

Offer Redemption Process

Purpose: To outline the process for redeeming offers available to Senior Citizen Debit Card holders.

Eligibility: - Customer must hold a CSB Bank Senior Citizen Debit Card (RuPay Platinum).

Offer Details:

1. 20% off on Netmeds (Min spend ₹999, Max discount ₹300, 1/quarter)
2. Complimentary/discounted health checkup (SRL/Thyrocare, 1/year)
3. Airport Lounge access (1/quarter)
4. PA & Disability Insurance ₹2 Lacs
5. 24/7 Concierge Service
6. Monthly RuPay offers

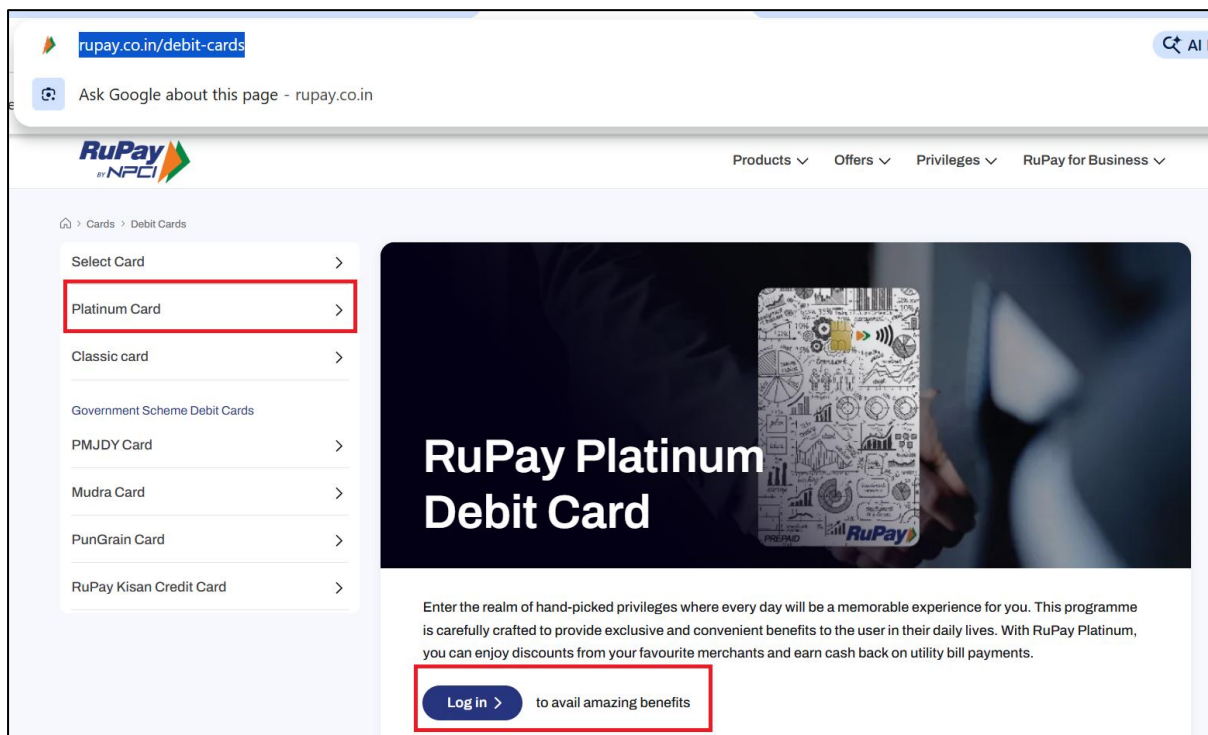
Redemption Process for offers :

Step 1:

Visit <https://www.rupay.co.in/debit-cards>

Step 2:

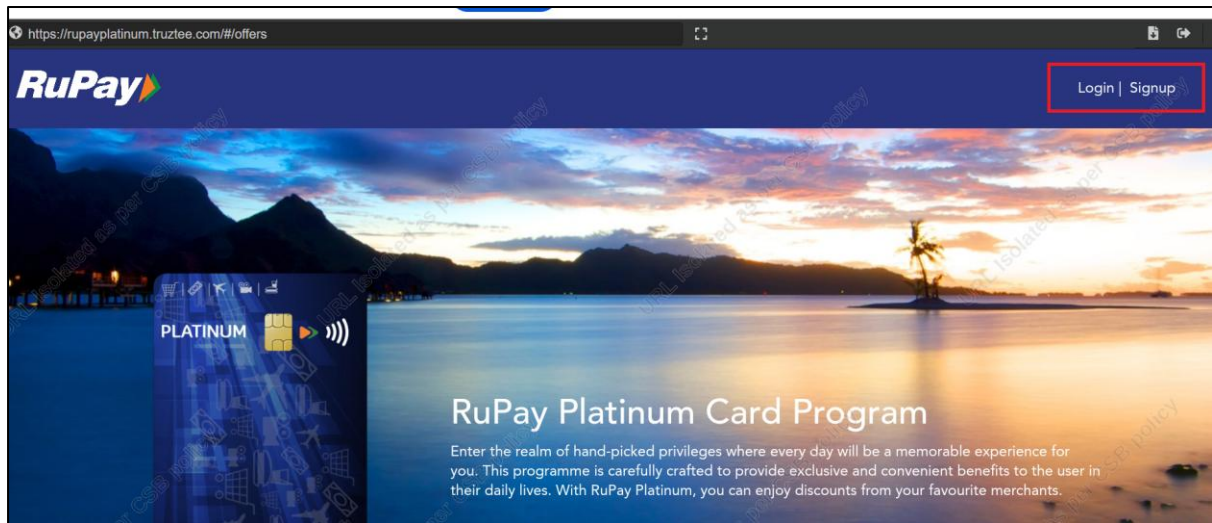
Select Card variant as 'Platinum' & click on Login



The screenshot shows the RuPay website interface. At the top, there is a navigation bar with links for Products, Offers, Privileges, and RuPay for Business. Below this, a sidebar on the left lists various card options under the heading 'Cards > Debit Cards'. The 'Platinum Card' option is highlighted with a red box. The main content area features a large banner for the 'RuPay Platinum Debit Card' with an image of the card. Below the banner, there is a paragraph describing the benefits of the card, and a 'Log in' button is highlighted with a red box, followed by the text 'to avail amazing benefits'.

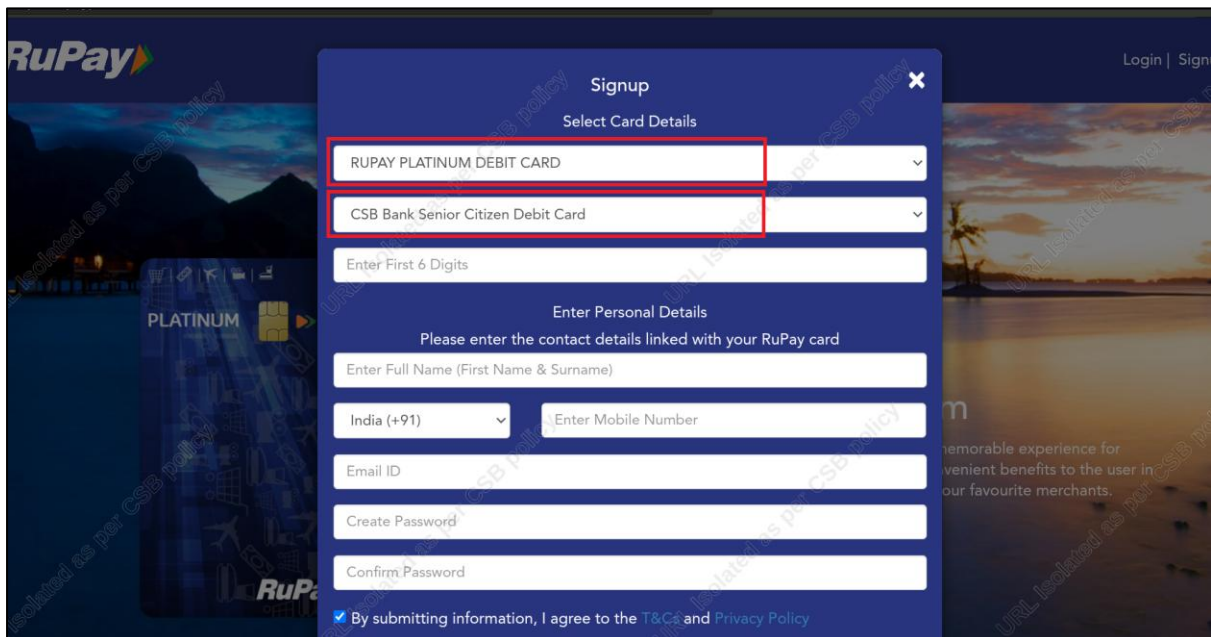
Step 3:

Click on 'Login' located on top right corner of the page for redeeming offer and 'Sign up' in case of 1st time user



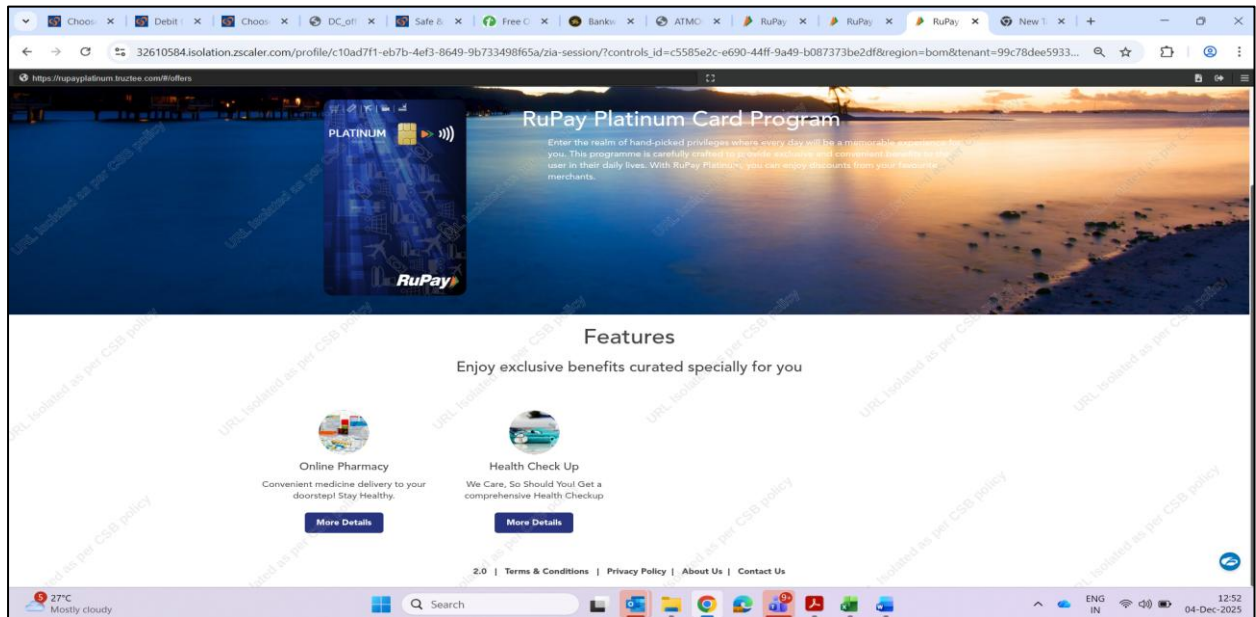
Step 4 (Signup/Login):

- Enter Name as per card
- Select Card type as 'RuPay Platinum Debit Card'
- Select Card as 'CSB Bank Senior Citizen Debit Card'
- Enter the first 6 digits of the card
- Enter registered mobile number with the bank
- Email id
- Create and confirm password
- Do Captcha validation and 'Submit'



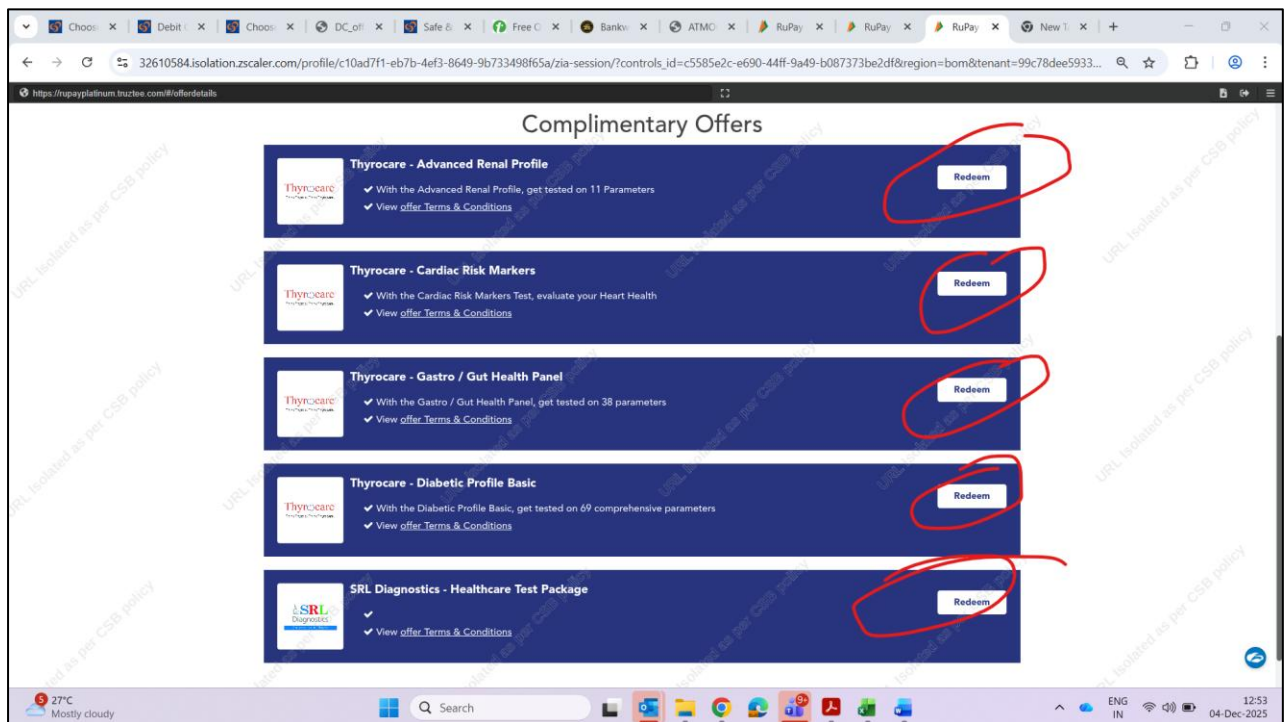
Step 5 (After login)

View the offers on the card on home page



Step 6:

Click on 'More details' and then Redeem for 'Coupon code' generation



For Throcare (Health Checkup):

Thyrocare is India's largest Diagnostic centre and Pathology lab with a focus on providing quality preventive healthcare services at affordable costs at the convenience of your home.

Advanced Renal Profile includes:

It is an array of tests that checks the functionality of kidneys along with calcium deficiency and liver functions. The tests measure levels of various parameters, including minerals, electrolytes, proteins and sugar in the blood to determine the health of kidneys.

- RENAL [7]
- ELECTROLYTES [3]
- ARTHRITIS [1]

Cardiac Risk Markers Profile includes:

Cardiac Risk Markers Profile estimates the levels of cardiac risk markers in the body, which help in evaluating the functioning of the heart. The test also evaluates Lipids in the body.

- APO B / APO A1 RATIO (APO B/A1)
- APOLIPOPROTEIN - A1 (APO-A1)
- APOLIPOPROTEIN - B (APO-B)
- HIGH SENSITIVITY C-REACTIVE PROTEIN (HS-CRP)
- Lipoprotein (a) [Lp(a)]

Gastro/Gut Health Panel includes:

Gastro/Gut Health Panel is a comprehensive package of 38 tests that gives detailed information about your gut health.

- LIVER [12]
- COMPLETE HEMOGRAM [24]
- PANCREATIC [2]

Diabetic Profile Basic includes:

Diabetic Profile Basic helps monitor blood sugar levels and keep track of overall bodily functions. This profile, containing 69 parameters, aids in complete diabetic care with lipid profile, liver function tests, iron deficiency profile, kidney profile, and thyroid function tests.

- IRON DEFICIENCY [4]
- LIVER [12]
- COMPLETE HEMOGRAM [24]
- DIABETES [5]
- RENAL [9]
- ELECTROLYTES [2]
- LIPID [10]
- THYROID [3]

Booking Process:

- Click on "Redeem"
- Complete the required payment with your RuPay Platinum card to validate the offer
- You will receive a confirmation email with the Booking ID
- To redeem the service, reply to the confirmation email or call the RuPay Platinum Support Team to book and receive an appointment confirmation - Contact no: +91 40 4189 1419
- You will receive a confirmation email from RuPay with the Order ID based on availability of the phlebotomists
- Thyrocare will depute phlebotomists to collect blood samples of the beneficiaries based on the appointment. You will receive a call from Thyrocare upon assigning the phlebotomists
- Thyrocare phlebotomists will reach the customer's home at the designated date and time.
- The soft copy of the report will be available to the customer within 48-72 hours of sample collection
- For any questions, please contact the RuPay Platinum Support Team: +91 40 4189 1419

Validity of the Coupon Code:

- The coupon code is valid for a period of 30 days from issue date
- The coupon code/benefit will expire if unused within the validity period
- The expired coupon cannot be extended, exchanged and is deemed to be utilized

Important Notes:

- **A minimum of 48 hours notice is required to schedule an appointment.**
- **If you wish to reschedule or cancel the appointment, you must provide a minimum of 48 hours notice prior to the scheduled appointment time by replying to the confirmation email.**
- The list of locations is subject to change and information on whether your area/pincode are serviceable will be provided at the time of booking. Please contact the support team for more information.
- Terms & Conditions apply. You are deemed to have read & accepted the T&Cs when you proceed with the booking

Cancellation:

- Coupon codes once redeemed, cannot be cancelled
- The coupon code is valid for 30 days from issue date

Terms and Conditions: Thyrocare

- The T&Cs of Thyrocare can be viewed here and deemed to be understood and agreed to prior to using their services <https://www.thyrocare.com/terms>
- For more information on Thyrocare Terms of Service, click here: <https://www.thyrocare.com/terms/service>

For SRL

SRL Diagnostics is a leading pioneer in diagnostic & pathology testing services. Their Wellness Centers have some of the most advanced lab equipment to test various parameters. Visit their centers & get tested on the selected parameters with the customized package for a comprehensive health evaluation. To view a list of the Wellness Centers included in this offer, click on the "Locations" tab.

Healthcare package includes:

- CBC ESR
- GLUCOSE, FASTING
- GLYCOSYLATED HEMOGLOBIN
- LIPID PROFILE
- CREATININE
- URIC ACID
- ALANINE AMINOTRANSFERASE (ALT/SGPT)
- BILIRUBIN, TOTAL

Booking Process:

- Click on "Redeem"
- Complete the required payment with your RuPay Platinum card to validate the offer
- You will receive a confirmation on your registered Email ID
- To redeem the service, reply to the confirmation email or call the RuPay Support Team +91 40 4189 1419 in advance to pre-book an appointment at your preferred center. Please note that walk-ins without a prior appointment taken with the helpline provided will not be entertained by the testing center.
- Visit the Wellness Center to get your tests completed
- For any questions, please contact the RuPay Se Support Team: +91 40 4189 1419

Validity of the Service:

- The Service has to be availed for the date which is confirmed.
- The Service will be expired if it is not utilised within one month from the date of redemption

Important Notes:

- Due to Covid19 Some branches/locations may be closed until further notice. The list of locations is subject to change. Please contact the support team for more information.
- Please ensure to check the availability of Doctors/Technicians before walk-in. For any issues, kindly contact the RuPay Select Support Team at +91 40 4189 1419.
- Terms & Conditions apply. You are deemed to have read & accepted the T&Cs when you proceed with the booking

Cancellation:

- Appointment once Confirmed, cannot be cancelled
- The Service will be expired if it is not utilised within one month from the date of redemption

Terms and Conditions: SRL Diagnostics

- The reported results are for information and for interpretation of the referring doctor only.
- It is presumed that the tests performed on the specimen belong to the patient named or identified.
- Results of tests may vary from laboratory to laboratory and also in some parameters from time to time for the same patient.
- Should the results indicate an unexpected abnormality, the same should be reconfirmed.
- Only such medical professionals who understand reporting units, reference ranges and limitations of technologies should interpret results.
- This report is not valid for medico - legal purposes.
- SRL Diagnostics nor its employees / representatives assume any liability, responsibility for any loss or damage that may be incurred by any person as a result of presuming the meaning or contents of the report.
- Offer applicable at the mentioned Wellness centres of SRL Diagnostics Private Limited
- No Two offers can be clubbed together
- Each voucher can only be used once

Other Terms & Conditions: Other Standard T&Cs will apply and are subject to change. Guests are required to adhere to the same.

Customer Support: - Call 1800 266 9090 (24x7 Toll Free), - Email: customercare@csb.co.in

Terms & Conditions:

- Offers are subject to change without prior notice.
- Valid only for Senior Citizen Debit Card holders.
- Bank reserves the right to modify or withdraw offers.