

Terms and Conditions - 811 Super

811 Super Eligibility:

1. Customers need to add ₹10,000 in their 811 Account to be eligible for upgrading to 811 Super A/c
2. On monthly basis, customer needs to do at least one customer initiated credit transaction of minimum ₹10,000 to get eligible for 811 Super cashback.
3. 811 Super will be offered for one year from the date of subscription.
4. 811 Super is an exclusive program available to a limited set of customers. Eligibility for 811 Super can be checked through the Kotak811 App.

811 Super Cashback:

1. Eligible customers - Cashback to 811 Super eligible customers on Debit Card spends & customer needs to credit ₹10,000 every month to avail the Cashback.
2. Cashback construct - Flat 5% cashback up to ₹500 per month to all 811 Super customers on eligible spends through Kotak Debit card (E-com/ POS (Point of Sales) transactions) up to ₹500/month. Refer to below rules for cashback

Rules

- 811 Super eligible customers should spend via Kotak Debit card, ₹10,000 need to be credited in 811 Super a/c to avail flat 5% Cashback up to ₹500 per month.
- In order to calculate the spend value only following types of Debit Card transactions are eligible:

- Virtual Debit Card
- Physical Debit Card transactions (E-com/POS)

Important note:

- Inter or intra bank fund transfer, ATM cash withdrawal, wallet top up (transfer from 811 Savings Account to any kind of wallet) or any other type of transaction excluding mentioned above will not be considered. For more details, please refer to below Terms & conditions for cashback conditions.
- Any type of UPI transactions will not be considered as spends.

Terms & Conditions for Cashback:

1. This cashback has been extended by Kotak Mahindra Bank to 811 Super customers meeting eligibility criteria of ₹10,000 credit/month.
2. A customer can get a max ₹500 cashback/month.
3. To get the monthly cashback, 811 Super eligible customers should spend via 811 Debit Cards.
4. Any kind of fund transfers or ATM cash withdrawal and wallet top-up will not be considered as spend.
5. Cashback will be rounded down to the nearest whole number.
6. Customer should spend at least ₹20 to get eligible for cashback.
7. Cashback will be deposited in 30 days post-completion of the month under consideration.

8. Customer will have to claim the cashback on 811 App after the cashback has been generated & ready for credit.
9. The cashback is not-transferable.
10. Participation for the cashback is voluntary.
11. Any Customer eligible for the cashback shall be deemed to have read, understood, and accepted these terms and conditions, general terms and conditions of the Bank.
12. Kotak Mahindra Bank reserves the right, at any time, without prior notice and without assigning any reason whatsoever, to add/alter/modify/change or vary all or any of these terms and conditions or to replace, wholly or reduce the cashback.
13. The Bank reserves the right to disqualify any Customer from the benefits under the Offer if any fraudulent activity is observed as being carried out for availing the benefits under the offer.
14. The decision of the Bank in all matters in connection with and incidental to this offer is final and shall be binding on all persons.
15. Disputes, if any, arising out of or in connection with or as a result of the above cashback or otherwise relating hereto shall be subject to the exclusive jurisdiction of Mumbai courts.
16. Any kind of refund or reversals will not be considered as ₹10,000 deposit.
17. Cashback cannot be processed if the account is frozen.
18. Transactions on below MCC (Merchant Category Codes) will not be considered for cashback:

- 5169, 5085, 5199, 2842, 5122, 5039, 5198, 7375, 5051, 5021, 5046, 5099, 7395, 8734, 5044, 5074, 2791- Business-to-business transactions
- 7995- Betting including lottery tickets, casino gaming chips, race tracks
- 7273- Dating and escort services
- 5960- Direct marketing - Insurance services
- 6012- Financial Institution - Merchandise Services & Debt Repayment
- 7800- Government licensed - lottery
- 7801- Government licensed- online gambling
- 7802- Government licensed - racing

- 5723- Guns and ammunition shops
- 6381- Insurance
- 6300- Insurance sales, underwriting & premiums
- 6010- Manual cash disbursements - Financial Institutions
- 4829- Money transfer
- 6051- Non financial institutions - Foreign currency liquid, crypto assets, account funding, traveler cheques & debt repayment
- 8651- Political donations
- 6540- Non-Financial Institutions – Stored Value Card Purchase/Load
- 5300- Wholesale clubs

19. Transactions on below categories will not be considered for cashback:

- Loan repayment
- Wallet load transactions
- Utilities payment & Bill payments
- Credit Card bill payments

20. GSFC benefits will commence post 24 hours of 811 Super fee debit

21. Virtual debit card will be visible post 72 hours of account opening

22. Bank reserves the right to not issue Chequebook to customers having abusive behavior

23. Bank observed that certain merchants do not use right MCCs while posting a transaction leading to ambiguity. As a remedial action Bank will scan narration of the transactions to evaluate cashback eligibility. Transaction narrations related to credit card, wallet load, fund transfer, gift cards, bill payments, platforms like AmazonPay, Canara Setu, Flipkart Payment, etc. and other similar keywords in narration can be construed by Bank for not giving cashback. Decision of Bank on this shall remain final.

24. For above point, Bank continuously checks transactions and MCCs and will keep updating their logic. Since it is an on-going activity, no additional communication shall be sent as working details have already been mentioned on above point.

25. Any complaints need to be raised within 45 days of transaction month.

The bank reserves the right to modify, amend, or terminate the criteria associated with its rewards program at any time, without prior notice. Such changes may include, but are not limited to, adjustments in eligibility requirements for customers or transactions, and redemption options. Customers are encouraged to review the terms and conditions of the rewards program regularly, as modifications may occur based on market conditions, regulatory requirements, or internal policies. The bank shall not be held liable for any losses or damages arising from changes to the rewards program.

To qualify for cashback rewards, customers must complete a mandatory monthly credit transaction. Please note that any reversal of bank-initiated debit transactions or ActivMoney credit transactions will not be considered qualifying transactions. The bank reserves the right to verify and determine the eligibility of transactions pertaining to the cashback program. Furthermore, the bank retains the sole discretion to determine qualifying spend transactions for its rewards program.

The bank may also implement a fair usage policy regarding these transactions without prior notice to customers. Such discretion is necessary to maintain the integrity and sustainability of the rewards program. By opting for Kotak 811 Super, customers acknowledge and accept these conditions. We encourage you to regularly check these terms and conditions for updates. Keeping informed about any changes will help you make the most of the rewards program and ensure that you understand your rights and responsibilities.