

Visa India D2C Travel Rewards Campaign Offer FAQs

[FAQs for Cardholders]

This document captures the Frequently Asked Questions (FAQs) from Visa cardholders in India (“**Visa Cardholders**”) on Visa’s Travel Rewards Campaign (“**Campaign**”) to promote international spends in the most popular destinations on valid and active Visa consumer debit cards, Visa consumer credit cards and Visa consumer prepaid cards issued by licensed issuers in India (“**Visa Cards**”). For avoidance of doubt, Forex prepaid cards that carry the word “Corporate” on the card are not consumer forex prepaid cards and are not eligible for this offer.

The FAQs are divided into the following sub-sections:

- Campaign Details.
- Reward Redemption and Usage.
- Cardholder Eligibility for this Campaign

Campaign Details

1. When is the Campaign valid?

The Campaign is valid from **20 April 2026 to 30 September 2026** including both days, or till such date the stocks of rewards last, whichever is earlier (“**Campaign Period**”).

2. Who can participate in the Campaign?

The campaign is open to holders of **valid and active Visa consumer credit cards, debit cards, and consumer prepaid cards issued in India**. Visa corporate, business, or commercial cards are **not eligible** for this campaign.

3. How can I enrol in the Campaign?

You can enrol and redeem rewards online at the campaign website <https://www.visapowertravel.com> during the campaign. Authenticate your Visa card for the first login.

4. How can I earn spend rewards with my Visa India card when I spend internationally? What transactions are considered eligible for this offer?

To participate in the Campaign, you must be an existing Cardholder of a Visa Card or obtain a new Visa Card issued by any of the licensed issuers of Visa Cards (“**Issuers**”) and perform the following (each an “**Eligible Spend**”)

in France, Singapore, Thailand, United Arab Emirates, United Kingdom, United States of America and Vietnam (“**Select Destinations**”): (i) make an in-person purchase at a point of sale (POS); (ii) withdraw cash at an ATM; or (iii) spend at any eligible “**Visa Partners**” listed in paragraph 5.

You can earn rewards on your Eligible Spends during the Campaign Period in the Selected Destinations (“**Rewards**”, each a “**Reward**”). Rewards available on Eligible Spends are as follows:

Reward Details:

S.No.	Reward	Eligibility Criteria	Example
1.	0.5% Reward on Eligible Spends at Select Destinations	Earn a 0.5% Reward on all Eligible Spends made at an international merchant or when withdrawing cash from an overseas ATM in the Select Destinations .	If you withdraw USD 100 in the United States , you’ll earn a USD 0.50 Reward value, converted to Rupees based on the VisaNet settlement exchange rate.
2.	Additional 10% Reward on Eligible Spends –	Earn an additional 10% Reward on your Eligible Earn an additional 10% Reward on your Eligible	Example (1): A SGD 100 Tap to Pay transaction via Google Pay in Singapore will give you a SGD 10 Reward value +

	Earn an additional 10% Reward on an Eligible Spend in the Select Destinations when you either: (1) Tap to Pay with your Eligible Card via Google Pay or Samsung Pay; OR (2) spend at any eligible Visa Partners (any payment method) listed in paragraph 5 using your Eligible Card (any payment method).	Spend every time you do one of the following in the Select Destinations: (1) Use Tap to Pay with your Eligible Card through GooglePay, Samsung Pay; OR (2) Spend at eligible Visa Partners using your Eligible Card (any payment method). This 10% Reward is in addition to the 0.5% Reward for that purchase from S.No. 1. If you use Tap to Pay at a Visa Partner, you'll receive the 10% Reward just once for that transaction.	a SGD 0.50 base Reward value, converted to Rupees based on the VisaNet settlement exchange rate. Example (2): A SGD 100 spend at Singapore Oceanarium using your Eligible Card (any payment method, including Tap to Pay with wallets) will give you a SGD 10 Reward value + a SGD 0.50 base Reward value, converted to Rupees based on the VisaNet settlement exchange rate.
3.	10% jetsetter milestone bonus Reward at Select Destinations	Unlock a 10% jetsetter milestone bonus Reward during the Campaign when you complete at least 20 Eligible Spend transactions totalling INR 100,000 (or the foreign currency equivalent) excluding ATM cash withdrawals in the Select Destinations. This jetsetter milestone bonus Reward is stackable on top of the Rewards in S. No. 1 and 2.	During the Campaign, once an Eligible Card reaches a combined physical card spend and Visa merchant spend of INR 100,000 across 20 transactions in the Select Destinations, the Eligible Card will be awarded a one-time 10% bonus on the first INR 100,000 Eligible Spend.

- The Campaign is subject to these Terms and any applicable Visa terms and conditions
- You will qualify for the Campaign only if your **Eligible Spend** (made on an Eligible Card or a new Eligible Card) meets the **Eligible Spend** criteria above, and the transaction is not cancelled, reversed, returned, or refunded during the Campaign Period. Only successful, completed transactions (including in-person purchases and ATM cash withdrawals, where applicable) fully posted and processed through **VisaNet** will be counted towards Eligible Spend. Declined, cancelled, reversed, refunded, disputed, or otherwise unsuccessful transactions will not count.
- **Minimum reward redemption blocks** apply for each reward redemption type. For Amazon Vouchers and Air India Vouchers, the minimum redemption block is **₹1000**.
- **Reward cap:** The maximum total Rewards per Eligible Card are capped at **₹50,000** for the Campaign.
- For the purposes of this Campaign, the transaction date will be the settlement posting date shown in **VisaNet**.

5. Which are the Visa partners at which I can earn 10% rewards?

You earn **10%** with Visa partners in the **Select Destinations** France, Singapore, Thailand, United Arab Emirates, United Kingdom, United States of America and Vietnam when you fulfil one of the conditions below. **Note:** The 10% reward **is in addition to** the 0.5% reward for those transactions.

- **Tap to Pay with Visa card** in the Selected Destinations (France, Singapore, Thailand, United Arab Emirates, United Kingdom, United States of America and Vietnam) with the following partners :

Tap to Pay Wallet partners
Google Pay
Samsung Pay

OR

- **Spend at selected Visa merchant partners** in the Selected Destinations as listed below:

Visa merchant partners for the Campaign:

Country	Merchant Name	Spend Eligibility Criteria
France	Klook	Payments made on Klook (your card statement transaction description contains "Klook").
Singapore	Gardens by the Bay	Tickets bought on-site or on the Gardens by the Bay website for Flower Dome, Cloud Forest, and Floral Fantasy only (excluding food & drinks and retail purchases).
Singapore	Grab	Eligible Grab transactions charged by Grab (your card statement shows "GRAB*"). Grab wallet top-ups do not qualify.
Singapore	Klook	Payments made on Klook (your card statement transaction description contains "Klook").
Singapore	Lotte Duty Free	In-store purchases at Lotte Duty Free in Changi Airport Terminals 1, 2, 3 and 4.
Singapore	Mustafa Centre	In-store purchases at Mustafa Centre Department Store and Mustafa Jewellery owned by Mustafa Group (your card transaction description contains "Mustafa").
Singapore	Oceanarium	Oceanarium admission tickets bought on-site or on rwsentosa.com only (excluding food & drinks and retail purchases).
Singapore	Resorts World Sentosa	Purchases made directly on rwsentosa.com only.
Singapore	Skyline Luge Sentosa	Skyline Luge Sentosa tickets bought on-site or online directly from Skyline Luge Sentosa.
Singapore	Universal Studios Singapore	Universal Studios Singapore admission tickets bought on-site or on rwsentosa.com only (excluding food & drinks and retail purchases).
Thailand	Klook	Payments made on Klook (your card statement transaction description contains "Klook").

Thailand	King Power Duty Free	In-store purchases at King Power Duty Free at the listed locations in Thailand: Suvarnabhumi Airport, Don Mueang Airport, Phuket Airport, Chiang Mai Airport, U-Tapao Airport, Rangnam Downtown Complex, Phuket Downtown Complex, City Boutique at One Bangkok.
Thailand	Grab	Eligible Grab transactions in Thailand charged by Grab (your card statement transaction description contains "GRAB"). Grab wallet top-ups do not qualify.
Thailand	Gourmet Market	In-store purchases at Gourmet Market branches: Emporium, EmQuartier, Paragon, The Mall Lifestore Ngamwongwan, The Mall Lifestore Bang Khae, The Mall Lifestore Bangkok, The Mall Ramkhamhaeng, The Mall Lifestore Thapra, The Mall Korat, Terminal 21, The Promenade, The Crystal SB Ratchapruk, MRT Latphrao, Design Village Phutthamonthon, Design Village Bangna.
Thailand	Safari World (Bangkok)	Safari World (Bangkok) admission tickets bought on-site only (excluding food & drinks and retail purchases).
United Arab Emirates	Bolt	Bolt rides/services paid for in the United Arab Emirates.
United Arab Emirates	Klook	Payments made on Klook (your card statement transaction description contains "Klook").
United Kingdom	Klook	Payments made on Klook (your card statement transaction description contains "Klook").
United States of America	Klook	Payments made on Klook (your card statement transaction description contains "Klook").
Vietnam	Klook	Payments made on Klook (your card statement transaction description contains "Klook").

6. Are online spends considered for earning rewards in the select destinations?

Only in person POS transactions and cash withdrawals are eligible for earning base 0.5% rewards. Online spending is not eligible for earning campaign rewards unless they are one of the specified Visa merchant partner transactions listed above. For example, paying for a Grab transaction in Singapore would be eligible.

7. Are hotel bookings considered for earning campaign rewards in the select destinations?

Only hotel bookings paid for in person at the hotels in the Select Destinations are eligible. For avoidance of doubt, pre-paid online hotel bookings are not eligible for earning campaign rewards, unless the hotel booking is purchased directly from a designated Visa Partner i.e. Resorts World Sentosa on rwsentosa.com.

8. Can I combine the Campaign rewards with my bank's card offers or other Visa promotions?

Yes. These rewards can be combined with your existing bank card offers as well as any other Visa promotions available during the campaign period.

9. Is there any minimum reward amount to redeem rewards?

Minimum reward redemption blocks apply for each reward redemption type. For Amazon Vouchers and Air India Vouchers, the minimum redemption block is ₹1000.

10. Is there a cap on rewards I can earn?

A fixed cap of ₹50,000 per Eligible Card applies. All rewards are further subject to stock availability and redemption quotas on a first-come, first-served basis.

11. How are rewards calculated and credited?

- Rewards are calculated weekly based on your eligible transactions. You'll see your transaction summary on the campaign site.
- All rewards are displayed and credited in INR, based on VisaNet settlement date and foreign exchange rates.

12. How can I redeem my rewards?

- Make an Eligible Spend transaction from 20 April– 30 September 2026 in the Select Destinations.
- Create an account to redeem rewards at <https://www.visapowertravel.com>.
- Please note that transactions may take **15 days or more** to appear on the campaign website. Please check that the transaction was **successful and not refunded or reversed or declined** in your card statement.
- Choose from Air India Vouchers or Amazon Vouchers.
 - Reward redemption is in blocks of ₹1000
 - Reward redemption is capped at ₹50,000 per Eligible Card.
- Upon redemption of the Air India Voucher / Amazon Voucher on the Visa Power Travel campaign site, a voucher code and PIN will be displayed. A copy of the voucher details will be sent to your registered email address.
- Rewards are first-come, first-served. If a reward category runs out, only available options will be shown.
- You can redeem rewards with one merchant reward category per transaction.
- Please note that Visa may, at any time and without prior notice to eligible cardholders, choose to replace the reward options with alternatives from another merchant or entity.
- If you still face any issue, you can write to the customer care team at visapowertravelsupport@razorpay.com.
- Note: Visa, issuer banks, and merchants will not be responsible for any delay, loss, or damage in the delivery of the Rewards.

13. How long will it take for my rewards to be delivered?

Upon redemption of the Air India Voucher / Amazon Voucher on the Visa Power Travel campaign site, a voucher code and PIN will be displayed. A copy of the voucher details will be sent to your registered email address.

14. Can I change my reward partner?

You can select your preferred reward partner when enrolling and change it in your account settings before redeeming your points.

15. What happens if the reward inventory runs out?

Rewards are offered on a first-come, first-served basis. If a specific reward category is unavailable, you will see only the remaining available options on the redemption website.

16. Can I change my reward after redeeming it?

No. Once redeemed, rewards cannot be changed, cancelled, exchanged, or refunded.

17. I have successfully logged into the offer redemption website, but do not see rewards. Why?

- Ensure that you have fulfilled the Eligible Spend criteria to be eligible for the rewards.
- Please note that transactions may take **15 days or more** to appear on the campaign website. Please check that the transaction was **successful and not refunded or reversed or declined** in your card statement.

- You should log into the offer redemption website by 30 September 2026 or while stocks last to redeem the rewards.
- If you are still unable to see your reward details despite your eligibility, then, please contact our customer care team at visapowertravelsupport@razorpay.com managed by RazorPay International Services Pte Ltd.

18. What if I have an issue regarding the reward redemption?

If you encounter issues while redeeming rewards, you may write to visapowertravelsupport@razorpay.com. The customer care team will review and address the query accordingly.

19. Where can I use the Air India Vouchers?

- Air India Vouchers can be utilized only in Indian Rupees (INR) on Air India's website or mobile app.
- Vouchers cannot be used at airport ticketing counters or through any offline channel.
- Terms and conditions applicable to the issue and use of the Air India Vouchers are as decided by Air India: <https://giftcards.airindia.com/en-in/terms>

20. Where can I use my Amazon Voucher?

- You can apply the voucher code on amazon.in/addgiftcard and add the gift card balance in his/her Amazon.in account. This balance gets automatically applied at the time of next purchase. There is no cap on number of Vouchers that can be added to an account.
- For more FAQ on Amazon Vouchers, refer to the following support page: <https://www.amazon.in/gp/help/customer/display.html?nodeId=GMEPD5NLAENJEC9H>
- Terms and conditions applicable to the issue and use of the Amazon Vouchers are as decided by Amazon: <https://www.amazon.in/gp/help/customer/display.html?nodeId=GNG9PXYZUMQT72QK>

21. I have more than one Visa Card. Can I participate in this Campaign?

Yes, you can participate in this Campaign on each of your Visa Cards, provided you meet the terms and conditions of the Campaign for each Visa Card.
However, a total rewards cap of ₹50,000 per card will apply.

Additional details on enabling and making international transactions.

22. How can I enable international payments on my Visa Card?

- Log into your bank's internet/mobile banking website/app.
- Go to the debit card or credit card or Forex prepaid card section of the internet banking website or mobile app.
- Click on the Visa Card for which you wish to enable international transactions.
- You will see the option to enable 'International payments' on your Visa Card for POS and e-commerce / online transactions. Click on the one you want to enable in order to carry out your desired purchase.
- For the best experience on your Visa Card, set appropriate limits to enable your payments to go through, as allowed by your bank.
- If you still face any issue with making international transactions on your card, then reach out to your bank's customer care team for support.

Please note that the exact steps to enable international transactions and to set limits may vary from bank to bank. If you have any questions or issues regarding this, then, please contact your bank's customer care center or nearest branch or call your relationship manager.