

Role and Responsibilities of Co-Brand Partner, Paisabazaar Marketing and Consulting Pvt Ltd, (RBL Bank Paisabazaar Duet / Paisabazaar Duet Plus Credit Card):

SALES AND MARKETING:

- (i) Paisabazaar Marketing and Consulting Pvt Ltd shall be responsible for marketing and distribution of the Co-branded Credit Card to the customers, including identification of and interaction with the potential customers, promoting and publicizing the Co-branded Credit Cards, solicitation and collection of online Application forms from Applicants where such Application has been sourced by Paisabazaar Marketing and Consulting Pvt Ltd, along with collection of all other documents from the Applicant (in digital form only) required by RBL Bank and under Applicable Law for satisfying 'know your customer' requirements. Paisabazaar Marketing and Consulting Pvt Ltd shall provide RBL Bank with the details of the relevant Applicant (who wishes to make an Application) as provided by the Applicant, to enable RBL Bank to complete and evaluate the Application.
- (ii) Paisabazaar Marketing and Consulting Pvt Ltd represents that it will act in its capacity as a duly appointed representative of the Applicant and will share the details of the Applicant with RBL Bank under due authorization and consent by such Applicant.
- (iii) Paisabazaar Marketing and Consulting Pvt Ltd on intimation by RBL Bank, shall reasonably extend all necessary support for reporting and regulatory aspects in relation to sourcing of the Applicant for the Co-branded Program, if required by RBL Bank vide its instructions, provided it is mutually agreed between the Parties.
- (iv) **CUSTOMER INQUIRIES:** Paisabazaar Marketing and Consulting Pvt Ltd shall:
 - (a) refer to RBL Bank's customer service any customers/Cardmember who contacts Paisabazaar Marketing and Consulting Pvt Ltd concerning a claim, complaint, dispute, service issue or request for information regarding the Co-branded Credit Cards; and
 - (b) to the extent possible, extend reasonable assistance to RBL Bank in connection with any such complaint or request for information in relation to sourcing of the Applicant for the Co-branded Program collected by Paisabazaar Marketing and Consulting Pvt Ltd from the Customer, upon request from RBL Bank.
- (v) **SERVICES PROVIDED BY PAISABAZAAR APP:**

All digital services for RBL Bank Paisabazaar Cardholders available inside the Paisabazaar app are only accessible within the SDK integrated infrastructure provided by RBL Bank. The RBL Bank SDK-enabled infra ensures that no customer PII / account data / transaction data / data of any other category is exposed to the partner app or to the co-brand partner via any means of communication.

(A) CREDIT CARD DASHBOARD

The Credit Card Dashboard is a user interface within the RBL Bank SDK enabled infra of the partner app, which provides an easy-to-understand view of the cardholder's card account status/activity in real-time. Credit Card Dashboard may undergo additions/deletions of card functionalities in the future. Functionalities of the Credit Card Dashboard are enlisted (limited to) below:

- (a) View unbilled transactions