of INR 1000 + GST to be levied on the card.
- Annual fee to be billed on the first statement date, post completion of card anniversary year. A card member shall be exempted from the said annual card fees of the anniversary year in which INR 2 lakhs or more is spent on the Card.
- All the transaction will be considered as on settlement date.
- There will be no MCC restriction for the spends calculated for the annual fee waiver.

### 4. Welcome Rewards:

5000 EDGE reward points shall be awarded on cumulative net spends (purchase net of refunds / reversals) of INR 1000 or above within 30 days of card issuance.

- The bonus EDGE rewards points shall be credited to card account in the subsequent statement. Spends are calculated basis the transaction date captured on credit card account.
- Transaction date captured on credit card account is basis the transaction date submitted by the Merchant Establishment/Association (i.e. Mastercard® & Visa). Axis bank will not be held responsible if Merchant Establishment submits the transaction date as different from the actual date when the transaction was done. This offer is not applicable on swap to Axis bank Rewards Credit card from an already existing Axis bank Credit card.
- Any welcome benefit once credited is not reversed even if there are reversals of transactions.
- There will be no MCC restriction for the spends to be considered for welcome benefit.
- Welcome benefit of 5000 EDGE rewards if customer is eligible will reflect from card plastic issue date + 50days. Eg: If card plastic issue date is 01<sup>st</sup> June 2022 then Welcome benefit of 5000 EDGE rewards if customer is eligible will be credited to customers EDGE rewards account on 01<sup>st</sup> June 2022 + 50 days = 21<sup>st</sup> July 2022

## 5. Earn Reward Points:

### 2 EDGE reward point on every INR 125 spent:

- Customer shall earn 2 EDGE (1EDGE rewards =INR 0.20) reward point on every INR 125 spent on the Axis Rewards Credit Card and in multiples thereof. The Reward points earned against purchases made on the credit card shall reflect in the customer's EDGE account on the transaction posting date.
- Purchase transactions performed on these Merchant Category Codes (MCC) as allotted by Mastercard® & Visa shall not earn rewards:

#### Excluded MCCs

- Transportation & Tolls (4111, 4121, 4131,4784)
- Utilities (4814,4816,4899,4900)
- Insurance (6300,6381,5960,6012,6051)
- Educational Institutions (8211,8241,8244,8249,8299)
- Govt. Institutions (9211,9222,9311,9399,9402,9405,8220)
- Wallet (6540)
- Rent (6513)
- Fuel (5541,5542,5983)

### 10X EDGE Rewards on every INR 125 spent at Apparel & Department Stores:

- Customer shall earn 20 EDGE reward points on every INR 125 spent and in multiples thereof for transactions done at Apparel & Department Stores. 10X EDGE rewards points will be bifurcated as Base 1X + Incremental 9X EDGE rewards points. Incremental 9X bonus points is subject to a cap of 1008 points (i.e. 9X of INR 7000/125) per statement month.
- For net spends greater than INR 7000 under this category, the customer will earn 2 EDGE reward points per INR 125 spent and in multiples thereof.
- Identification of apparel and department stores are based on MCCs (Merchant Category Codes) allotted by Mastercard® & Visa (refer section MCC for additional details).

MCC	Description
5311	DEPARTMENT STORES
5399	MISC GENERAL MERCHANDISE
5621	WOMENS READY TO WEAR STORES
5631	WOMENS ACCESS/SPECIALTY
5651	FAMILY CLOTHING STORES
5655	SPORTS/RIDING APPAREL STORES
5681	FURRIERS AND FUR SHOPS
5699	MISC APPAREL/ACCESS STORES
5691	MENS/WOMENS CLOTHING STORES
5641	CHILDREN/INFANTS WEAR STORES

- For merchant outlets not registered under the MCCs assigned for Apparel and Department Stores by Mastercard® & Visa customer will earn 2 reward points for every INR 125 spent on the card and in multiples thereof. Axis bank will not be responsible for providing the 10X rewards points for purchases at merchant outlets/ franchisees that have not registered themselves under the MCCs captioned above.

- For the purchases made under the 10X rewards eligible transactions, the total reward points (i.e. 1X + 9X points) will be credited on the settlement of the transaction. Surplus amount is calculated as the balance cumulative net purchase amount in the accelerated category over Rs.7000 in the statement month. This surplus amount is maintained for a period of two months, on a rolling basis, for each month.
- In case of any reversal transactions, there will be corresponding adjustment entry, calculated as per the surplus amount (if any) available for the statement month of the source transaction which is reversed. Surplus amount is calculated as the balance cumulative net purchase amount in the accelerated category over Rs. 7000 in the statement month. No adjustment of accelerated rewards for eligible transactions will be done post 60 days from transaction date.

**Summary of Reward points earn for every INR 125 spent:**

Merchant Category	Base Rewards 1X	Incremental 9X on departmental & apparel stores	Total
Departmental & Apparel Store	2 EDGE Points	18 EDGE Points	20 EDGE points
Others	2 EDGE Points	-	2 EDGE points
Maximum incremental reward points per statement month	No Cap	1008 points (i.e. spend threshold of Rs. 7,000)	

- Illustrative example on Rewards earn: For an Axis Rewards Credit Card with statement cycle on 10th of each month, card statement is generated on 10th January for spends between 11th December to 10th January consisting of below transactions

Txn Type	Rewards Category	Transaction Date	Amount	Total (Base + incremental)
Purchase	10X	12/25/2022	7000	1120
Purchase	10X	12/29/2022	5000	80
Purchase	1X	12/31/2022	3000	48
Reversal	10X	01/20/2023	-7000	-1120
Adjustment	10X	01/20/2023	5000	720

**Adjustment:**

- Both accelerated and base EDGE reward points will be credited to the customer within T+7 days.
- The transaction done on 29th December although eligible for 10X reward points does not receive the same as the accelerated capping of 1008 points is hit.
- Due to reversal on 20th January, points are reversed and accordingly adjustments are made to credit points for eligible transactions for which erstwhile accelerated rewards were not credited/partially credited.

While points will be reversed based on the reversal amount, any adjustments entry in rewards due to reversals are only taken up to 60 days, i.e., no adjustment will be made in rewards points if the reversal happens post 60 days from transaction date.

## 6. Redemption of Reward Points:

Rewards points can be redeemed in the following ways:

1. Catalogue: The customer can redeem their reward points from the catalogue listed under the EDGE Platform via Net & Mobile Banking.
2. Partner miles / points: “Eligible Transactions” are the successful transactions done on the card by the cardholder to convert EDGE Rewards into Partner Miles via Net & Mobile Banking.
3. Pay with Points via SMS: The EDGE Rewards earned by the customers can be redeemed against eligible transactions at multiple merchants (online & offline)
4. Online Pay with Points Redemption: The EDGE Rewards earned by the customers can be redeemed online via Net & Mobile Banking.

Category	Redemption rate for every 1 EDGE Reward	Minimum EDGE Rewards to redeem
Catalogue	As per catalogue structure (Product and gift vouchers)	300
Partner miles / points	5 EDGE REWARD Points / 10 EDGE REWARD Points = 1 Partner Point as per current select & privilege card conversion	NA
Pay with Points via SMS	20 paise	300
Online Pay with Points Redemption	20 paise	300

- On redemption, the reward points so redeemed will be automatically adjusted from the accumulated reward points in the card member’s loyalty account.

## 7. Milestone Rewards:

Customer shall earn 1500 bonus EDGE rewards points on cumulative net spends (purchase net of refunds / reversals) of greater than or equal to INR 30,000 in a statement month.

The bonus rewards points shall be credited to the customer’s EDGE account in the subsequent statement.

- All settled transaction populated in the statement will be considered for benefit eligibility.
- Points will be credited before the subsequent statement month. Net spends to be considered for the welcome benefit and shall be cumulative of both primary & add-on card.
- Milestone benefit if customer is eligible will be credited from statement generation date + 15 days. E.g. if statement generation date is 10<sup>th</sup> June 2022 then Milestone benefit of 1500 EDGE rewards points will get credited to customer EDGE rewards account on 10<sup>th</sup> June 2022 + 15 days= 25<sup>th</sup> June 2022.
- Milestone benefits will not be reversed once credited.

- This offer is not applicable on swap to Axis bank Rewards Credit card from an already existing Axis bank Credit card for the first month of swapping. Other Terms & Conditions listed in section 12.
- EMI conversions will not be considered for milestone calculation.

- The following MCCs are excluded from milestone calculation:

Insurance	6300, 6381, 5960, 6012 & 6051
Wallet	6540
Rent	6513
Cash Withdrawal	6011, 6012

#### **8. Membership Benefit:**

Customer shall receive bouquet of membership up to INR 1000 per anniversary year. Anniversary year is card issuance date + 365 days and multiples.

- Customer will be provided benefit after completion of card anniversary year i.e. on renewal only
- The Bouquet of benefits will be communicated by the bank once customer repays the minimum due amount of 13th month before due date.
- The bouquet of memberships is subject to change from time to time without any prior notice.
- Customers to be eligible upon settlement of minimum amount due or above for the statement bill generated for the 13th month (first month of the renewed membership year) before due date, and basis the same logic on an annual basis thereafter.
- Any fee reversal will not be permitted once benefit is claimed by the customer.
- For lifetime free credit card customers, membership benefit will not be applicable.

#### **9. Swiggy Offer:**

All customers are eligible for 30% instant discount on Swiggy up to INR 150 per month for a minimum transaction value of INR 200.

- The offer is applicable only twice a calendar month per card.
- The offer will be renewed every calendar month. Offers of one calendar month cannot be carried over to the next calendar month. i.e. If a customer avails the offer only once this calendar month, next month he will be able to avail the offer only twice.
- On cancellations, if an order is placed and the payment is successful, then later it is cancelled, the limit per card will not be refreshed.

#### **10. Lounge Access:**

- All Axis Rewards card holder are eligible for 2 domestic lounge access per quarter.
- For details regarding the Lounge program, please refer to the link <https://www.axisbank.com/docs/default-source/default-document-library/axis-bank-airport-lounge-access-program.pdf>
- Refer to Set A on the participating lounges entitled on your Axis Bank Rewards Credit Card.

## **11. Fuel Surcharge:**

- 1% fuel surcharge waiver on all fuel transactions between INR 400 to INR 5000, with a max cap of Rs.400 on wavier in the statement month
- GST charged on fuel surcharge is non-refundable.

## **12. Other Terms and Conditions:**

- Qualifying purchase value will exclude all EMIs pertaining to Loan on credit card, Purchases EMI post facto, Dial an EMI, Balance conversion and Balance transfer programs, cash withdrawals, cash advances, fees, charges and Goods and Services Tax (GST). Any disputed transaction will not be considered for qualifying purchase value computation. Merchant refunds/reversals will be considered as a negative adjustment in qualifying purchase value computation.
- For Axis Bank Rewards Credit Card customer, while AXIS Bank suspends customer EDGE account for delinquent customers, points continued to be credited as per normal process. Once customer delinquency status is removed on the transaction settlement date AXIS Bank allows customer to use EDGE account for redeeming points. In case of any reversal, point will be reversed from customer EDGE account.
- If a cardholder of Axis Bank Rewards Credit Card is terminated at any time for any reason, by the Bank, the primary Cardholder will be disqualified from earning reward points and request for redemption of unused reward points.
- Reward points on closed cards by the customer can be redeemed only against rewards catalogue up to 30 days post card closure.
- Reward points once exchanged for any other partner loyalty programs cannot be transferred back. Card member cannot transfer any Reward Points to another person.
- No accumulation or redemption of reward points will be permissible if on relevant date there is any breach of any clause of the detailed Axis bank Cardmember Terms and Conditions.
- Axis bank's computation of reward points shall be final, conclusive and binding on Cardmembers and will not be liable to be disputed or questioned, save and except in case of manifest error.
- Axis bank holds no warranty and is not representative of the delivery, services, suitability, merchantability, availability, or quality of the products made available to Customer by participating merchants under the respective Offer.
- The Customers shall not hold Axis bank, its group entities, or affiliates, their respective directors, officers, employees, agents, vendors, responsible for or liable for, any actions, claims, demands, losses, damages, personal injury, costs, charges and expenses which a Customer claims to have suffered, sustained or incurred, or claims to suffer, sustain or incur, directly or indirectly, by way of and/or on account of participating in the Offer or the acceptance, decline, non-receipt, suitability, quality or by use or non-use or suitability or effectiveness of the products/services .
- Axis bank is not liable or responsible for any claim(s), dispute(s) regarding delivery, service, suitability, merchantability, availability, quantity, or quality made available to the Customers under the Offer on the products/services (shortly referred as "Claims").
- In reference to any Claims under the Offer, it must be addressed in writing, by the Customers directly to participating merchants and that Axis bank shall not entertain any communication in this regard. Any query/ contention/ dispute raised by any Customer to Axis bank shall be

forwarded to the merchant who shall be solely responsible for resolving such queries/ contentions/disputes within reasonable time.

- The Offer is valid only if the Customer's account continues to be in good standing and payment continues to reach Axis bank before the payment due date.
- Axis bank reserves the right to, at any stage and at its discretion, to extend or terminate this Offer, without prior notice or assigning any reasons thereof, to add/alter/modify/change or vary all or any 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.
- Neither anything contained in these terms & conditions, nor the running of these Offer to which they apply, shall be construed as an obligation on Axis bank to continue the Offer up to, on or after the Offer termination date. Nothing herein amounts to a commitment or representation by Axis bank to conduct further such Offers.
- The Offer terms & conditions shall be governed by the Laws of India. Any dispute arising out of this offer shall be subject to the exclusive jurisdiction of competent courts in Mumbai.
- Any taxes or liabilities or charges payable to the Government or any other regulatory authority or body, if any, shall be borne directly by Customer and/or billed to the account of the Customer.
- If the Offer and/or anything to be done by Axis bank or any other entity in respect of the Offer is prevented or delayed by causes, circumstances or events beyond the control of Axis bank or any other entity, including but not limited to computer viruses, tampering, unauthorized intervention, interception, fraud, technical failures, floods, fires, accidents, earthquakes, riots, explosions, wars, hostilities, acts of government or other causes of like or similar or other character beyond the control of Axis bank or the other entity/ies, then Axis bank and/or the other entity/ies shall not be liable for the same to the extent so prevented or delayed, and will not be liable for any consequences. Axis bank shall in no way be liable if any Customer is unable to login to merchant website/app due to incompatibility of device, internet usage plans, or any other reason whatsoever.
- The Credit Card is issued for personal expenses and purposes only. The Cardholder must not use the Credit Card to purchase anything for resale, for commercial or business purposes. The Credit Card should be used only for lawful, bona fide personal purposes and must not be used for any money laundering, anti-social or speculative activities or must not be exploited commercially in business (e.g. for working capital purposes).
- If the Credit Card is found to be used for prohibited, restricted, commercial purposes or any purposes as mentioned above, Axis Bank may, at its sole discretion, exercise its right to cancel the concerned Credit Card and additional/add-on cards thereof and withhold/cancel the Cashback/EDGE Rewards earned, without any notice to the Cardholder. Axis Bank may enquire with you over phone or through any other means of formal communication and seek details, information, proofs, etc., about the Credit Card transactions, pattern of usage, etc. Non-satisfactory responses or no responses from the Cardholder may lead to blocking/closure of the Credit Card by Axis Bank
- Use of the Card at Merchant Establishment will be limited by the credit limit assigned to each Card Account by the Bank.
- The Bank may, at any time without prior notice, or stating any reason whatsoever, refuse authorization for a Charge at a Merchant Establishment, and / or restrict or defer the Card member's ability to use the Card and / or suspend or cancel the Card. The Bank through the ATM, Merchant Establishment, by itself may repossess / retain the Credit Card, if it reasonably



believes that it is necessary to do so for proper management of credit or business risk, or if the Card or Card Account is being misused or likely to be misused.