

RuPay Hi Flyer Program (Jan 2016 to Dec 2016)
Flight Vouchers to cardholders who spend highest (top 25 across the country)
using RuPay Cards (POS and e-com)

Initiative by National Payment Corporation of India (NPCI)

RuPay Hi Flyer Program Structure:

1. Definition:
 - a. RuPay Hi Flyer Program: It is a program, that is being run over the period of 1st January 2016 to 31st December,2016, where in the top 25 spenders (POS and e-com) every calendar month (during the program period) will be identified as per offer terms and given Flight vouchers worth INR 15,000/- each.
 - b. Calendar Month: Any calendar month starting 00:00:01 Hrs of 1st day of each calendar month and ending with 23:59:59 Hrs of the last day of each calendar month in the calendar year 2016.
2. Program Period: 1st January 2016 to 31st December,2016 (00:00:01 to 23:59:59 Hrs)
3. Eligibility: All cardholders who possess a RuPay card, issued on an IIN assigned by RuPay, who qualify under program terms and conditions.
4. RuPay Hi Flyer Program Terms and Conditions:
 - a. POS and e-commerce transactions on RuPay cards, issued to cardholders, on IIN assigned to banks will be eligible for assessment under the program.
 - b. Total spends across, POS and E-commerce successful transactions, on RuPay cards will be considered, for settled transactions net of refunds, fraudulent/ chargeback transactions.
 - c. Successful POS and e-commerce transactions during the period 00:00:01 Hrs from 1st day of each calendar month to 23:59:59 Hrs of the last day of calendar month will be considered as eligible transactions.
 - d. Both On-us and Off-us (NPCI Net processed) transactions will be considered.
 - e. A cardholder can be declared as winner only once during the program period i.e. if a cardholder has been awarded flight vouchers worth INR 15,000/- once during the program period then even if he is top spender in any of the subsequent months, he shall not be awarded flight vouchers again.
 - f. The denomination of flight vouchers will be INR 5,000/ INR 2,000 and INR 1,000 totaling to INR 15,000 per winner.
 - g. In case of tie between the top spenders the following conditions will be applied as a tie breaker:

Tie Level	Condition Applied
1	RuPay Card having more number of transactions will be declared eligible.
2	Time of last transaction by the cardholders in the said month will be compared and RuPay Card where the last transaction was done first will be declared eligible.
3	RuPay Card having greater number of e-com transaction will be declared eligible.

- h. Decision taken by NPCI in case of “Tie” basis data submitted by banks will be final and binding on all banks.
 - i. The vouchers once used for making flight bookings cannot be cancelled. In such a scenario the cardholder will forfeit entire voucher value.
 - j. Flight bookings once made using the vouchers, however may be rescheduled by the winner. Any charges for the same have to be borne by the winner. If the rescheduling flight is of lower value then no refund will be paid by IndiGo.
 - k. Flight vouchers can not be redeemed for cash or exchanged.
 - l. Flight vouchers can not be issued to NPCI staff.
 - m. NPCI, may at any change, amend, add or delete these terms and conditions and communicate the changes to banks vide an addendum circular.
 - n. Spends on multiple RuPay cards cannot be clubbed together where a cardholder is holding multiple RuPay cards of one or multiple banks.
 - o. Vouchers will be handed over to the concerned bank officials by the NPCI Relationship Manager upon declaration of results.
5. Flight Voucher redemption Terms and Conditions:
- a. The vouchers are valid for use on or before 6 months from the date of issue.
 - b. The vouchers cannot be exchanged for cash or other product.
 - c. The vouchers can be used on any IndiGo flight by mentioning the code at the time of booking through www.IndiGo.in or through the IndiGo call centre.
 - d. Each voucher code will entitle the customer to a discount equal to the voucher face value on the total fare of the ticket (including applicable taxes, fees and surcharge {including but not limited to fuel surcharge}). The remaining fare (including

applicable taxes, fees and surcharge {including but not limited to fuel surcharge}) will have to be additionally paid by the customer at the time of booking.

- e. The cardholder can use the flight vouchers to book flights of their choice as per availability on the IndiGo website.
 - f. All tickets redeemed by customers using the vouchers will at all times be subject to IndiGo's general terms and conditions of carriage mentioned on the website www.IndiGo.in.
 - g. If a customer uses the vouchers partially, then the balance amount will be forfeited. The customer cannot claim cash or any other product in lieu of the balance amount.
 - h. Reselling of the IndiGo vouchers by winners is not permitted.
 - i. Usage of lost/ stolen vouchers issued to a winner is the sole responsibility of the cardholder and NPCI/IndiGO/ Bank are not responsible for the same.
 - j. The vouchers once used for making flight booking cannot be cancelled. In such a scenario the cardholder will forfeit entire voucher value.
 - k. Flight bookings once made using the vouchers, however may be rescheduled by the winner. Any charge for the same have to be borne by the winner, If the rescheduled flight is of lower value then no refund will be paid by IndiGo.
 - l. Any dispute/ complaint regarding the services offered by IndiGo must be addressed by the winner directly with IndiGo.
 - m. NPCI/IndiGo/Bank will not be responsible for any kind of damages incurred by the winner due to any unfortunate circumstances while redeeming the vouchers or while undertaking a journey where in the flight tickets are booked redeeming the vouchers.
6. Others:
- a. Result for each calendar month will be declared by 15th of each subsequent month.