

AURUM REWARD PORTAL REDEMPTION PROGRAM

AURUM Rewards Program (“the Program”) allows eligible AURUM Card (“Cardholder/s”) to accumulate points (“Points”) from spending on their AURUM Card, as determined by SBI Cards & Payment Services Limited (“SBICPSL”) from time to time.

W.e.f. 01 Apr 2024, accrual of Reward Points on Rent Payment transactions with AURUM will be discontinued. Rent Payment transactions shall be identified under Merchant Category Code (MCC) 6513, on best effort basis

W.e.f. 1 Dec 2024, accrual of Reward Points on spends done on Digital Gaming Platforms/Merchants with AURUM will be discontinued. Transactions on Digital Gaming Platforms/Merchants shall be identified under Merchant Category Codes (MCC) 5816, 7993 and 7994, on best effort basis.

POINTS EARNED/ACCUMULATED UNDER THE PROGRAM:

AURUM Cardholder will earn 4 Reward Points for every Rs.100 spent

(1 Reward Point = Rs. 0.25)

Under the Rewards Program, following charges/ transactions / activities are not eligible for accruing Points:

- a. Balance Transfers, Balance Transfers on EMI;
- b. Cash advances (Domestic and Foreign);
- c. Easymoney;
- d. Encash;
- e. Dial a Draft;
- f. ATM Withdrawals;
- g. Financial charges (e.g. late payment fees, dishonored cheque charges, service fees, transaction charges);
- h. e-Wallet loading transactions identified under MCCs 6540 and 6541 on best effort basis w.e.f 1st July 2020;
- i. Purchases at petrol pumps/service stations;

j. Any charge incurred prior to his/her enrollment date;

k. Transactions identified under MCCs 5172, 5541, 5983, 5542, 6540 and 6541 will not earn Reward Points. The MCC parameters considered for identification are defined by Network partners (Visa, MasterCard).

l. Merchant EMI

m. Flexipay

THE REWARD POINTS AWARDED FOR THE FOLLOWING TRANSACTIONS /ACTIVITIES, WILL BE REVERSED:

a. Transactions pertaining to returned goods or services.

b. Billing disputes; i.e. in case a customer raises a dispute with SBICPSL regarding the happening of a particular transaction for which he/she has been awarded Reward Points and the dispute has been settled in favor of the customer, then SBICPSL shall reverse the points awarded to the customer with respect to the transaction.

c. Flexipay w.e.f 20th November 2020;

d. Merchant EMI i.e. EMI availed at the time of purchase at Merchant establishment or websites, w.e.f 20th November 2020;

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.

All identification of eligible & non-eligible transactions regarding Rewards by SBICPSL are on a best effort basis & may be subject to technical glitches.

SBICPSL will mail the primary cardholder in the monthly statement of account in respect of the AURUM Card of the number of points accumulated immediately preceding the closing date for the said monthly statement.

The points do not constitute property of the cardholder and are not transferable by operation of law or otherwise to any person or entity.

In the event of voluntarily closure of AURUM Card, the points accumulated on his/her AURUM Card account can be redeemed within 30 days of closure, otherwise these will automatically lapse. In the event of cancellation of the AURUM Card for any other reason, all the points accumulated will stand forfeited, but may be reinstated at the discretion of SBICPSL if the use of AURUM Card is reinstated.

SBICPSL decision on the computation of points will be final, conclusive and binding on the cardholder.

POINTS REDEMPTION:

- a. Visit www.aurumcreditcard.com; or SBI Card Mobile App
- b. Get in touch with AURUM Card Customer care at 1860 500 2000
- c. Mail us at aurum@sbicard.com
- d. Write to us at PO Box 28, GPO, New Delhi- 110001

The AURUM Card account must not be overdue, suspended, blocked, canceled or terminated by SBICPSL at the time of redemption request.

The points accrued can only be redeemed by the Primary Cardholder and not by Additional Cardholder.

Points accumulated by a cardholder on an AURUM 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.

The Reward Points may be redeemed as following rewards:

- (i) Rewards Catalog offerings include flight & hotel booking e-Gift Vouchers,
- (ii) experiences and Nat Geo Expeditions.

The points cannot be exchanged for cash or other form of credit

Gift certificate/voucher/gift shall be delivered to cardholder within 15 Calendar days on a best-effort basis after receiving the redemption request from the Cardholder.

Redeemed Rewards are not exchangeable for other rewards or refundable. Once exchanged for any partner loyalty program, points cannot be transferred back. All Rewards are subject to availability and certain restrictions may apply. The redemption

procedure and additional terms and conditions for each item are set forth in the redemption certificates/vouchers issued to the cardholder.

Other Benefits which are activated by use of the AURUM Card do not apply to goods or services received as rewards under the program.

To avail Reward Redemption the Cardholder may be required to visit any third-party website or portal. As SBICPSL does not control these sites (even if an affiliation exists between SBICPSL and a third-party website / Portal), the Cardholder is encouraged to review the privacy policy& operating T&Cs of such third-party website / portal. If the Cardholder visits a website that is linked to SBICPSL digital platforms, then the Cardholder shall read through the privacy policy of that particular website / portal before providing any personal information on that website. SBICPSL does not assume any responsibility or liability in relation with conduct of such third-party websites / portals.³³

E-GIFT VOUCHER USAGE:

Any additional costs incurred in connection with usage of e-Gift vouchers will be the sole responsibility of the cardholder.

Kindly note that Gift vouchers should be utilized within expiry dates mentioned on the voucher. Gift Vouchers will not be revalidated.

Issuance of e-gift voucher for dining, travel or hotel accommodation does not constitute a reservation. The Cardholder is responsible for making all reservations and notifying participating merchant establishments of the reward(s) he/she is going to redeem.

In case the e-gift voucher received is damaged/incorrect/incomplete, the cardholder to get in touch with AURUM Card Customer care at 1860 500 2000 In case the Cardholder fails to inform the issues within the given period of 2 days, then SBICPSL shall have the right to reject to entertain such grievances from the Cardholder.

NEGATIVE REWARD POINTS:

- The modifications to the Reward policy regarding 'negative reward point' will be effective from 20th November 2020.

- Any negative balance in the rewards account of the Cardholder will be considered as an outstanding due to the Cardholders Account and as such the credit card account cannot be closed.
- The negative reward points shall be adjusted (without any further prior notice) against any new reward points earned by the Cardholder until the entire negative reward balance has been adjusted.
- In case a Cardholder having negative rewards points intends to voluntarily close the credit card account, then the equivalent value of such negative reward points will be automatically converted to statement debit and required to be paid by the Cardholder along with any other dues before closure of the credit card account.
- In case a Cardholder having negative rewards points intends to flip to any other card category / segment, then the equivalent value of such negative reward points will be automatically converted to statement debit and required to be paid by the Cardholder along with any other dues before the flip is effective.

OTHER CONDITIONS:

Fraud and abuse relating to earning and redemption of points in the program will result in the forfeiture of the points as well as termination of the AURUM credit card account. SBICPSL or its merchant establishments for administrative and/or marketing purposes may use information supplied by a Cardholder on the redemption of rewards.

In case any reward points have been wrongfully availed or erroneously awarded and if the same have been redeemed against statement outstanding by Cardholder, then it can be adjusted back as statement debit on the card account.

The reward points that are accrued on the Card account shall be immediately forfeited on the occurrence of any of the following events:

- (i) The Cardholder fails to make the Payment on the card which is due for a period greater than 90 days.
- (ii) The Cardholder fails to make payment of the outstanding dues on its Card Account and opts for settlement of the outstanding payment due on the Card account.
- (iii) The Cardholder is found to be involved in a fraud on its own Card account after an investigation is carried out by SBICPSL.

(iv) The Cardholder's failure to comply with the regulatory norms.

(v) In the event of death of the Cardholder.

(vi) Outstanding on the Cardholder account has been marked as charge-off. This provision will be effective from 5th November 2020.

(vii) The Cardholder opts for Restructuring/EMI Plan for amount outstanding and account is successfully restructured. This provision will be effective from 5th November 2020.

(viii) The Cardholder opts for EasyPay Plan and outstanding is successfully converted to fixed installments. This provision will be effective from 5th November 2020.

In the event that the Cardholder does not initiate any transaction on his card for a period of 13 consecutive months, the reward point balance shall be forfeited at the end of the 13th month.

In the event that the Cardholder misses two consecutive payments, the rewards points that were accrued during the first cycle for which payment was not made will be forfeited.

In the event of a voluntary closure of the Card account by the Cardholder, the unutilized reward point balance shall be forfeited after a period of 30 days from the date of closure of the Card Account.

Any taxes or other liabilities or charges payable to the government or any other authority or any participating merchant establishment which may arise or accrue to a cardholder by redemption as aforesaid or otherwise as a result of the program shall be to the sole account of the cardholder.

SBICPSL reserves the right to cancel, change or substitute the rewards or the rewards conditions or the computations of points or terms and conditions of the program anytime. SBICPSL can suspend or terminate the program any time it deems necessary. In such a case SBICPSL will intimate the cardholder and give them an option to redeem the accumulated points.

E-Gift Vouchers once redeemed by the cardholder, shall not be cancelled.

In the event of non-availability of a Product, SBICPSL shall have right to send an alternate model offered by the brand which shall be of same or more value.

SBICPSL makes no warranties or representations either expressed or implied with regard to the type, quality or fitness of the goods and services provide by the participating merchant establishment under the program.

The Program does not in any way amend the Cardholder agreement between SBICPSL and the cardholder and any term referenced but not defined herein may be interpreted in accordance with the cardholder agreement.

In case of any dispute, decision of SBICPSL shall be final and binding.

Any disputes arising out of with respect to this Program shall be subject to arbitration under the Indian Arbitration and Conciliation Act, 1996 including any statutory amendments carried thereof. Arbitration shall be conducted by a sole arbitrator appointed by SBICPSL for this purpose and the award of the arbitrator shall be final and binding on the cardholder and SBICPSL. The place of arbitration shall be at New Delhi and the language of arbitration shall be English.

The Program shall be governed by and construed under the laws of India and the parties to a dispute shall subject themselves to the jurisdiction of courts of Delhi.

SBICPSL acts in good faith in response to any oral or electronic instruction or enquiry by the Cardholder in respect of any matter in relation to this program and fulfillment of any reward. The cardholder will not be entitled to claim or allege any loss, damage, liability, expense etc. attributable directly or indirectly, to any such good faith action of SBICPSL. All queries to the program may be addressed to:

The MANAGER, Customer Services

SBI Cards and Payment Services Limited

P.O. Bag No 28

New Delhi