

# HIGH5 FAQs

## High5 FAQs:

**1) What do I need to do to get a voucher?**

- You have to do shopping transactions using your IndusInd Bank Debit Card as specified in the High 5 offer communication SMS/Email.
- The transactions for voucher qualification have to be done within the month in which the offer was communicated.

**2) Do I qualify for the voucher if I spend a total of the amount specified in the offer SMS/Email in a single transaction?**

You must ensure that each of the transactions is worth the amount specified to qualify for the offer. For example, if the SMS mentions that a voucher will be given on 4 transactions each worth Rs 1000 or more using the IndusInd Bank Debit Card; then each of the 4 transactions should be of value Rs 1000 or more.

**3) I did my High5 transactions, how do I get the voucher?**

You will receive the link by means of an SMS/Email on your registered mobile number/email by 5<sup>th</sup> of the subsequent month. For example, if you qualify for the offer in the month of April, you will receive the SMS between 1<sup>st</sup> and 5<sup>th</sup> of May. You must visit the link to claim the voucher of your choice. Once you select the brand, you will receive the voucher code on SMS within minutes.

**4) What type of debit card transactions will be considered for the High5 Offer?**

Any shopping that you do, using your debit card is considered for this offer. You can buy grocery, fill fuel, watch movies, book tickets, recharge your wallet, pay bills, go shopping, and do a lot more. Remember- you must use your Debit card to pay, and each transaction must be of the value specified in the High5 SMS.

**5) Are ATM Transactions allowed for this High5 Promo?**

No, ATM Transactions will not be counted for this promo. You must use your debit card for shopping (by swiping/ dipping the card at the POS machine), for it to be counted as a transaction

**6) Is the online payment via Net Banking counted as an ecommerce transaction under this Promo?**

No, you must make the payment online by selecting Debit Card, and enter the Card details, for it to be counted as a transaction eligible for the promo

**7) I chose to pay online by Debit Card +PIN in my NetBanking section. Is it counted as an ecommerce transaction under this Promo?**

No, you must make the payment online by selecting Debit Card, and enter the Card details, for it to be counted as a transaction eligible for the promo.

**8) I have set up bill payment on mobile banking app. Will this be counted as a transaction?**

No, you must make the payment online by selecting Debit Card, and enter the Card details, for it to be counted as a transaction eligible for the promo.

**9) How long is the voucher valid for?**

The validity of the voucher depends on the brand that you select. We recommend that you read the T&C of the brand before making a selection.

**10) If I have two debit cards on the same account, can I avail the Offer on both?**

Yes, HIGH5 Offer is applicable on both debit cards i.e. you can do the transactions suggested by the offer on each of the debit cards and get vouchers.

**11) Can I use multiple vouchers earned, on one single purchase?**

This depends on the brand that you select. We recommend that you read the T&C of the brand before making a selection.

**12) Will my Utility Bills' (Electricity, Cooking Gas, and Water) payment be counted as a transaction?**

Yes, so long as you have made the payment for a bill using Debit card option while making the payment online. This will be counted as an Ecommerce/Online transaction.