

Visa Reactivation Campaign Offer FAQs

[FAQs for Cardholders]

This document captures all the Frequently Asked questions from Cardholders for Visa Reactivation Campaign. The questions are classified into the following sub-sections:

1. Offer details.
2. Offer Redemption and usage details.
3. Cardholder eligibility for this offer
4. Additional details on enabling and making Contactless transactions.

Offer Details

1. What is Visa Reactivation Offer?

In order to activate existing Visa consumer credit cards issued in India (Visa Card(s)) that has at least one purchase transaction undertaken at any of the offline or online merchant establishments between April 01, 2023 to January 31, 2024; but has no Eligible Transaction between February 01, 2024 to July 31, 2024), Visa is running this reactivation campaign for such select eligible Visa Cards (Eligible Card(s)). Holders of Eligible Cards can spend INR 2000 during campaign period and qualify for a 3 month Amazon Prime subscription (Offer).

This Offer is applicable on select Eligible Cards only. Note that Visa Debit, Visa Prepaid, Business Visa Cards, Forex Visa Cards and Corporate Visa Cards are not eligible for this Offer.

2. For how long is this promotional offer valid?

This Offer is valid from August 12, 2024 to November 12, 2024, including both days (Offer Period). Holders of Eligible Cards who have spent INR 2000 within the Offer Period will qualify to receive Amazon Prime subscription

3. How can I participate in this offer? (Eligibility)

Visa consumer credit cards issued in India that have done at least one Eligible Transaction between April 01, 2023 to January 31, 2024; but has no Eligible Transaction between February 01, 2024 to July 31, 2024 will be eligible to participate in this Offer.

4. What transactions are considered eligible for this offer?

Any purchase transaction undertaken through an Eligible Card at any of the offline or online merchant establishments shall be an Eligible Transaction

5. What are the vouchers that I can win in this promotional offer?

3 month Amazon Prime subscription

[Offer Redemption and usage details.](#)

6. How can I claim my voucher(s) if I have spent the necessary amount within the offer period?

You can claim your voucher(s) following the steps below:

- Click on the 'Claim offer' button or link "<https://visaactivation.poshvine.com>" (Redemption Website) that is shared on your offer communication which could be an SMS or Email or Bank app/website banners, Social Media post/banner etc.
- You will land on our Visa Reactivation Offer page.
- Check your eligibility using your mobile number and 16-digit card number
- If eligible, you will be shown a message to spend INR 2000 to be able to claim benefit
- If already qualified, you will be able to login using mobile number and OTP
- Authenticate your card using 16-digit card number, card expiry date and full name
- Post authenticating, you will be able to claim benefit by clicking on "Claim Now" button
- 'Know more' widget on the same page will provide the offer details and offer terms and conditions
- A unique code will be displayed to you for the voucher that you have claimed.
- You can use this code on Amazon India's website to redeem it.
- The same code will also be sent to you as an SMS on the provided mobile number.
- In case you face any issues or have queries regarding the redemption process or the Redemption Website, you can write to the customer care team managed by Razorpay International Services Pte Ltd at activation-offer@razorpay.com. The team will respond back to you at the earliest.

*Please note that voucher will only be available 15 days after you have spent the eligible amount (INR 2000 in this case)

7. I have successfully logged into the offer Redemption Website, but I see no voucher for me. Why?

If you are unable to see your voucher details despite your eligibility, then, please contact our customer care team managed by Razorpay International Services Pte Ltd at activation-offer@razorpay.com. The team will respond back to you at the earliest.

8. I have received my voucher but forgot my unique voucher code. How can I get it again?

There are a few ways to get your unique voucher code:

- Check your SMS for the unique voucher code sent to you on the mobile number provided on Redemption Website.
- You can also re-log into the offer Redemption Website as shown in Question 6. Once you log in, you will see all the Amazon Prime subscription vouchers that you have received for this Offer.
- If you still face any issue, you can write to the customer care team activation-offer@razorpay.com. The team will respond at the earliest.

Note: Visa, Banks, and Merchant will not be responsible for any delay, loss, or damage in the delivery of the Amazon Prime subscription voucher(s).

9. How do I redeem my voucher on Amazon?

- Visit www.amazon.in/vouchers to use the Amazon Prime subscription vouchers
 - Log into your Amazon India account (if not logged in)
 - Enter the voucher code in 'Add new' section
 - Click on 'Add' button to add Amazon Prime subscription voucher
 - Select 'Prime Voucher' from the three options
 - Select the preferred plan and enter the billing address to activate Prime
 - For Complete terms and conditions of Amazon Prime subscription voucher usage, please visit <https://www.amazon.in/gp/help/customer/display.html?nodeId=GT4BFAMD9JJCMSK>
- **Note:** Amazon Prime subscription vouchers received as part of this Offer are non-transferable, non-exchangeable, and non-refundable and their use is solely subject to the terms and conditions provided by Amazon. No cash alternative or substitute to the Amazon

Prime subscription voucher(s) will be provided. The validity of the Amazon Prime subscription voucher starts from the date of redemption on Amazon India

10. What is the validity of my Amazon Voucher(s)

The validity of the Amazon subscription voucher is 90 days from the date of receiving the code on SMS or viewing it on the Redemption Website. Ensure that you redeem this voucher on the Amazon website/Mob App before this period after which the voucher can't be redeemed partially or fully.

Ex. If you have downloaded the Amazon Prime subscription voucher on the offer Redemption Website on the 1st of Oct'24, then, redeem it on the Amazon India website/app on or before 31st December '24, after which the voucher will expire. Note that the validity on this Amazon Prime subscription voucher can't be extended.

11. What if I have a concern regarding the voucher redemption?

You should discuss any concerns regarding the redemption of the Amazon Prime subscription vouchers directly with Amazon . Visa and Bank, will not be responsible for any issues related to voucher redemption.

12. There is a difference between the terms and conditions and the FAQs for the campaign, what should you follow?

These FAQs are only to supplement the terms and conditions for this campaign and no manner amend / modify the terms and conditions. If there is any inconsistency between the terms and conditions and these FAQs, such inconsistency shall be cured in favour of the terms and conditions i.e., the terms and conditions shall prevail.

■ End of Customer facing FAQs