

# Frequently Asked Questions

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

Ans: IndusInd Bank Co Brand Partnership with InterMiles (Jet Privileges Pvt Ltd) 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: If your card is not blocked for usage 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 upgraded 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.

Questions-10) How can I reach out to customer care in case of any query or assistance required on card upgrade?

Ans: For any further query or assistance please write to us on [priority.care@indusind.com](mailto:priority.care@indusind.com) or call us on 18602677777.

Question -11) Would my existing InterMiles credit card be upgraded to Celesta 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 Celesta Credit Card.