

Frequently Asked Questions

Question -1) Why Bank is upgrading my InterMiles Card?

Ans: IndusInd Bank Co Brand Partnership with InterMiles for Odyssey and Voyage Cards is getting concluded. In order to ensure uninterrupted credit card services, we are upgrading your existing InterMiles Card to other Life-time free IndusInd Bank Credit Card.

Question-2) Do I get all the benefits on the Life Time Free version of the upgraded card?

Ans: Cardholder will be able to enjoy all the benefits of the upgraded card except the fee based benefits. Example: Welcome Benefit/Renewal Benefit if any.

Question -3) What card will I be upgraded to?

Ans: Cardholders will be assessed based on the eligibility criteria of the bank and will be offered Lifetime Free versions of the eligible cards. The same will be communicated to you via Email.

Question -4) When would I receive my upgraded credit card?

Ans: You would receive your upgraded credit card in the month of August/September 2024.

Question -5) What would happen to my old InterMiles Card? Can I continue to use the old card?

Ans: Your existing InterMiles Card will remain active for usage till 90 days from date of transfer or expiry of the card whichever is earlier. However, we would urge the cardholder to start using the new card at the earliest.

Once the cardholder spends on the new card, the existing InterMiles Card will become inactive.

Question -6) What would happen to my Miles earned on the InterMiles Credit Card?

Ans: Miles earned on your card, till the statement cycle prior to upgrade will be transferred to your InterMiles account and can be used as guided by the InterMiles policy. Any InterMiles earned in the statement cycles post the card upgrade will be transferred to the new card as reward points of similar value.

Question -7) Where can I use the benefits accorded to me on my InterMiles credit card?

Ans: You can utilize all your benefits on intermiles.com across any airline or Hotel available on intermiles.com as per InterMiles policy.

Question -8) What happens to my InterMiles Tier membership and frequent flier program of InterMiles?

Ans: You would continue to enjoy the benefit of the Tier membership and frequent flying till the validity of the memberships. These memberships post the expiry would not renew.

For any further queries, you can connect to IndusInd Bank Customer Care.

Question-9) where can I get to know the product features of the upgraded card?

Ans: Cardholders can visit the product page of the relevant credit card to know more about the card features in details.

Question -10) I am being asked to select a preferred Airline for Avios Card. Why?

Ans: IndusInd Bank Avios Visa Infinite Credit Card is a Multi Brand Airline card which offers you an option to choose between Qatar Airways and British Airways based on your preference. Both Airlines offer different benefits, which a cardholder can choose to enjoy accordingly.

Question -11) I am being asked to select a preferred Destination for the Avios Credit Card. Why?

Ans: Cardholder would be able to earn 5 Avios per INR 200 spent in selected preferred international destination for Point of Sale transactions. Choosing a preferred destination helps you earn accelerated Avios on Point of Sale transactions while transacting through IndusInd Bank Avios Visa Infinite Credit Card.

Question-12) What happens if I do not share the response for the preferred Airline and Destination or either?

Ans: It is important that you submit your response for both the preferred Airline and the preferred Destination to upgrade your card to IndusInd Bank Avios Visa Infinite Credit Card.

In the absence of any response submission from the cardholder before 26th of July to bank, Bank would choose Preferred Airline and Preferred Destination for you and upgrade your card to IndusInd Bank Avios Visa Infinite credit card.

You can submit your preferred Airline and preferred destination by writing us on priority.care@indusind.com or calling us on 18602677777.

Question-13) What if I submit the responses multiple times for the preferred Airline and Destination?

Ans: Latest response submitted by you on or before 26th July 2024 would be considered as the final response.

Question -11) Would my existing InterMiles credit card be upgraded to Avios Credit Card if my card is not active or under any block?

Ans: Please note we would not be unable to upgrade your card if your existing InterMiles credit card is blocked for usage. Once the block is removed, your card can be upgraded to Avios Credit Card.