

Role and Responsibilities of co-brand partner, Critical Path Technologies Pvt Ltd, known as SalarySe (RBL Bank SalarySe UP Credit Card)

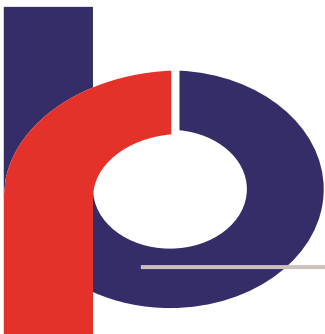
SALES AND MARKETING

- I. Critical Path Technologies Pvt Ltd (SalarySe) 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 SalarySe, 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. SalarySe 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. SalarySe 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. SalarySe and RBL Bank shall preserve in safe custody and maintain all records, audit trails, data and documents related to sourcing of the Application, Applicant authorizations and consent and/or for such period as may be prescribed under Applicable Law, from time to time and shall promptly within 7 Business Days furnish the same to RBL Bank as and when required and asked by the Bank. SalarySe shall maintain separately all information, records, documents etc. pertaining to sourcing of Co-branded Card pursuant to the Agreement.
- IV. SalarySe 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.

v. CUSTOMER INQUIRIES

SalarySe shall:

- (a) refer to RBL Bank's customer service any customers/Cardmember who contacts SalarySe 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 complaints or request for information in relation to sourcing of the Applicant for the Co-branded



Program collected by SalarySe from the customer, upon request from RBL Bank Pvt. Ltd concerning a claim, complaint, dispute, service issue or request for information regarding the Co-branded Credit Cards.

VI. SERVICES PROVIDED IN THE SALARYSE APP:

All digital card services for RBL Bank SalarySe Cardholders available inside the SalarySe 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. Some functionalities of the Credit Card Dashboard are enlisted (but not limited to) below:

- a. View Virtual Card details
- b. Statement Summary including amount due & billing date

VII. REWARDS REDEMPTION ON THE SALARYSE APP:

Rewards earned on the RBL Bank SalarySe UP Credit card can be redeemed on both RBL Bank rewards website (rblrewards.com) & on SalarySe mobile application.