

RBL Bank Titanium Delight Credit Card Terms and Conditions

1. INTRODUCTION:

These Terms and Conditions (“Terms”) apply to and regulate the provision of the Titanium Delight Card as offered by RBL Bank Limited (“RBL Bank”). In an event of conflict between these Terms and terms as prescribed under the Cardmember Agreement, the provision of the Cardmember Agreement shall prevail.

2. DEFINITIONS AND INTERPRETATION:

- 2.1. “Account” or “Card Account” shall mean an account maintained by RBL Bank under these terms and conditions, in the name of the Cardmember.
- 2.2. “Card” or “Titanium Delight Card” shall mean the credit card offered by RBL Bank.
- 2.3. “Cardmember/s” or “Primary Cardmember/s” shall mean such customers to whom a Card has been issued and who is authorized to hold the Card. The use of terms ‘you’ and ‘your’ shall mean the Cardmember where the context admits.
- 2.4. “INR” shall mean Indian National Rupee.
- 2.5. “Membership Year” shall mean the 12-month period commencing from the date of the credit card account issuance.
- 2.6. “Offer” shall mean such benefits given by RBL Bank on purchase of products/services using RBL Bank services.
- 2.7. “Statement” shall mean the Card statement sent by RBL Bank to its Cardmembers at periodic intervals indicating the payment credited and the transaction debited to the Account and the charges (if any) as applicable along with the payment required by the payment due date as applicable
- 2.8. “Website” shall mean www.rblbank.com.
- 2.9. “Retail Transaction” shall mean any purchase of goods or services made by a cardmember at a merchant, whether online or in a physical store. These transactions exclude cash withdrawals, fund transfers, or other non-purchase activities.
- 2.10. “Eligible Transaction” shall mean any successful retail transaction which qualifies for the card benefits.
- 2.11. “Void Transaction” shall mean any transaction wherein the transaction has taken place but has been cancelled /rejected /unsuccessful.
- 2.12. Unless otherwise defined, the capitalized terms used in these Terms will have the same meanings as ascribed to them in the Cardmember’s Agreement.

3. PRODUCT OFFER:

3.1. Welcome Benefit:

The Cardmember applying for the Titanium Delight Credit Card is entitled to a ‘Welcome Benefit’ of 2000 reward points on making an eligible retail transaction within 30 days from the date of the Card issuance by RBL Bank and upon paying the annual membership fees as reflected in the first Statement by the payment due date. It is hereby clarified that upon the successful eligible retail transaction and the payment of the annual membership fee by the Cardmember by the payment due date, the ‘welcome benefit’ will be credited to the Cardmember’s Credit Card Account within 60 days from the date of the Card issuance.

Furthermore, if you make eligible retail transactions worth INR 10,000 within a period of 60 days from the date of the Card issuance by RBL Bank, you will earn additional 1,000 reward points. The Cardmember understands and acknowledges that the additional reward points earned will be credited to the Cardmember's account within 45 days of crossing the above-mentioned threshold. The additional reward points will be reflected in the Monthly Statement.

The Cardmember can redeem the reward points from www.rblrewards.com. For more details, refer to www.rblrewards.com/tnc.

3.2. Milestone Benefit:

The Cardmember can earn 4,000 bonus reward points by eligible retail transactions worth INR 1,50,000 or more in one membership year. The Cardmember understands and acknowledges that the bonus reward points earned will be credited to the Cardmember's account within 45 days of crossing the above-mentioned threshold. The bonus reward points will be reflected in the Monthly Statement. The Cardmembers can redeem the reward points at www.rblrewards.com. For more details, refer to www.rblrewards.com/tnc.

The purchases made on the Card will be calculated only for settled transactions, basis the transaction date submitted by the merchant establishment/network (i.e. MasterCard/RuPay/VISA). The Cardmember agrees and understands that in an event the merchant establishment submits the transaction date as different from the actual date when the transaction was done, RBL Bank will not be held responsible or liable for the same.

W.e.f. October 15, 2024, transactions made on select merchant categories: Fuel & Auto, Utilities, Insurance, Quasi-Cash, Railways, Real Estate/Rental, Education, Wallet/Service Providers, Government Services, Contracted Services, Cash, Miscellaneous, Bills2Pay and EMI conversion of retail transactions (Including Split-N-Pay & EMI conversion requests placed at the time of making transactions at POS/Web/Mobile App), fees (if any), charges & GST will be excluded from the qualifying purchase value for availing the bonus reward points.

Do refer to the list of Merchant Category and their respective Merchant Category Codes (MCCs) in the Section 3.7.

3.3. Discounts on Movie Tickets at BookMyShow:

The Cardmember may avail a 'monthly benefit' comprising of discount of INR 200 or a maximum number of one free ticket, whichever is lower in price on booking the movie tickets on the website of BookMyShow i.e. www.bookmyshow.com or using the BookMyShow mobile application. The 'monthly benefit' shall be applicable and valid only once a calendar month and for movie shows screened on Wednesday. For detailed steps on how to avail the benefit, [click here](#).

It is hereby clarified that the 'monthly benefit' is applicable only on primary Card, and not on add-on Cards.

The Cardmember shall be entitled to the one free movie ticket or discount of INR 200 as mentioned hereinabove only upon a valid purchase of at least one full price movie ticket. The 'monthly benefit' is applicable for ticket bookings relating to all cinemas in India where tickets can be booked at www.bookmyshow.com or on the BookMyShow mobile application. In an event you have applied for the discount as mentioned herein above, however the transaction is not successful, kindly wait for twenty (20) minutes before attempting to re-avail the discount. Furthermore, cardmember is advised to avoid navigating back & forth on the application or website while availing the discount. It is advised to the Cardmember to ensure all other applicable terms and conditions, if any prescribed by BookMyShow on its website i.e. www.bookmyshow.com or on its mobile application must be adhered to. The Cardmember agrees and understands that the tickets once bought online, shall be considered sold and cannot be cancelled, refunded or exchanged.

The Cardmember also agrees and understands that this ‘monthly benefit’ cannot be combined with any other offers/discounts/promotions/encash as displayed on the website or mobile application of BookMyShow. RBL Bank shall not be responsible or liable in any manner whatsoever for any deficiency or inadequacy of service rendered by BookMyShow for any loss whatsoever of any nature suffered by any Cardmember. The Cardmember understands that BookMyShow will use best efforts to ensure the ‘monthly benefit’ are provided as described hereinabove, however the Cardmembers shall not make any claim or seek compensation against BookMyShow or RBL Bank, in the event that the ‘monthly benefit’ are not provided or provided as described (whether or not such non provision is due to fault, negligence on the part of BookMyShow or RBL Bank)

3.4. Reward Benefits:

The Cardmember can earn 1 reward points for every eligible retail transaction worth INR 100 spent, 10 reward points for every eligible retail transaction worth INR 100 spent on grocery shopping on Wednesday and 20 reward points for every eligible retail transaction worth INR 100 spent on Pizza Hut/Domino’s on Wednesday. It is clarified that upon making eligible retail transactions in the ‘grocery shopping’ & ‘Pizza Hut/Domino’s’, a Cardmember can earn up to a maximum of 1000 rewards points in one month for each merchant category. The Cardmember understands and acknowledges that reward points earned in a month will be credited to the Cardmember’s account within 45 days from the settlement date of eligible retail transactions. A consolidated reward points summary will be reflected in the Monthly Statement. The Cardmembers can redeem the reward points at www.rblrewards.com. For more details, refer to www.rblrewards.com/tnc.

It is clarified that ‘one month’ is defined as one billing cycle assigned to the Card. The purchases made on the Card will be calculated only for settled transactions, basis the transaction date submitted by the merchant establishment/network (i.e. MasterCard/RuPay/VISA). The Cardmember agrees and understand that in an event the merchant establishment submits the transaction date as different from the actual date when the transaction was done, RBL Bank will not be held responsible or liable for the same.

Transactions made on select merchant categories: Fuel & Auto, Utilities, Insurance, Railways, Real Estate/Rental, Wallet/Service Providers & Miscellaneous are not eligible to earn reward points. W.e.f. October 15, 2024, transactions made on select merchant categories: Quasi-Cash, Education, Government Services, Contracted Services, Cash & Bills2Pay will also not be eligible to earn reward points. Do refer to the list of Merchant Category and their respective Merchant category codes (MCCs) in the Section 3.7.

Reward points will not be accrued on EMI conversion of retail transactions. This includes converting retail transactions to EMI (Split-N-Pay) and EMI conversion requests placed at the time of making transactions at POS/Web/Mobile App.

3.5. Fuel Surcharge Waiver:

Upon every fuel purchase for an amount between INR 500 and INR 4,000 (inclusive of both the amounts and excluding the surcharge amount) made by the Cardmember with the Shoprite Credit Card, the Cardmember is eligible for the fuel surcharge waiver. The Cardmember shall receive a waiver on the fuel surcharge up to INR 100 every calendar month. The Cardmember recognizes and understands that any fuel purchase for an amount less than INR 500 shall not be eligible for the fuel surcharge waiver and the Cardmember shall continue to be levied with a surcharge amount of INR 10. The Cardmember also recognizes and understands that any fuel purchase for an amount of more than INR 4,000 shall not be eligible

for the fuel surcharge waiver and will continue to be levied with a surcharge amount equivalent to 1% of the total transaction amount. The eligible fuel purchases made at petrol pumps will be levied with applicable fuel surcharge amount at the time of the purchase and this will appear on the Statement. This surcharge will subsequently be reversed for eligible transactions. A consolidated reversal of the fuel surcharge amount will be reflected in the subsequent month's Statement. The levied surcharge will not be reversed for transactions which are not eligible for the fuel surcharge waiver i.e. transactions worth below INR 500 and above INR 4,000. The Cardmember understands that Goods and Service Tax shall be levied on the fuel purchase and the same shall not be reversed.

For example: Your monthly statement date is 22nd of every month. You make 2 fuel transactions as below:

- Fuel Purchase of INR 700 (Exclusive of surcharge & GST) on September 27, 2024
- Fuel Purchase of INR 499 (Exclusive of surcharge & GST) on October 10, 2024

It is hereby clarified that 1st transaction of INR 700 will qualify for fuel surcharge waiver. Surcharge of 1% of the transaction value or INR 10 (whichever is higher) will be reversed & reflect in the next month's statement generated on October 22, 2024.

However, 2nd transaction of INR 499 will not qualify for the fuel surcharge waiver since fuel transaction amount is less than the qualifying value of INR 500.

3.6 Spend Based Annual Fee Waiver:

If the Cardmember makes eligible retail transactions equal to or greater than INR 1,50,000 in the respective membership year, the annual fee of INR 750 (exclusive of taxes) applicable for subsequent membership year will get waived off. This implies that the annual fee applicable for subsequent membership year will not be levied & reflected in the statement. For example: Your membership year runs from April 01 to March 31. Between April 2023 & March 2024, you spend INR 1,50,000 or more on your card. As a result, your annual fee for the membership year April 2024 – March 2025 will be waived off and it won't be reflected in the statement of April 2024.

W.e.f. October 15, 2024, transactions made on select merchant categories: Fuel & Auto, Utilities, Insurance, Quasi-Cash, Railways, Real Estate/Rental, Education, Wallet/Service Providers, Government services, Contracted Services, Cash, Miscellaneous & Bills2Pay and EMI conversion of retail transactions (Including Split-N-Pay & EMI conversion requests placed at the time of making transactions at POS/Web/Mobile App), fees (if any), charges & GST will be excluded from the qualifying purchase value for availing the fee waiver. Do refer to the list of Merchant Category and their respective Merchant Category Codes (MCCs) in the Section 3.7.

3.7 List of Merchant Category Codes (MCCs)

Please refer to below table for the list of Merchant Category Codes (MCCs) against each category as defined by MasterCard/RuPay/VISA guidelines:

Category	Merchant Category Codes (MCCs)
Fuel & Auto	0032, 2541, 4001, 5542, 5541, 5172
Utilities	4900
Insurance	6300,6310
Quasi-Cash	6050, 6051, 4829
Railways	0066, 4011, 4112
Real Estate/Rental	6513

Education	8220,8244, 8249, 8211, 8241, 8299
Wallet/Service Providers	6540
Government Services	9400,1490, 2490, 2995, 7800, 9406, 9222, 9405, 9399, 9211, 9402, 9401, 9311, 9223
Contracted Services	1711, 1740, 0763, 1520, 0742, 1761, 1799, 1750, 1731, 1771, 0780
Cash	6011, 6010
Miscellaneous	5960

4. TERMS AND CONDITIONS PRESCRIBED BY RBL BANK:

4.1. RBL Bank does not guarantee and make any representation about the usefulness, worthiness and/or character of the discount / benefit provided on the Card. Any tax or other liabilities or charges payable to the government or any other statutory authority/body or any participating establishment, which may arise or accrue to the Cardmember due to provision of the offer, shall be to the sole account of the Cardmember. Tax deducted at source, if any, on the monetary value of the Offer shall be payable by the Cardmember.

RBL Bank reserves the right to disqualify the Cardmember from the benefits of the Offer if any fraudulent activity is identified as being carried out for the purpose of availing the benefits under the Offer or otherwise by use of the Card. RBL Bank shall not be held liable for any delay or loss that may be caused in delivery of the product and services or the assured gifts / prizes.

4.2. RBL Bank reserves the right, at any time, without prior notice and without assigning any reason whatsoever, to add/alter/modify/change or vary these terms and conditions or to replace, wholly or in part by another offer, whether similar to this offer or not, or to extend or withdraw it altogether. The Offer provided on the Titanium Delight Card cannot be clubbed with any other offers that may be available to the Cardmember by RBL Bank and the offers there under not transferable. The Offer is not valid and applicable for Void Transaction. The Offer's cannot be clubbed/combined/exchanged with any other offer running at the said mobile application of RBL Bank/or Website. This Offer is valid only for successful/approved transactions and not void transactions.

4.3. RBL Bank will also not be liable for any consequences connected with the use/ misuse of the Card by any third party due to the Card falling in the hands of any third party or the PIN coming to the knowledge of any third party. If any third parties gain access to the services, including the Card Account, the Cardmember will be responsible and shall indemnify RBL Bank against any liability, costs or damages arising out of such misuse / use by third parties based upon or relating to such access and use, or otherwise.

DISCLAIMER:

RBL Bank Limited displays the Offers/ services extended by third parties to RBL Bank's Cardmembers and RBL Bank is not rendering any of these Offers/ services. RBL Bank does not act as express or implied agent of the said third parties vis-a-vis the Cardmembers. RBL Bank is neither guaranteeing nor making any representation with respect to the Offers/ services provided by the third parties. RBL Bank is not responsible

for quality of the products/ services provided by the third parties. For any queries, complaints, issues and/or feedback shall be directly dealt with the third parties only. The Offers/ services may also be available at other platforms. The Cardmember's participation to avail such Offers/ services is purely voluntary.