

HDFC Bank Freedom Credit Card

1) What are the key features of Freedom Credit Card?

- Earn 10X CashPoints i.e., 10 CashPoints per ₹150 spent - **BigBasket, BookMyShow, OYO, Swiggy & Uber** (Applicable on non-EMI/ Retails spends)
- Earn 1 CashPoint per ₹150 spent (Excluding EMI, Rent, Fuel txns, Govt. related txns, Wallet loads / Gift or Prepaid Card Loads / Vouchers)
- 1% Fuel Surcharge waiver on fuel transactions (Minimum transaction of ₹400, Maximum transaction of ₹5,000 & Maximum waiver of ₹250 per statement cycle)

2) What is Freedom 10X CashPoints feature?

- The Freedom 10X feature gives the cardholder 10 times CashPoints for spending on - **BigBasket, BookMyShow, OYO, Swiggy & Uber**
- 10X CashPoints feature is applicable on non-EMI / retail spends across App, Website on these merchants
- The Maximum CashPoints that can be earned under this feature is 2,500 CashPoints per Calendar Month

3) What are the benefits the Cardholder will get by paying at least Minimum Amount Due (MAD) of the total outstanding amount?

Customers are advised to pay at least the Minimum Amount Due regularly before the payment due date. Doing so shall ensure:

- Late Payment Charges are not levied on the card account
- Pay the balance amount in subsequent months without any impact on credit history/score
- Manage your finances better in the event of a crisis

To note, by paying MAD, interest will still be applicable on the balance outstanding amount (Total Amount Due – Minimum Amount Due). Therefore, customers are advised to make payment in full within the payment due date to avoid interest charges being applied

4) What are the Welcome and Renewal benefits on the Freedom Credit Card?

- Cardholder will receive a welcome benefit of 500 CashPoints (Applicable only on payment of Joining membership fee)
- Cardholder will receive a renewal benefit of 500 CashPoints (Applicable on payment of membership fee)

5) What are CashPoints?

- CashPoints are an exclusive Rewards metric system created for our Credit cardholders. CashPoints can be utilized towards Cashback redemption against the statement at the rate of 1 CashPoint = ₹0.15

Please note that CashPoints will be posted as Reward Points only

6) How can a cardholder use the CashPoints earned?

- The CashPoints earned by the cardholder can be redeemed against the statement balance at the rate of 1 CashPoint = ₹0.15, and can be done via Net Banking login, Phone Banking, or physical redemption form
- CashPoints can also be used for redemption against travel benefits like Flight & Hotel bookings and also on Rewards Catalogue at the SmartBuy Rewards Portal, wherein Credit Card members can redeem up to a maximum of 50% of the booking value through CashPoints at a value of 1 CashPoint = ₹0.15 and rest of the amount will have to be paid via the Credit Card
- For redemption as cashback against statement outstanding, Cardholder must have CashPoints equivalent to ₹500 (i.e., 3,334 CashPoints)
- Minimum transaction of ₹150 and multiples of ₹150 is considered for CashPoints posting
- Unredeemed CashPoints will expire/lapse on or after 2 years of accumulation

7) What are the other benefits on Freedom Credit Card?

- **1% Fuel Surcharge Waiver** ○ 1% Fuel Surcharge waiver on fuel transactions (Minimum transaction of ₹400, Maximum transaction of ₹5,000 & Maximum waiver of ₹250 per statement cycle)
 - Fuel surcharge varies from 2.5% to 1% of fuel transaction amount. The rate of surcharge may vary depending on the fuel station and their acquiring bank. Taxes as applicable shall apply further
- **Exclusive Dining Privileges using Swiggy Dineout** ○ Experience the upto 20% off at premium restaurants across top cities
 - ✦ Up to 20% off at 2000+ premium restaurants in select cities using Swiggy Dineout

8) Cardholder is not getting CashPoints posted on all the spends, why so?

- CashPoints posting shall not eligible for the following spends/transactions on the card,
 - Fuel Spends ○ Wallet/Prepaid Reloads and voucher purchases ○ Rent

- Cash Advances
- Payment of Outstanding Balances
- Payment of card fees and other charges
- EMI
- Govt. related txns

9) Is there any capping for CashPoints earned on Freedom Features?

- Please note that there is a calendar month capping on CashPoints accrued on the below mentioned feature.
 - Maximum capping for spends under 10X feature is 2,500 CashPoints per calendar month

10) What will happen to cardholder existing CashPoints earned in the Freedom?

- The available CashPoints in cardholder account will be intact and there would be no changes to it

11) Cardholder did a transaction on merchants under 10X feature category, but didn't get CashPoints as per feature, why so?

- CashPoints on 10X feature will be calculated basis the Terminal / Merchant IDs (TIDs & MIDs) shared by the respective merchants. If in case the TID / MID is not available in the set-up, such transactions shall not qualify for the benefit

12) How does a cardholder calculate CashPoints earned on monthly spends?

CashPoints are calculated on the spends made within the calendar month cycle. Only settled transactions within the calendar month will be considered for CashPoints posting.

To check for the CashPoints accrued, refer to current and previous statement received.

For example: Cardholder statement is received on every 18th of the month. The CashPoints accrued for transactions from 1st of January till 31st of January will be calculated and posted on the 1st week of February and the same can be seen when cardholder receive the statement on 18th of February. For calculating the same on cardholder end, refer to January month statement and February month statement. Below shows an illustration on how to calculate CashPoints earned:

JAN STATEMENT : Billing Cycle - 18th of every month						
S.NO	TRANSACTION DATE	TRANSACTION AT:	AMT (In Rs.)	CASHPOINTS TYPE: TRANSACTION CATEGORY	CASHPOINTS ACCRUED	COMMENTS
1	21th Dec	Restaurant Bill Payment	900	1 Point Per Rs. 150	6	Eligible for CashPoints in Dec'20 calendar month
2	22nd Dec	Rent Payment via PayZapp	12,000	1 Point Per Rs. 150	80	Eligible for CashPoints in Dec'20 calendar month

3	01st Jan	Big Basket Grocery	6,000	10X CashPoints	400	Eligible for CashPoints posting
4	7th Jan	BookMyshow - Normal Purchase	600	10X CashPoints	40	Eligible for CashPoints posting
5	9th Jan	Fuel Transaction	500	-	0	Fuel transaction is not applicable for CashPoints
6	10th Jan	Big Basket grocery reversal	1,500	10X CashPoints	-100	To be considered under reversal of Cashpoints.
7	11th Jan	Myntra Shopping	1,500	1 Point Per Rs. 150	10	Eligible for CashPoints posting
8	12th Jan	Uber Travel	450	10X CashPoints	30	Eligible for CashPoints posting
9	13th Jan	Netflix Subscription	450	1 Point Per Rs. 150	3	Eligible for CashPoints posting
10	14th Jan	Swiggy	150	10X CashPoints	10	Eligible for CashPoints posting
11	14th Jan	Swiggy	120		0	Not considered, Minimum transaction amount is Rs.150
12	Jan CashPoints earned			Total Points	393	

FEB STATEMENT : Billing Cycle - 18th of every month

S.NO	TRANSACTION DATE	TRANSACTION AT:	AMT (In Rs.)	CASHPOINTS TYPE: TRANSACTION CATEGORY	CASHPOINTS ACCRUED	COMMENTS
1	19th Jan	Restaurant Bill Payment	1,200	1 Point Per Rs. 150	8	Eligible for CashPoints posting
2	22nd Jan	Bill Payment via PayZapp	1,500	1 Point Per Rs. 150	10	Eligible for CashPoints posting
3	24th Jan	Big Bazaar - Normal Purchase	3,000	1 Point Per Rs. 150	20	Eligible for CashPoints posting
4	27th Jan	Fuel Transaction	400	-	0	Fuel transaction is not applicable for CashPoints posting
5	11th Feb	Rent Payment via PayZapp	15,000	1 Point Per Rs. 150	100	Eligible for CashPoints in Feb'21 calendar month
6	12th Feb	Amazon Grocery	3,000	1 Point Per Rs. 150	20	Eligible for CashPoints in Feb'21 calendar month
7	13th Feb	Netflix Subscription	400	1 Point Per Rs. 150	3	Eligible for CashPoints in Feb'21 calendar month
8	14th Feb	Swiggy	450	10X CashPoints	30	Eligible for CashPoints in Feb'21 calendar month
9	Jan CashPoints earned			Total Points	38	
10	Total Points earned for Jan'21			Total Points	581	Total 581 CashPoints of Jan'21 will be available for redemption post Feb'21 month statement generation.

13) How much CashPoints will the cardholder earn if he/she does Prepaid/Wallet loads and Voucher purchases?

- The cardholder will not be eligible for any CashPoints on prepaid/wallet loads and voucher purchases. All the transactions carried out through the Merchant Category Code (MCC) of 6540 (as defined by card networks Visa, MasterCard & RuPay) will be considered under 1% CashPoints

14) If a cardholder places an order in Uber Eats, whether cardholder will be eligible for 5% CashPoints as per product feature?

- A cardholder will be eligible for 1 CashPoint per ₹150 spent in Uber Eats. The 10X feature on Uber is eligible for travel/commute related spends only. The Uber

transactions carried out through the MCC code of 4121 (as defined by card networks Visa, MasterCard & RuPay) will only be considered for 10X feature

15) When will the earned CashPoints be posted in the cardholder statement?

- The total CashPoints earned in a calendar month will reflect in the subsequent statement of the cardholder

16) How much CashPoints will be earned if cardholder spends through SmartBuy/PayZapp?

- All the transactions through SmartBuy/PayZapp will get 1 CashPoint per ₹150 spent. All other existing SmartBuy/PayZapp offers will be applicable as per SmartBuy/PayZapp Terms & Conditions

17) Who is eligible for a Freedom Credit Card?

Cardholder Profile	Criteria
Salaried	Age: Min 21 Yrs. & Max 60 Yrs., Income: Gross Monthly Income > ₹ 12,000
Self Employed	Age: Min 21 Yrs. & Max 65 Yrs., Income: ITR > ₹ 6 Lakhs per annum

18) Can contactless transactions be done on the Freedom Credit Card?

- The HDFC Bank Freedom Credit Card is enabled for contactless payments, facilitating fast, convenient and secure payments at retail outlets (Check for the contactless network symbol on the card plastic)

Please note that in India, payment through contactless mode is allowed for a maximum of ₹5,000 for a single transaction wherein Cardholder is not asked to input Credit Card PIN. However, if the amount is higher than or equal to ₹5,000, the Card holder has to enter the Credit Card PIN for security reasons.

19) What are the Fees and Charges applicable on the Freedom Credit Card?

- First Year Membership Fee – ₹500/- + Applicable Taxes, Renewal Membership Fee – ₹ 500/- + Applicable Taxes
- Spend ₹50,000 in 12 Months and get Renewal Fee waived for next year



Goods and Services Tax (GST)

Effective 1st July 2017, Goods & Services Tax (GST) is applicable on all Fees, Charges and Interest transactions.

The applicable GST would be dependent on place of provision (POP) and place of supply (POS). If POP and POS is in the same state then applicable GST would be CGST and SGST/UTGST else, IGST.

GST for FEE & Charges / Interest transactions Billed on statement date will reflect in next month statement.

GST levied will not be reversed on Any dispute on Fee & Charges / interest.

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