

Rewards SOP

This document outlines the reward construct, how points are earned as well as used by customers.

It also details how reconciliation is done for the usage of cash points.

Cash points can be redeemed on Paisa Bazaar App.

Rewards Construct:

- Accrual Capping – Daily cap 500 Cash points; monthly cap of 3000 Cash points
- Minimum redemption - INR 500
- No Cash Points will be issued in case UPI spends below INR 2000

1 Cash point = 1 INR; No redemption fee

| Cumulative FD Size | 5 to <10k | =>10k |
|---------------------|--|--|
| Joining/ Annual Fee | 0 | 0 |
| Online Spends | Eff. Cashback -1.00% Example – For INR 100 transaction – effective cash back is INR 1 | Eff. Cashback - 1.50% Example – For INR 100 transaction – effective cash back is INR 1.5 |
| All Other Spends | Eff. Cashback -1.00% above 2k Spends Min UPI spend of 2K Example - 2 Cash points on every INR 200 spends | Eff. Cashback -1.00% above 2k Spends Min UPI spend of 2K Example - 2 Cash points on INR 200 spends |

- These earned cash points will be adjusted against the customer card outstanding amount; Cash Back API shall be utilised for this requirement.
- Expiry of the cash points shall be 1 year from the date of earning those points.
- Cost split for maintaining the cash points is 60% borne by the partner (Paisabazaar) - 40% borne by the bank (SBM).

Users will not earn any points

Fuel Spends, EMI transactions, Wallets loading transactions, ATM withdrawals, Jewellery, Rent Payment, Utilities, Education, Govt Spends, Gambling, Games, Lottery etc

Below is the list of excluded categories (MCC codes) on which rewards will not be earned -

| MCC | Category | Classification |
|------------|---|-------------------------------|
| 6513 | Real Estate Agents and Managers - Rentals | Rentals & Property Management |
| 7349 | Cleaning & Maintenance, Janitorial Services | Rentals & Property Management |
| 6010 | Cash Withdrawal at merchant location | Cash |
| 6011 | Cash Withdrawal at ATM | Cash |
| 6051 | Quasi-cash merchants | Cash |
| 4829 | Wire transfer Money orders | Wire transfer |
| 6012 | Financial Institutions - Merchandise and Services | Finance |
| 7322 | Debt Collection Agencies | Finance |
| 6211 | Securities brokers & dealers | Securities |
| 6540 | Debit Card to Wallet Credit | Wallet |
| 8211 | Elementary and Secondary Schools | Education |
| 8241 | Schools, Correspondence | Education |
| 8244 | Schools, Business & Secretarial | Education |
| 8249 | Schools, Trade & Vocational | Education |
| 8220 | Colleges, Universities, Professional Schools and Jr | Education |
| 8299 | Schools and Educational Services | Education |
| 5960 | Direct marketing insurance services | Insurance |
| 6300 | Insurance - Sales and Underwriting | Insurance |
| 6381 | Insurance Premiums | Insurance |
| 7800 | Govt owned lottery | Govt |
| 7802 | Govt licensed horse/dog racing | Govt |
| 7995 | Gambling transactions | Govt |
| 9211 | Court costs | Govt. |
| 9222 | Govt fines | Govt |
| 9311 | Tax Payments | Govt |
| 9399 | Government Services, Not Elsewhere Classified | Govt |
| 9402 | Postal services - Govt only | Govt |
| 9405 | Govt services, Intra govt purchases | Govt |
| 0820 | Fertilizer Dealers | Agriculture |
| 0821 | Pesticides/Insecticides | Agriculture |
| 0822 | Seeds | Agriculture |

| | | |
|------|---|---------------------|
| 0823 | Farm equipment | Agriculture |
| 0824 | Agri machinery | Agriculture |
| 0825 | Other Agri inputs | Agriculture |
| 0763 | Agri Cooperatives | Agriculture |
| 0780 | Horticultural & Landscaping Services | Agriculture |
| 5261 | Lawn & Garden supply stores | Agriculture |
| 4900 | Utilities - electric, gas, water and sanitary | Utilities |
| 1520 | General contractors - Residential & Commercial | Contractor Services |
| 1711 | A/C, Heating & Plumbing Contractors | Contractor Services |
| 1731 | Electrical Contractors | Contractor Services |
| 1740 | Insulation, Masonry, Plastering, Stonework & Tile setting | Contractor Services |
| 1750 | Carpentry Contractors | Contractor Services |
| 1761 | Roofing & Siding, Sheet Metal Contractors | Contractor Services |
| 1771 | Concrete Work Contractors | Contractor Services |
| 1799 | Contractors, Special Trade Contractors - Not Elsewhere Classified | Contractor Services |
| 4784 | Toll and Bridge Fees, Transit | Transportation |
| 4789 | Transportation | Transportation |