

FAQ's FOR EDITION CLASSIC AND EDITION BLACK CARD

**1. What will happen to my current physical card?**

A: You will be issued Shoprite Credit Card by RBL Bank on May 15, 2023. You will be able to enjoy Shoprite Card benefits on your current Edition Card plastic from May 15, 2023. You will receive Shoprite Credit Card on the address registered RBL Bank post May 15, 2023. Start swiping as soon as you receive it

**2. What will be the benefits on the RBL Bank Shoprite Credit Card?**

A: The benefits will be applicable as per RBL Bank Shoprite Card value proposition:

- Earn 1 Reward Point for every Rs.100 spent on all your purchases except fuel
- Earn 20 Reward Points for every Rs.100 when you use your card for grocery shopping (maximum 1000 Reward Points in a month)
- Get 10% discount (up to Rs. 100) on movie tickets at BookMyShow 15 times in a year (you can avail the offer by selecting RBL Bank 10% Offer under Credit Card offers and discounts post movie selection on BookMyShow)
- Tank up with Shoprite Credit Card with waiver of fuel surcharge at all fuel stations (Valid for fuel transactions between Rs. 500 and Rs. 4000. Maximum waiver of Rs. 100 per month.)

For detailed Terms and Conditions, click here <

<https://drws17a9qx558.cloudfront.net/document/credit-cards/tnc-shoprite-credit-card.pdf>>

*Fee & charges* - a reward redemption fee of Rs. 99+GST will be applicable on redemption of your available reward points earned on RBL Bank Credit Cards. Reward redemption fee will be levied one time for redemptions made in a single day.

Visit RBL Bank < <https://www.rblbank.com/product/credit-cards/shoprite-credit-card>> website for details.

**3. What will happen to the cashback (Edition Cash) I have earned on transactions till May 14, 2023?**

A: You can redeem all the cashback (Edition Cash) available on Zomato app till May 14, 2023. Please go to the Edition card section within the Money tab on the bottom right corner of your Zomato app and click on 'Redeem' to convert the cashback (Edition Cash) into Zomato credits now. Any outstanding balance of Edition Cash will be auto-credited as Cashback to your Shoprite Card account by Jun 10, 2023.

**4. What will happen to the cashback I have redeemed into Zomato credits but have not been used till May 15, 2023?**

A: There is no expiry date of the Zomato credits earned by converting Edition cash.

**5. Will I continue to see the transactions on my Zomato app after May 14, 2023?**

A: No. Edition card dashboard will be available on Zomato app only till May 14, 2023. You will be able to see your transaction history, make bill payments and change Card settings using RBL Bank MyCard app.

**6. Will there be any changes to the annual fees of the Card?**

A: RBL Bank Shoprite Credit Card will be absolutely LIFETIME FREE for you

**7. Who can I reach out to in case I have not received the correct reward point on any transaction?**

A: Please reach out to RBL bank on helpline number (+91-22-6232-7777) or at [cardservices@rblbank.com](mailto:cardservices@rblbank.com)

**8. On which address, the new card plastic will be delivered?**

A: Your new card plastic will be delivered on the address registered with RBL Bank. You can reach out to RBL bank on their helpline number (+91-22-6232-7777) to know the exact address or request a change

**9. Will my credit limit change on Shoprite Credit card?**

A: No, your credit limit will remain the same

**10. How will I be informed when the new physical card has been issued?**

A: RBL bank will send SMS/ email informing you about the new card and its dispatch details