

Frequently Asked Questions (FAQs)

- **Steps to be followed by eligible customers to claim the voucher:**

- Click the voucher link sent to your registered email ID.
- Enter your registered email address.
- Enter the OTP received on your registered email.
- Click "Claim Now" to view the voucher value, then click "Submit".
- A confirmation message will appear on the screen showing the voucher amount, order number, and confirmation that the voucher has been successfully processed and delivered to your email.

1. Who is eligible for the Uber voucher offer?

Only NR customers who open a new relationship under the Insignia program from 1st September 2025 onwards are eligible.

2. What are the eligible NRI account schemes for the Insignia program?

Eligible schemes are Insignia Savings NRE & Insignia Savings NRO

3. Is this offer applicable for existing customers upgrading to the NRI Insignia Program?

No, this offer is applicable only for customers opening a new Insignia Program account with the bank.

4. Is there any minimum amt for the POS/Online transaction?

No, there is no minimum amount required for POS or online transactions under this offer.

5. Will ATM withdrawals on the Insignia Debit Card qualify for this offer?

No, ATM withdrawal transactions are not eligible under this offer.

6. Will I get multiple Uber vouchers if I carry out POS/Online transaction within 90 days of card issuance on more than one Insignia Debit Card?

No, the offer is limited to one voucher per eligible customer, regardless of the number of cards activated.

7. How will I receive the voucher?

The voucher will be sent to your registered email within 30 days of carrying out the eligible POS/online transaction.

Debit card POS or online transaction must be carried out within 90 days of card issuance to be eligible.

8. Can I use the voucher outside India?

No, the voucher is valid only for rides booked through the Uber app in India.

9. What if I don't receive the voucher?

Please contact your relationship manager or write to insignia@rblbank.com if you haven't received the voucher within the stipulated time.

10. Can I transfer the voucher to someone else?

No, the voucher is non-transferable and must be used by the account holder.

11. Is there a minimum ride value to use the voucher?

The voucher can be applied to any ride, subject to #Uber's terms and conditions. If the ride value exceeds INR 1,000, the balance must be paid by the customer.

12. Where and When Will the Customer receive the Uber Voucher?

Eligible customers will receive the Uber voucher link on their **registered email ID** within **30 days** of completing their **first POS or online transaction (within 90 days of card issuance)** using the Insignia Debit Card.

Customers must **claim the voucher within 90 days** of receiving the link. After this period, the link will expire and cannot be used.

13. How to Redeem Your Uber Voucher

Following are the steps to redeem your Uber voucher

1. Open the **Uber app** and go to the **Account** section.
2. Tap on **Wallet**, then select **Add Payment Method**.
3. Choose **Gift Card** as the payment method.
4. Enter the **alphanumeric voucher code** and tap **Add** to apply it to your account.

*UBER Important Instructions

1. Gift voucher CAN only be used online on Uber APP.
2. Multiple Gift voucher CAN be used in one transaction.
3. Uber Gift Cards are not applicable on Uber Auto rides.
4. Gift vouchers CANNOT be clubbed with on-going promotions/offers.