

Additional 5% NeuCoins on selected categories on Tata Neu via NeuPass Membership on Tata Neu HDFC Bank Credit Card

1) How do I get additional 5% NeuCoins on selected categories via Tata Neu Pass Membership on Tata Neu HDFC Bank Credit Cards?

- W.e.f from 15-Jan-25, only the primary card holder will get additional 5% NeuCoins on selected categories via NeuPass Membership on transactions done via Tata Neu HDFC Bank Credit Card.
- For this benefit you need to login to the Tata Neu App/website with the primary cardholder's Mobile Number given during the credit card application and complete the transaction using the Tata Neu HDFC Bank Credit Card, as explained in table below.
- It will take up to 45 working days from the date of issuance of the card, for us to enroll you to NeuPass Membership on the Mobile Number as per your Credit Card Application. Transactions done before enrolment for the NeuPass Membership will not accrue this benefit.
- Eligible Categories where additional 5% NeuCoins are applicable, and its terms and conditions will be updated on Tata Neu from time to time.

Mobile Number as in the Credit Card Application	Mobile Number used in Tata Neu App/Website	Eligible for additional 5% NeuCoins via NeuPass
98XXXXX123 - Primary Card Holder	Logged into Tata Neu App using same number	Yes
98XXXXX123 - Primary Card Holder	Logged into Tata Neu App using any other number	No
98XXXXX345 - Add on Card Holder	Logged into Tata Neu App using Add-on Card Holder Mobile Number - 98XXXXX345	No
98XXXXX345 - Add on Card Holder	Logged into Tata Neu App using Primary Card Holder Mobile Number - 98XXXXX123	Yes
98XXXXX345 - Add on Card Holder	Logged into Tata Neu App using any other number	No

2) I am not receiving 5% NeuCoins via NeuPass Membership on transaction done via Tata Neu HDFC Bank Credit card?

Scenario	Resolution
I have a recently issued Tata Neu HDFC Bank Credit Card, but I am not getting additional 5% NeuCoins on selected categories via NeuPass Membership?	It will take up to 45 working days from the date of issuance of the card, for us to enrol you to NeuPass Membership on the Mobile Number as per your Credit Card Application. Transactions done before enrolment for the NeuPass will not accrue this benefit. In case, you did not receive this benefit after 45 days of Card Issuance, kindly write to Tata Neu Customer Care - customercare@tataneu.com .
I have an Add-On Tata Neu HDFC Bank Credit Card, but I am not getting 5% NeuCoins on selected categories via NeuPass Membership?	In case you have Tata Neu HDFC Bank Add-On Credit Card, then you will receive the benefit only on the transactions done via Primary Card Holder Mobile Number Account on Tata Neu.

<p>I have recently changed the Mobile Number in Bank records on Tata Neu HDFC Bank Credit Card, but I am not getting additional 5% NeuCoins on Tata Neu via NeuPass Membership on new mobile number?</p>	<p>In case you have updated your mobile number in Bank records, you will continue to earn additional 5% NeuCoins on selected categories via NeuPass Membership on the Mobile Number initially mentioned in the Credit Card Application. In case, you want to transfer the benefit to the new mobile number, you can write to Tata Neu Customer Care - customercare@tataneu.com for guidance and procedure of updating the new mobile number in your Tata Neu account or transfer of your old Tata Neu account to new mobile number.</p>
<p>What happens if my Card Account is blocked/closed?</p>	<p>Your Credit Card should be active on the day of credit of additional 5% NeuCoins on Tata Neu. For some categories NeuCoins are credited instantly and for few others, NeuCoins are credited after order delivery or travel dates. Once credited, they will be unlocked and ready to use after the return window is over. You can refer to individual brand terms on return & booking policy. For more details, refer https://www.tataneu.com/about-neupass.</p> <p>In case, you had done transaction on Tata Neu (using Tata Neu HDFC Bank Credit Card) on 1-Apr-25 and points were supposed to be posted on 15-Apr-25, but the card was closed/blocked on and before 15-Apr-25, then such transaction will not earn additional 5% on Tata Neu via NeuPass Membership.</p>