

1.1 Reward Point & Benefit Program

A. Program

1.1.1 Welcome Benefit Program:

- a. The Titan SBI Card Program allows eligible Titan SBI Cardholder(s) to earn reward points at the time of payment of joining fees.
- b. Cardholders can enjoy the welcome gift of 12,000 Reward Points worth `3,000.
- c. These Reward Points will be credited to the Cardholder's account within 60 days, post payment & realisation of joining fee.

1.1.2 Accelerated Benefit Program:

- a. The Titan SBI Card Program allows eligible Titan SBI Cardholder(s) to earn guaranteed cashback and value back on all your spends with your shopping at Titan stores
- b. Cardholders can earn 7.5% cashback applicable at World of Titan, Taneira, Titan Eye+, Helios, Fastrack, Skinn, Irth and Sonata stores
- c. Additionally, Cardholders can earn 5% cashback applicable at Mia, Caratlane and Zoya stores
- d. With every spend at Tanishq, Cardholders can earn 3% value back in the form of Gift Vouchers on shopping at Tanishq stores exclusively.
- e. All instore benefits earned by the Titan SBI Cardholder on select Titan Brands will be auto credited to the Cardholder's account within 15 days after the statement cycle.
- f. All Transactions designated for accelerated benefits on Titan Brands are based on Merchant Identifiers and will be credited following the date of Titan spend transaction posting in SBI Card system as per the updated Merchant ID list, which shall be reviewed on a regular basis.

1.1.3 Spends outside Titan Ecosystem:

- a. The Titan SBI Card Program allows eligible Titan SBI Cardholder(s) to earn reward points on all your spends outside your Titan Store spends
- b. With every spend, Cardholders will earn 6 Reward Points per `100 spent on all categories except at the Titan stores
- c. Reward Points are not applicable on Fuel, Wallet upload, Property Rental, Utility bill payments.

1.1.4 Milestone Benefit Program:

- a. The Titan SBI Card Program allows eligible Titan SBI Cardholder(s) to earn guaranteed exclusive Milestone Benefits as you spend.
- b. On Annual Spends of `3Lacs, Cardholders can avail reversal of annual fee.
- c. On Annual Spends of `5Lacs, Cardholders can avail gift voucher worth Rs 5000.

d. On Annual Spends of `10Lacs, Cardholders can avail gift voucher worth Rs 10000.

e. Milestone Spend to be calculated basis Retail Spends (Overall Spends excluding balance transfer/encash)

B. Eligibility

1. For Titan SBI Card all spending charged to the SBI Card under the Program will be eligible to earn Points except the following:

i. balance transfers

ii. cash advances

iii. financial charges (e.g., late payment fee, dishonoured cheque charges, service fee, transaction charges)

iv. disputed transactions

v. Flexipay

vi. Merchant EMI i.e. EMI's availed at the time of purchase at Merchant establishment or websites (Reward Points reversed for Flexipay/Merchant EMI will be credited back to account only when the respective Flexipay/Merchant EMI has been successfully cancelled by the cardholder. In the event of Foreclosure of Flexipay/Merchant EMI, no Reward Points will be credited back in any scenario.)

vii. *E-wallet loading transactions under MCCs 6540 & 6541 w.e.f 1st July 2020 (*All identification of eligible and non-eligible transactions regarding Rewards by SBICPSL are on a best effort basis and may be subject to technical glitches)

2. A Cardholder cannot accrue Benefits & Points for any charge incurred prior to his/her Enrolment Date.

3. Benefits & Points accumulated by a Cardholder on an SBI Card cannot be combined or used in conjunction with Points of his/her other SBI Cards at the time of redemption or transferred to any other customer loyalty program unless otherwise notified by SBICPSL.

4. The Benefits & Points do not constitute property of the Cardholder and are not transferable by operation of law or otherwise to any other person or entity.

5. The Benefits & Points accrued do not have cash or any monetary value. Adjustments will be made to the Points

a. if there are any credits, including those arising from returned goods or services or billing disputes.

b. If a disputed transaction is resolved in favour of the Cardholder or

c. where a transaction is reversed, proportionate Points will also be reversed and credited to the Cardholder. On redemption, the Points would automatically be subtracted from the Points accumulated in the Cardholder's account.

6. Titan SBI Card Reward Points can only be accumulated for a period of 24 months from the date of activity under the Titan SBI Card program.

7. SBICPSL will notify the Primary Cardholder in the monthly statement of account in respect of the SBI Card

a. of the number of Titan Benefits accumulated within 15 days preceding the closing date for the said monthly statement,

b. Titan Benefits earned in current statement cycle & Titan Benefits earned life till date.

c. In the event the SBI Card is either voluntarily closed by the Cardholder or cancellation of the SBI Card account for any other reason or if the SBI Card is blocked or suspended by SBICPSL for any reason whatsoever, the Titan Points accumulated on his/her SBI Card will remain in his / her Titan Points and can be redeemed any time before the expiry of these points.

8. SBICPSL's decision on computation of Benefits & Points will be final, conclusive, and binding on the Cardholder.

2.2 Capping

2.2.1. The Titan SBI Card Program allows eligible Titan SBI Cardholder(s) to earn reward points and benefits for all spends at Titan Stores and outside Titan spends.

2.2.2. Cardholders earning 7.5% cashback at World of Titan, Taneira, Titan Eye+, Helios, Fastrack, Skinn, Irth and Sonata stores can earn up to 40000 Reward Points or Rs 10000 on a quarterly basis.

2.2.3. Cardholders earning 5% cashback at Mia, Caratlane and Zoya stores can earn up to 40000 Reward Points or Rs 10000 on a quarterly basis additionally.

2.2.4. With every spend at Tanishq, Cardholders earning 3% value back in the form of Gift Vouchers on shopping at Tanishq stores exclusively can earn benefits worth 100000 Reward Points or Rs 25000 on a quarterly basis.

2.2.5. In addition, with every spend except at Titan Stores, Cardholders will earn 6 Reward Points per Rs 100 spent on all other categories upto 6000 Reward Points or Rs 1500 on a monthly basis.

3.1 Value Back on Titan SBI Card

The benefits on Titan ecosystem will be processed as per the following table:

Brands	Benefit	Benefit Capping per Quarter	Spend Value against which Quarterly capping is breached
Tanishq	3%	₹25,000	₹8,33,333
Mia/Caratlane/Zoya	5%	₹10,000	₹2,00,000
Watches/Eyeplus/Taneira/Skin	7.5%	₹10,000	₹1,33,333
Total		₹45,000	₹11,66,667

Ans : Eg1 - If the cardholder spends ₹11,00,000 quarterly with following break up of spends, the value back earned quarterly in the above example would be calculated as follows:

Brands	Benefit	Spends/Quarter	Eligible Benefit/Quarter
Tanishq	3%	₹8,00,000	₹24,000
Mia/Caratlane/Zoya	5%	₹2,00,000	₹10,000
Watches/Eyeplus/Taneira/Skin	7.5%	₹1,00,000	₹7,500
Total		₹11,00,000	₹41,500

- 3% value back of ₹8,00,000 = ₹24,000
- 5% cashback of ₹2,00,000 = ₹10,000
- 7.5% cashback of ₹1,00,000 = ₹7,500

Thus, the total eligible benefits would be = ₹24,000 + ₹10,000 + ₹7,500 = ₹41,500

Eg2 - If the cardholder spends ₹20,00,000 quarterly with following break up of spends, the value back earned quarterly in the above example would be calculated as follows:

Brands	Benefit	Spends/Quarter	Eligible Benefit/Quarter
Tanishq	3%	₹12,00,000	₹25,000
Mia/Caratlane/Zoya	5%	₹5,00,000	₹10,000
Watches/Eyeplus/Taneira/Skin	7.5%	₹3,00,000	₹10,000
Total		₹20,00,000	₹45,000

The value back earned quarterly in the above example as per eligible benefits would be calculated as:

- 3% value back of ₹12,00,000 = ₹36,000
- 5% cashback of ₹5,00,000 = ₹25,000
- 7.5% cashback of ₹3,00,000 = ₹22,500

However, since quarterly capping for all individual brands across benefits is breached, hence customer would be eligible for a total benefit as = ₹25,000 + ₹10,000 + ₹10,000 = ₹45,000

4.1 Redemption

4.1.1. All the Titan Reward Points earned on the card can be only redeemed for exclusive Titan Vouchers via accessing SBI Card's Website/Mobile App or Helpline: 1860 500 1290 / 1860 180 1290 39 02 02 02 (Prefix local STD code) Or 1800 180 1290 (toll free)

4.1.2. Cardholders can choose to convert their earned Reward Points for exclusive Titan Vouchers between Titan Jewellery e-Voucher or Titan other brands e-vouchers.

4.1.3. All Titan exclusive vouchers can be redeemed only at participating Titan Stores

4.1.4. Titan Jewellery e-Voucher or Type A vouchers can be redeemed only at select Jewellery stores Tanishq or Mia or Zoya stores.

4.1.5 Titan other brands e-vouchers or Type B vouchers can be redeemed only at the select Non-Jewellery/Retail stores and/or website - World of Titan, Taneria, Eyeplus, Skinn, Fastrack, Helios or Irth stores. (For Eyeplus, redemption of e-vouchers is only applicable at stores)

4.1.6. For Cardholders eligible for Milestone Benefit Vouchers, customers can choose to opt for either Titan Jewellery e-Voucher or Titan other brands e-vouchers via SMS only

4.1.7. For Cardholders eligible for e-voucher on Tanishq Spends or Type C vouchers, customers shall be auto shared the voucher details 15 days post the statement cycle. e-Vouchers earned on Tanishq spends can be redeemed at either of the listed stores and/or website for select Titan Jewellery or Retail stores– Tanishq, Mia, World of Titan, Taneria, Eyeplus, Skinn, Fastrack, Helios or Irth stores. (For Eyeplus, redemption of e-vouchers is only applicable at stores)

5.1. Rupay Credit Card Transaction on UPI

For Payments made through UPI at participating Titan Stores, 6 Reward Point per Rs 100 spent will be applicable.

6.1. Gift Card

- a. The Titan SBI Card Program allows cardholders to avail exclusive Titan Vouchers in the form of e-Gift Card.
- b. All e-Gift card is activated once issued.
- c. All e-Gift Card is valid for 1 year from the date of issuance and it can not be further re-validated for any reason whatsoever.
- d. This Gift card is valid only on (as per eligible category of voucher) at the all participating Showrooms/Website in India.
- e. This e-Gift card allowed for one-time redemption only.
- f. Any unused balance on the e-Gift card, will not be refunded or credited.
- g. Any brand under Titan or SBIC will not replace or reimburse the value of your e-Gift card, if it is misused or expired.
- h. This e-Gift Card is non-encashable.
- i. Bearer is responsible if an e-Gift Card is used without bearer's permission.
- j. These terms and conditions shall be governed by the laws of India.
- k. These terms & conditions are subject to change at any time, without any prior notice.
- l. This e Gift card is only entitlement to use to the extent of the load value of the Gift card and is non- encashable.
- m. If the value of the purchase is less than the value of the Gift card, the balance is non-refundable.
- n. This Gift card is not a legal tender.

7.1. Titan SBI Card Points Accrual on card

The Reward Points and/or Benefits that are accrued on your Card account shall be immediately forfeited on the occurrence of any of the following events:

- (a) The Cardholder fails to make the payment on the card which is due for a period greater than 90 days.
- (b) The Cardholder fails to make the payment of the outstanding dues on its Card account and opts for settlement of the outstanding payment dues on the card account.
- (c) The Cardholder is found to be involved in a fraud on its own Card Account after an investigation is carried out by SBICPSL.
- d) The Cardholder's failure to comply with the regulatory norms. i.e. in the event of death of the Cardholder