

Metro T-Savaari Reward Points Loyalty Program

1. Travel More - Earn More!!!
2. Now Hyderabad Metro Rail introduces T-Savaari Loyalty Program to the Customers
3. Eligibility: Passengers booking Ticket or recharging smart card only on T-Savaari
4. There are two (02) types of Loyalty program as below:
 1. T-Savaari Loyalty Program on Tickets
 2. T-Savaari Loyalty Program on Recharge
5. T-Savaari Loyalty Program on Tickets
 - ❖ Process details on collection of Reward points
 - Passengers can collect the reward points against the ticket booked on T-Savaari
 - Loyalty Reward points slab:

S. No.	Ticket Fare (in INR)	Loyalty Reward Points (in Numbers)
1	1-15	10
2	16-25	20
3	26-35	30
4	36-45	40
5	46-55	50
6	56-60	60

6. T-Savaari Loyalty Program on Recharge
 - ❖ Process details on collection of Reward points
 - Passengers can collect the reward points against the recharge of smart card on T-Savaari
 - Recharge of smart card is possible only in the multiples of Rs. 100/-
 - Recharge of smart card can be done with minimum of Rs. 100/- to maximum of Rs. 3000/-
 - You can collect equal points to the amount recharged.
For example, for recharge value of Rs. 100, you will get the credit of 100 reward points.
7. Terms & Conditions on Redemption process
 - ❖ Redemption process for both the type of loyalty program is same as below:
 - Each 10 points is equal to Rs. 1/- ie., 10 points = Rs. 1/-
 - Your account must have minimum balance of 100 reward points every time the points are redeemed

- Reward points will be valid for 30 days from the date of credit
- **Cancellation process for the ticket purchased with digital cash in full**

Digital cash means the currency available in your bank account.

You purchase a ticket with digital cash in full and decide to cancel the ticket, then you will get refund of digital cash you paid, and points will also be deducted which was credited for the ticket booked.

For an example,

Ticket purchased for Rs. 35 and you get 30 points added to your account.

On cancellation of this ticket, Rs. 35 will be refunded to your bank account and 30 points will be deducted from your Reward Points balance.

- **Cancellation process for the ticket purchased in combination of digital cash and Reward Points balance**

You buy a ticket in a combination and on cancellation of this ticket, only the digital cash will be refunded, and reward points will not added back to the balance.

For an example,

You buy a ticket for Rs. 35 in a combination as follows:

Rs. 35/- = Rs. 10/- (by redeeming 100 points) + Rs. 25/- of digital cash

On cancellation, only Rs. 25 will be refunded & Rs. 10 which is equal to 100 points will not be added back

Moreover, your reward points of 30 earned on purchase of this present ticket will also be deducted from the balance.

- **No reward points will be credited on purchase of ticket fully from the balance of reward points earned earlier**
