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## IndianOil Citi Credit Card - Terms and Conditions

### 1. Earn Turbo points:

#### 1.1. 4X Turbo points on fuel spends at IndianOil outlets:

Customer shall earn 4 Turbo points on every INR 150 spent for fuel purchases at authorized IndianOil outlets on the IndianOil Citi Credit Card. The Turbo points earned against purchases made on the credit card shall reflect in the customer's card account on the transaction posting date. The Turbo points that accrue in this category would be capped to purchase amount of INR 10,000 (or 267 Turbo points) per transaction. On transactions exceeding INR 10000, customers would not earn any points. If a partial reversal of amount less than INR 10000 is processed, 4 turbo points per INR 150 will be deducted from customer's card account irrespective of actual transaction amount and Turbo credited therewith. For the list of IndianOil outlets with Authorized EDCs please visit:

<https://www.online.citibank.co.in/Credit-Cards/Standalone/IOC-Outlets/Oct14/IndianOil-Outlets-Citibank.htm>.

#### 1.2. 2X Turbo points on Grocery and Supermarket spends:

Customer shall earn 2 Turbo Points on every INR 150 spent at grocery stores and supermarkets up to INR 5,000 per statement month. For spends greater than INR 5000 under this category, the customer will earn 1 Turbo Point per INR 150 spent. Identification of grocery and supermarket stores are based on MCC (Merchant Category Codes) allotted by Visa and MasterCard (refer section 1.4 for additional details on MCC). For merchant outlets not registered under the MCCs assigned for Grocery and Supermarket Stores by Visa and MasterCard, customer will earn 1 Turbo point for every INR 150 spent on the card (excluding MCC codes listed in section 1.3). For the purchases made under the 2X Turbo Points category, the incremental Turbo points (i.e. 1X points) shall be credited to the customer's card account on the statement date of the respective monthly billing cycle. Incremental 1X bonus Turbo points is subject to a cap of 34 points (i.e. INR 5,000/150) per statement month. Reversal transactions, if any, shall be considered for the monthly cap in the statement month in which reversal transaction is posted and not in the month of the corresponding purchase transaction.

#### 1.3. 1X Turbo Points on all other spends:

Customer shall earn 1 Turbo Point on every INR 150 spent for all other spends apart from fuel spends at authorized Indian Oil outlets and spends at grocery stores and supermarkets. The Turbo points earned against purchases made on the credit card shall reflect in the customer's card account on posting of the transaction to the customer's card account.

Purchase transactions performed on these Merchant Category Codes (MCC) as allotted by Visa or MasterCard shall not earn Turbo Points: Transportation & Tolls (4111, 4121, 4131 & 4784), Utilities (4900), Insurance (5960 & 6300), Educational Institutions (8211, 8241, 8244, 8249 & 8299) and Government Institutions (9211, 9222, 9311, 9399, 9402, 9405 & 8220), refer section 1.4 for additional details on MCC.

#### 1.4. A Merchant Category Code (MCC) is a four digit number assigned to a merchant/business by the merchant's acquiring bank. The acquiring bank provides the credit card payment facilities used by the merchant and it determines and applies (with respect to the account), the MCC which in its view best describes the merchant activity. Citibank does not determine the merchant's MCC.

Citibank will not be responsible for providing 2 Turbo points for every INR 150 spend for purchases at merchant outlets/ franchisees that have not registered themselves under the MCC 5411 – GROCERY STORES/SUPERMARKETS.

Illustrative example on Turbo points earn:

For a Citibank IndianOil Credit Card with statement cycle on 10th of each month, card statement is generated on 10<sup>th</sup> Dec for spends between 11<sup>th</sup> Nov to 10<sup>th</sup> Dec consisting of below transactions –

Posting date	Transaction	Type	Amount (INR)	Reward Category	Turbo points (1/ INR 150)
11 <sup>th</sup> Nov	Fuel (A)	Purchase	10000	4X	+267
12 <sup>th</sup> Nov	Fuel (B)	Purchase	12000	4X	0
13 <sup>th</sup> Nov	Grocery store / supermarket (C)	Purchase	4000	2X	+27
14 <sup>th</sup> Nov	Grocery store / supermarket (D)	Purchase	3500	2X	+23
19 <sup>th</sup> Nov	Grocery store / supermarket (E)	Reversal	2000	2X	-13
25 <sup>th</sup> Nov	Airline (F)	Purchase	3000	1X	+20
	Statement points – 2X category*				+34
	Total		30500		358

\* Incremental 1X Turbo points will be credited on the statement date (i.e.10<sup>th</sup> Dec) as below:

- Net purchases under 2X categories (D+E-F) = INR 5500
- Incremental points on 2X categories (i.e. 1X) = 37 points, capped at 34 points

## 2. Redemption of Turbo points:

### 2.1. Turbo points can be redeemed in the following ways:

- Redemption for transactions done at authorized IndianOil outlets and select merchant partners via SMS (Universal pay with points)
- Catalog redemption
- Miles transfer
- Cashback

For details on Rewards Redemption and Terms & Conditions, please visit [www.citibank.com/india](http://www.citibank.com/india) and click on 'Redeem Reward Points' under the 'Credit Cards' tab

(<https://www.online.citibank.co.in/portal/newgen/cards/tab/rewards-home.htm> for more details).

### 2.2. Minimum Turbo points required for redemption:

Category	Redemption rate for every 1 Turbo point	Minimum points to redeem
Fuel – At Indian Oil Authorized outlets	INR 1	250
In- Store Shopping at partner stores	30 paise	250
Online Shopping	Travel sites – 25 paise; Other online shopping – 30 paise	250
Air miles (Air India and InterMiles)	0.75 miles	100
Cash back	35 paise	10,000
Gift Vouchers	As per catalogue	0

2.3. On redemption, the Turbo points so redeemed will be automatically adjusted from the accumulated Turbo points in the card member's account.

3. Annual Card Fee:

There is no joining fee however an annual card fee of INR 1000 + GST may be levied on the Card at the end of the membership year. A card member shall be exempted from the said annual card fees of the year in which he/she spends INR 30,000 or more on his/her Card.

4. Welcome Rewards

250 Turbo points shall be awarded on first spend within 30 days of card issuance. The bonus Turbo points shall be credited to card account in the subsequent statement. The bonus Turbo Points offer is valid only on the first spend on the Primary Card which is made within 30 days of Card Issuance. Spends are calculated basis the transaction date captured on credit card account. Transaction date captured on credit card account is basis the transaction date submitted by the Merchant Establishment/Association (i.e. Visa/ MasterCard). Citibank will not be held responsible if Merchant Establishment submits the transaction date as different from the actual date when the transaction was done. This offer is not applicable on swap to Citibank IndianOil Credit card from an already existing Citibank Credit card. Other Terms & Conditions listed below apply.

5. Other Terms & Conditions:

- 5.1. Qualifying purchase value will exclude all EMIs pertaining to Loan on credit card, Dial an EMI, Balance conversion and Balance transfer programs, cash withdrawals, fees, charges and Goods and Services Tax (GST). Any disputed transaction will not be considered for qualifying purchase value computation. Merchant refunds/reversals will be considered as a negative adjustment in qualifying purchase value computation.
- 5.2. Turbo points earned for any purchase transaction which is subsequently reversed, will be adjusted in the month of reversal, and not in the month of purchase. Further, the reversal will be considered for calculating the monthly cap in bonus reward points, if any.
- 5.3. Only Citibank IndianOil Credit Card customer ("Cardmember") whose Citibank IndianOil Credit Card (the "Card") account is open, remains in good credit standing, payment continues to reach us before the payment due date, are not delinquent on their card payments are entitled to receive the rewards. During block period of a card, no Turbo points shall be awarded for any transaction posted on the customer card account. Once the card status is restored and in good standing, the turbo points shall be awarded or reversed for the spend or reversal transaction respectively, as per the applicable reward earn rate.
- 5.4. If a Cardmember's Card is terminated at any time for any reason, whether by the primary Cardholder or the Bank, the primary Cardholder will forthwith be disqualified from earning Turbo points and request for redemption of unused Turbo points accrued till termination date should be placed within 45 days from the termination date. Turbo points on closed/terminated cards can be redeemed only against rewards catalog.
- 5.5. Turbo points once exchanged for any other partner loyalty programs cannot be transferred back.
- 5.6. Cardmember cannot transfer any Turbo Points to another person or combine the Turbo Points of his / her other credit cards except for Additional Cards that are issued to him/her with the Card.
- 5.7. No accumulation or redemption of Turbo points will be permissible if on relevant date there is any breach of any clause of the detailed Citibank Cardmember Terms and Conditions.
- 5.8. Citibank's computation of Turbo points shall be final, conclusive and binding on Cardmembers and will not be liable to be disputed or questioned, save and except in case of manifest error.

- 5.9. Citibank accepts no liability in respect of any income or other tax liability of Cardmembers arising from the redemption of Turbo points.
- 5.10. Citibank reserves the right to extend or terminate any/all offers provided with the Card from time to time without prior notice.
- 5.11. Citibank reserves the right at any time, without prior notice, to add / alter / modify / change or vary all of these terms & conditions or to replace wholly, or in part, the offer(s) provided with the Card from time to time by another offer(s), whether similar to the modified/deleted offer or not, or to withdraw the said offer(s) altogether.
- 5.12. All disputes if any, arising out of or in conjunction with or as a result of this offer(s) provided with the Card from time to time or otherwise relating to the Card shall be subject to the exclusive jurisdiction of the competent courts/tribunals in Mumbai irrespective of whether courts/tribunals in other areas have concurrent or similar jurisdiction.
- 5.13. The above Terms & Conditions and Payment of fees/service charges/all other amounts due from the Cardmember to Citibank from usage of the Card by the Cardmember under various offers provided on the Card and/or otherwise related to the Card shall be governed by and should be read in conjunction with the detailed Citibank Cardmember Terms & Conditions and Most Important Terms & Conditions (MITC) available on <http://www.citibank.com/india>.