

- **On Airtel** - Please note that for transaction done on Airtel Thanks platform, cashback shall be given basis MIDs/VPA IDs(for UPI transactions) received from the Airtel's end. In terms of utility bill payment, all utility billers that are enabled by BBPS are supported on Airtel Thanks App platform.
  - o Cashback on 25% category is applicable only for recharge or bill payment of active Airtel connections. Payments (be it hardware cost, installation charges, advance recharge or bill payment amount or any other amount) made for new or inactive connection will not be eligible for the cashback
- **On Bigbasket** - Please note that for transaction done on BigBasket App, cashback shall be eligible on those spends made on Bigbasket & BBnow. If customer does transaction on 'the beautystore','freshe!meats' etc then customer shall not be eligible for cashback.
- **On Swiggy** - Please note that for transaction done on Swiggy App, cashback shall be eligible on those spends made on Food Delivery and Dineout. If customer does transaction on 'Instamart','genie' etc then customer shall not be eligible for cashback.
- **On Zomato**- Please note that for transaction done on Zomato App, cashback shall be eligible on those spends made on Delivery and Dining. If customer does transaction on '

Zomaland', 'Money', 'District', 'Blinkit' etc then customer shall not be eligible for cashback.

- Since there is capping involved, cashback break-up at transaction level cannot be shared. However, customer can check the cashback summary at the bottom of the statement
- Cashback shall not be eligible for following spends/transactions on the card,
  - Fuel Spends
  - EMI transactions
  - Purchases converted to EMI post facto
  - Wallet loading transactions
  - Purchase of Jewelry items
  - Cash advances
  - Payment of outstanding balances
  - Payment of card fees and other card charges
  - Rental Payments
  - Government services
  - Insurance services
  - Education services
  - Utility Spends that are not done on Airtel Thanks platform (effective from 20<sup>th</sup> Apr'24)

For eg. If the customer spends Rs. 30,000 in a billing cycle with the following break up of spends of i) Recharge through Airtel Thanks App: Rs. 2,500 ii) Utility Bill payment through Airtel Thanks App: Rs. 2,500 iii) Swiggy, Zomato & Bigbasket: Rs. 5,000 iv) Other spends: Rs. 20,000.

- Out of these "Other spends", Rs. 10,000 was an EMI purchase.
- Thus, the total spends eligible for cashback would only be Rs. 2,500 + Rs. 2,500 + 5,000+ {Rs.20,000 – Rs. 10,000 (EMI transaction)} Rs. 10,000 = 20,000

The cashback for the billing cycle in example would be calculated as follows:

25% of Rs. 2,500 = Rs. 625 (since it is capped at Rs.250 per month, eligible cashback will be Rs.250)

10% of Rs. 2,500 = Rs. 250

10% of Rs. 5,000 = 500

1% of Rs. 10,000 = Rs. 100

Thus, the total cashback for the example would be Rs. 250+250+500+100 = Rs. 1,100

- Cashback of 25% and 10% categories will be calculated basis the Merchant IDs (MIDs)/ Virtual Payment Address (VPA IDs) shared by the respective merchants. Axis Bank shall not be held liable if a transaction on any of these merchants does not earn accelerated cashback.
- Cashback credits are processed basis Merchant Identification Number (MID) / Virtual Payment Address (VPA) ID received from the merchant. In case of any discrepancy, the balance cashback would be processed within 90 days basis confirmation from the merchant on the applicable MID/VPA ID.

- Non-customer initiated credit such as cashback/charge reversals etc. received into the credit card account will not be considered as a payment towards the outstanding of the card. However, such credits will be considered to compute the subsequent month's dues.
- Cashback earned for the purchases during the current billing cycle will be credited in the next billing cycle 3 days prior to the statement generation date i.e. if the statement date is 12th March, cashback earned in the Feb month cycle (13th Jan-12th Feb) will be credited on 9th March.

Statement Period: 13th of a month to 12th of the next month Cashback			
Cashback Credit	Utility Bill Payment via Airtel Thanks App on 10th	Rs.1000	Dr.
	Cashback earned in the Jan cycle with statement date of 12th Jan	Rs.100	
	Cashback credited 3 days prior to next statement date i.e. on 9th Feb	Rs.100	Cr.

Cashback earned will be computed based on spends during the statement period minus any returns or refunds during the same period.

- Cashback for Airtel/ preferred partners is configured basis MID's/ VPA IDs (for UPI transactions) received from the merchant to identify such spends. In case there is a dispute with regards to non-receipt of cashback owing to transaction falling in MID /VPA ID(for UPI transactions) outside such list maintained at bank's end, bank shall reconcile the same with the merchant and cashback shall be posted/processed post confirmation from merchant. In such scenarios, subject to merchant confirmation of the MID/ VPA ID(for UPI transactions), bank may take up to 90 days from transaction date to process cashback for such disputed transactions
- In case customer opts for change in statement cycle, then cashback will be calculated and credited basis the new statement cycle only. Cashback will be calculated for transaction made between last cycle date and new cycle date. Accordingly, cashback capping shall be applicable basis the new statement cycle. For example, customer wants to change cycle date from 12<sup>th</sup> of every month to 1<sup>st</sup> of every month and customer makes this request on 8<sup>th</sup> June. Then the cashback will be calculated for transactions made from 13 May to 1 July.
- In case the purchase/ transaction is returned/ cancelled/ reversed post statement generation date, cashback toward such transactions will be debited on the date of such purchase/ transaction reversal.
- In case of conversion of a transaction to EMI at a later date, cashback earned on such transaction will be reversed during the same billing cycle as EMI conversion.

- The cashbacks earned/reversed during a billing cycle will be visible in the monthly credit card billing statement.
- In case the customer reverses a transaction, the corresponding cashback earned on the transaction will also be reversed and in case the customer has an outstanding balance on credit card in the form of reversed cashback, the same will be treated as an ordinary outstanding balance and the customer will be liable to pay for such outstanding amount, failing which the said amount will attract the fees & charges as per the schedule of charges defined in the Most Important Terms and Conditions.
- There is a limit to the earning of the cashback which is as following:
  - For 25% cashback on spends on Airtel Mobile, Broadband, WiFi and DTH bill payments via Airtel Thanks App, the capping is Rs.250 per month.
  - For 10 % cashback on spends on utility bill payments such as gas, electricity, etc., via Airtel Thanks App, the capping is Rs.250 per month.
  - For 10% cashback on Preferred merchants is capped at Rs.500 per month (combined for all merchants).
  - For 1% cashback on other spends there is no limit
- If a Cardholder's Airtel Axis Bank credit card is terminated at any time for any reason, whether by the primary Cardholder or the Bank, the primary Cardholder will forthwith be disqualified from earning the Cash backs and all unused Cash backs then accrued shall automatically be forfeited immediately after voluntary or involuntary cancellation of the Airtel Axis Bank Credit Card.
- Any remaining Cash back including Cashbacks pending credit into the account of the Cardholder shall immediately cease to be valid upon the occurrence of the following:
  - The cancellation of the Airtel Axis Bank credit card; or
  - The conversion of the Airtel Axis Bank Credit Card to any other Axis Bank credit card
  - In the event of a default i.e. if the Minimum Amount Due is not paid by the Payment Due Date or
  - Breach of any clause of the Card Member Agreement

And no refund, extension or compensation shall be given by Axis Bank even if the card member's membership is reinstated.

- 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 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.
- Nothing contained in the cashback proposition shall be construed as a binding obligation on Axis Bank or any participating Merchant Partner to continue the Cashback Scheme after the Scheme Termination Date or to substitute the Cashback Scheme by a new or similar scheme.
- The bank may temporarily prohibit any customer from earning cashback or using any features of the program.
- For Airtel Axis Bank customers who want to cancel their EMI transactions, customers need to call up Axis Bank customer care at 18604195555/18605005555 for the same.
- For EMI transactions that are cancelled by the customer/bank, the cashback in the customer's statement for that respective cycle might get debited twice, the customer would need to raise a service request by calling the Axis Bank customer care mentioning that cashback has been incorrectly debited with the date and amount of transaction for correction of the same.
- Since there is no cashback on EMI transactions, once a transaction is converted in to EMI, the customer will not earn any cashback on the transaction even if the customer opts for foreclosure or cancellation of the EMI and pays the full amount on the same.
- For customers who wish to foreclose their EMI transactions, customers would need to call up Axis Bank customer care and place a request for the same.
- The cashback will be rounded off for each individual transaction. For eg., if for a transaction of Rs. 1540, the customer is eligible for a cashback of 1% i.e.,  $1540 * 1\% = \text{Rs. } 15.4$  then for that individual transaction Rs. 15 will be credited to the customer.

- The following transaction category have been excluded from cashback eligibility:

Sr No	Description
1	Cash advances
2	Fuel spends
3	Rent payments
4	Wallet recharge
5	Jewelry
6	Insurance services
7	Education services
8	Government services
9	Utility Spends not done on Airtel Thanks App*

\*Utility transactions done on Airtel Thanks App will continue to earn cashback, however, utility transactions done outside the Airtel Thanks App will not earn cashback.

- The terms and conditions mentioned in the document can be revised or terminated at any time with 30 days prior notice.
- The cashback shall not be applicable if the Card has been withdrawn or cancelled or is liable to be cancelled or the account of the Card member is a delinquent Account.
- Axis Bank's computation of the Cashback shall be final, conclusive and binding on a Card member and will not be liable to be disputed or questioned.
- The terms contained in this document shall be in addition to and not in derogation of the Most Important Terms and Conditions document.
- The cashback proposition is made available at the pleasure of Axis Bank and Axis Bank expressly reserves the right at any time and with notice to Card members, to add to and/or alter, modify, change or vary all or any of these Terms and Conditions or to replace wholly or in part, the Cashback Scheme by another scheme, or to withdraw it altogether.
- Without prejudice to anything contained in the Terms and Conditions, all disputes, if any, arising out of or in connection with or as a result of the Rewards Scheme or otherwise relating hereto shall be subject to the exclusive jurisdiction of the competent courts / tribunals at Mumbai.