BOB EaseMyTrip Platinum Debit Card Program

GUIDE & FAQS
TO THE ONLINE PORTAL

Index

- Sign Up/Register Account for Platinum Benefits

- How to Login

- How to Retrieve Password

- How to Redeem: Process & Available Benefits for Your Platinum Card

- How to Add Multiple Cards in One Platinum account

- How to View the Benefits Redeemed

- FAQs

- Contact Us Info

Sign Up/Register Account for Platinum Benefits

- Visit RuPay Website for Platinum:
  - Go to rupay.co.in
  - Select Debit Platinum Cards:
  - Scroll down, click on "Login"

- You'll be redirected to the Sign Up and Login Page
  - Click on "Sign Up"

- Enter Personal Details: Provide name

- Select Card Type: RuPay Platinum Debit Card

- Choose the Card : BOB EaseMyTrip RuPay Platinum Card and

-

- Enter Card Number: 65249404

- Enter mobile number & email ID and set a password

- Click on "Submit": Account successfully created

- You will receive an email notification upon successful registration
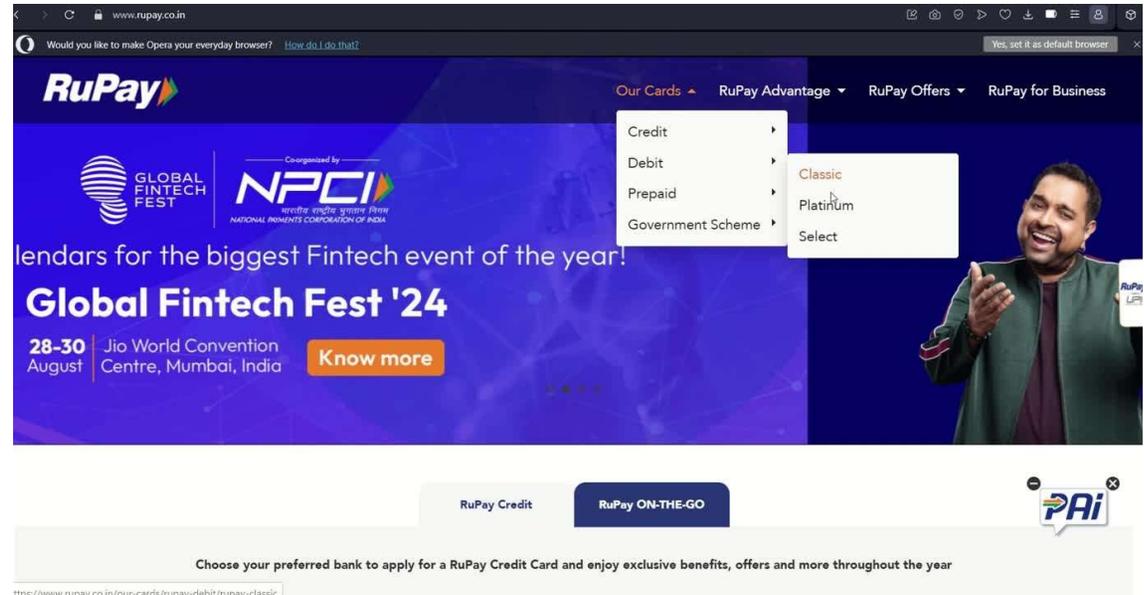
HOVER & CLICK ABOVE TO PLAY VIDEO

How to Login

- Login: rupay.co.in/platinum-booking

  - Enter Email ID & Password.

  - Click on Submit

  - You'll be directed to your landing page once successfully logged in
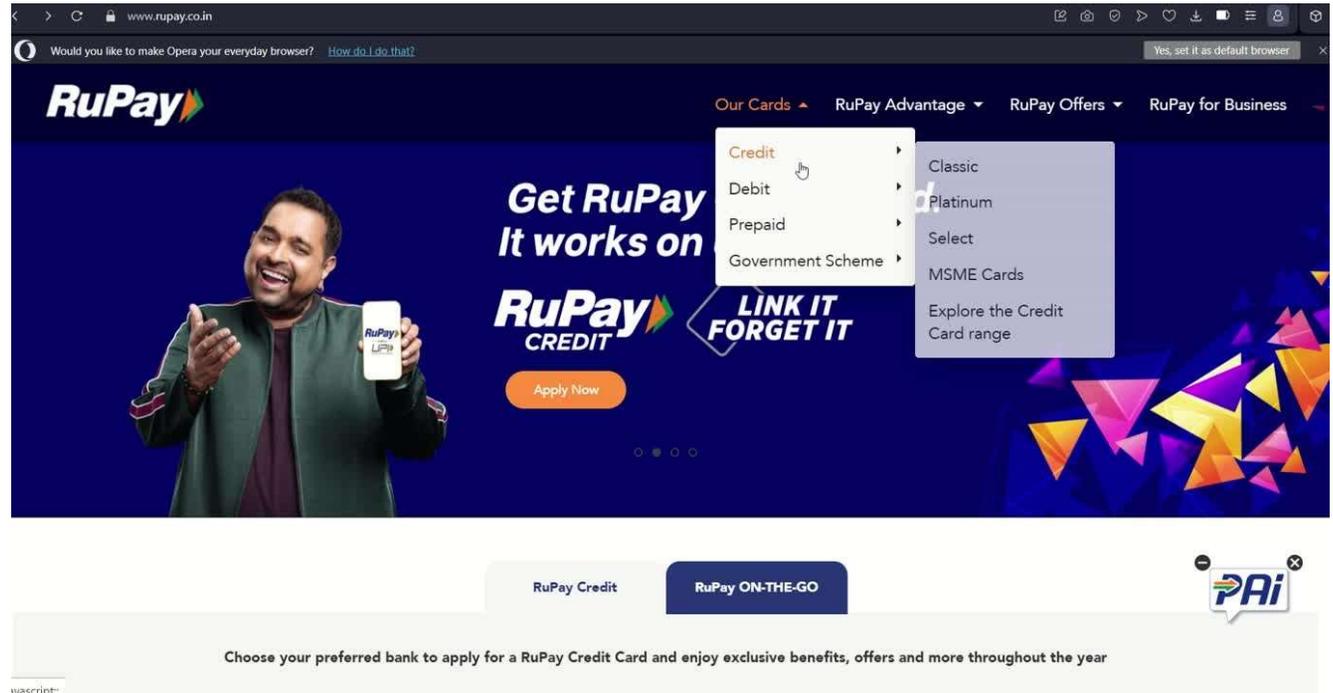
HOVER & CLICK ABOVE TO PLAY VIDEO

How to Retrieve Password

- Login: rupay.co.in/platinum-booking

- Click on "Login"

- Click "Forgot Password".

- Enter Email ID: Provide registered email for OTP.

- Reset Password: Enter received OTP (sent to email ID) & set new password.

- Password Reset is Successful:

- Log in using new password.
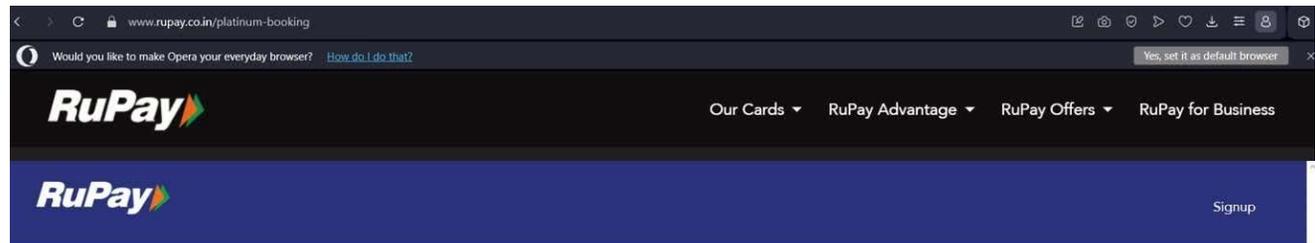
HOVER & CLICK ABOVE TO PLAY VIDEO

How to Redeem: Process & Available Benefits for Your Platinum Debit/Credit Card

- Login to your account using your registered email ID and password.

- View available benefits listed on the landing page
  - Select the Service Category BOB EaseMyTrip RuPay Platinum Card to redeem and click on More Details
  - View the list of offers under the Service Category and click on Redeem against the selected offer
  - View the details of the selected offer and Click on Redeem again

- You'll be redirected to the payment gateway to complete a Rs. 1 validation payment. Please use the registered RuPay Platinum card to complete the transaction

- Complete the payment. If the payment is successful, you'll be redirected to the "Booking Confirmation" page. If not, you'll see a "something went wrong page"

- The coupon code for successfully validated transactions will be sent to your email ID with 24-48 hours
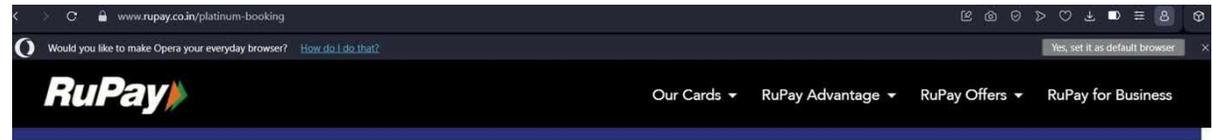
HOVER & CLICK ABOVE TO PLAY VIDEO

How to Add Multiple Cards in One Platinum account

- Visit rupay.co.in/platinum-booking

- Click on "Login" in the top right corner, Enter your registered email ID and password.

- After logging in, click on "My Account" at the top right hand corner of the page.
  - Click on "Add Card" tab
  - Select your card type, enter the card digits, and submit.

- Go back to the homepage, choose your preferred card by clicking on "Select Card" in the header section of the page next to the RuPay logo"

- Once you've selected the card from the dropdown, all benefits related to the card will appear on the page

- View benefits below, click on "More Details," then "Redeem" and complete the redemption process

- Note: Please note that to redeem benefits specific to a card type, you'll need to select the Card type on the home page. The card type cannot be changed on the other pages.
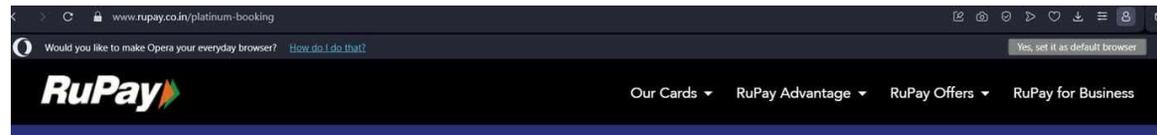
HOVER & CLICK ABOVE TO PLAY VIDEO

How to View the Benefits Redeemed

- Login to your account with registered email ID and password.

- On the home page, click on "My Account" at the top right corner of the page

- You will be redirected to the next page.

- Click on "Redeemed Offers" tab

- Here, you'll see a list of all benefits redeemed date and status.
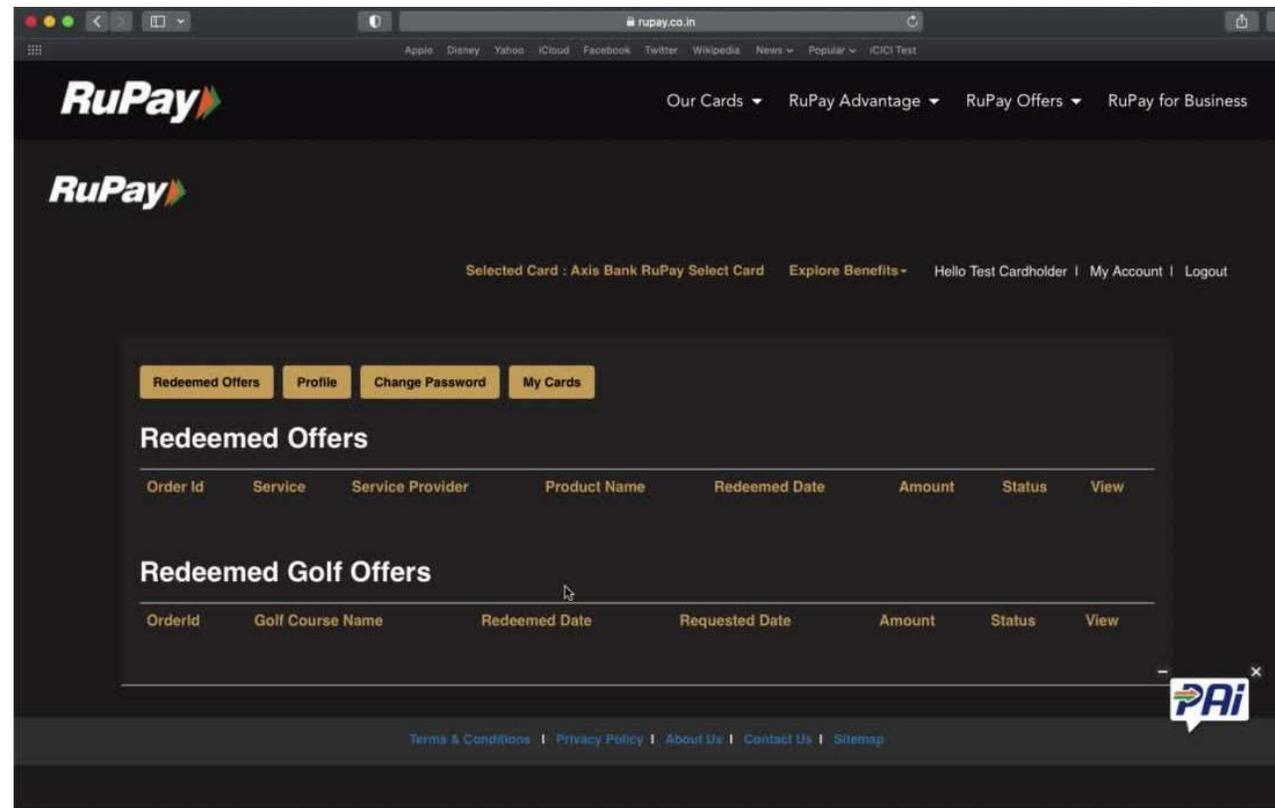
HOVER & CLICK ABOVE TO PLAY VIDEO

FAQs

>> Why am I unable to register the card?

- The card number is not under the RuPay Benefit Program

- If the incorrect portal is being used. For example, the cardholder has a Platinum card but is trying to register on the Select portal

- Ensure all the details in the Sign Up form are correctly provided

- Clear cookies and refresh the page if you are continuing to face issues

FAQs

>>Unable to add another card with the same first 6 digits in the account?

- Each account associated with an email ID will only accept multiple cards provided the cards have a different first 6 digits

- If you are trying to add two cards with the same first 6 digits, the application will not allow it

- In such cases, create another account using different credentials (email ID and mpbile) for the second card (which has the same bin)
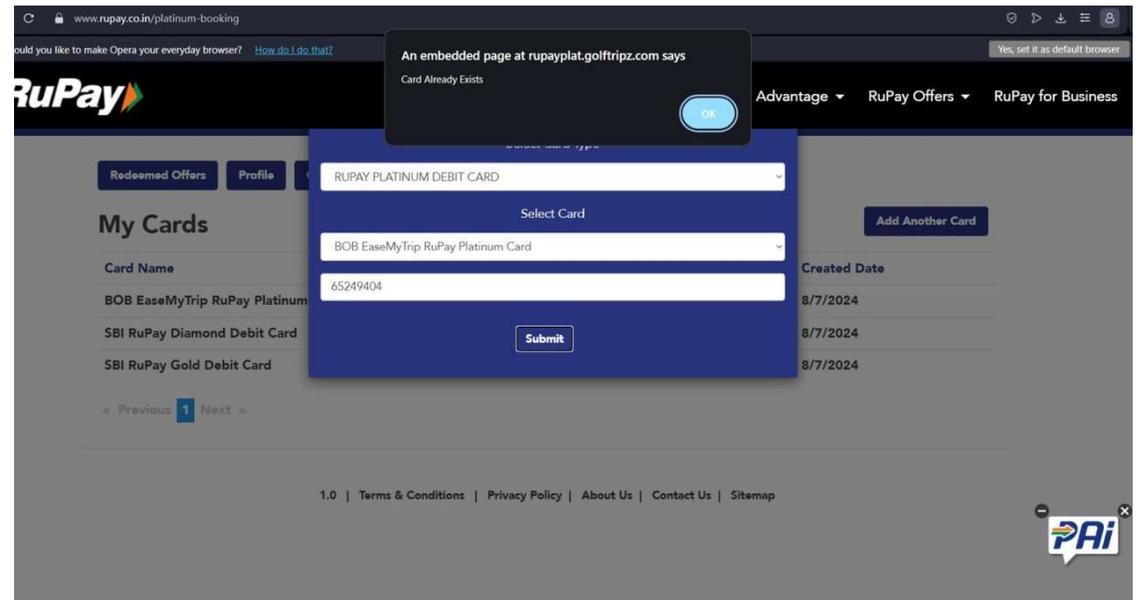
FAQs

>>Getting redirected to "Sorry, something went wrong" page

- If you booking could not be completed successfully, the cardholder will be redirected to a page which shows "Something went wront, the booking couldn't be completed"

- This page appears when the card transaction has declined or the booking has been aborted

- Potential issues include card declines, OTP errors, NPCI errors, Not Captured, Wrong OTP entered.
  - 95% of the cases are due to genuine bank declines and the cardholder is requested to get in touch with the bank

Sorry, something went wrong and the booking couldn't be completed.

Please try again or contact the support team for assistance

Explore Benefits   Contact Us
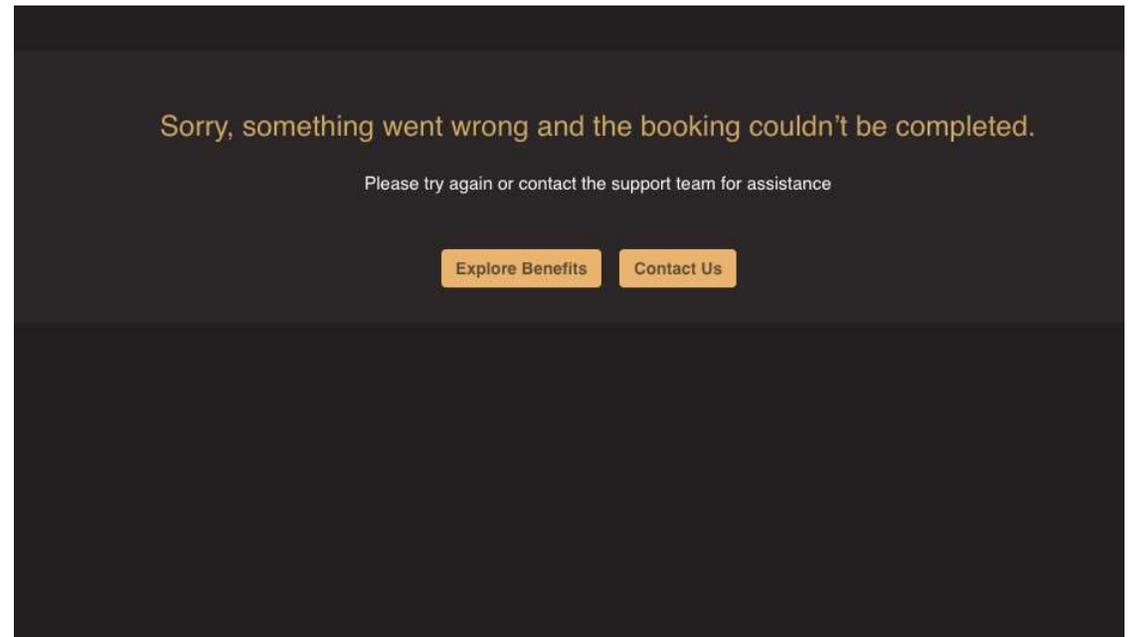
FAQs

>> Benefits not visible in the Account

- If Particular card type doesn't have the benefit, the offers will not be visible in the registered account

- If the benefit/offer has been previously redeemed as per eligibility, the benefit will not be visible in the registered account

- Example: Cardholder may be eligible to redeem 1 OTT offer from a choice of Prime, SonyLiv, and Zee. If the user has already redeemed the Prime offer, he/she will not be able to redeem the other OTT offers until the benefits are refreshed as per the frequency

Gym Access
✔ Time to get fit! Avail Gym membership at special rates
✔ Get access to the best Gym chains across India
✔ Choose & redeem any **one** of the below offers listed

No offers are available in your account for this service currently. Select another service.

Terms & Conditions | Privacy Policy | About Us | Contact Us | Sitemap
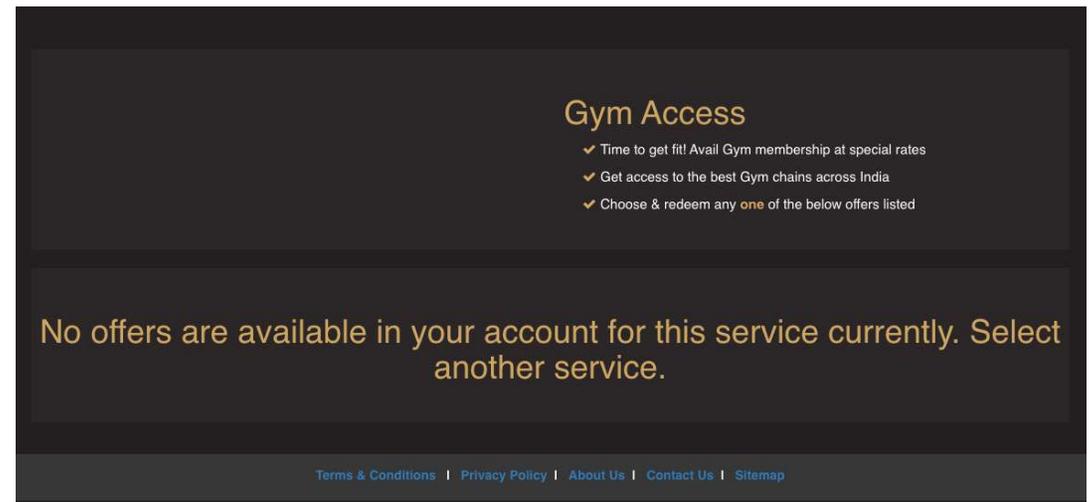
FAQs

>> Promotion not applicable for this card?

- On the payment gateway page, if you are seeing the error "Promotion not applicable for this card", it could be due to the below reasons:

  - The card is not eligible for benefits under this program
  - The card already has been utilized previously to redeem the same benefit

FAQs

>> Frequency of Redemption

- Timeline for Recurring benefits:

  - The benefits are based on a calendar year **Jan to Dec** irrespective of when the card is issued.

  - Based on the frequency of the benefits for a specific card type, the offers will be refreshed in the account every calendar year or calendar quarter and so on

  - Benefits will automatically expire if they are not redeemed within the validity period
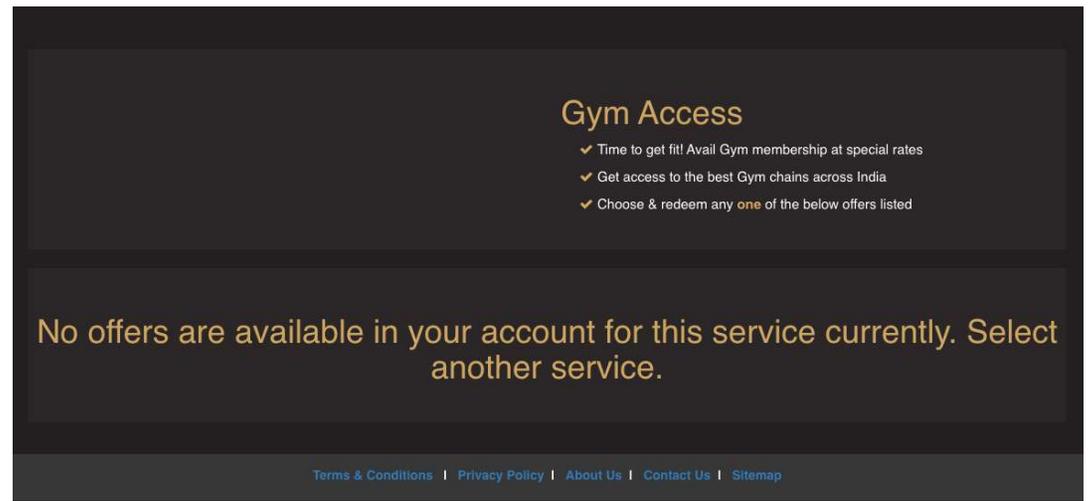
FAQs

>>Coupon code not working or facing redemption issues

- Please follow the instruction for redemption as provided in the confirmation email

- In the case of escalations wherein coupon codes are not working, please get in touch with the service provider as per the instructions provided in the confirmation email

- If you continue to face issues, please reply to the confirmation email with the screenshot of the error and the RuPay Support Team will try and resolve the issue to the best of their ability. Please note that the security of the coupon code lies with the cardholder

Date of Issue:	16-May-2024
Service:	Rupay - OTT Entertainment
Service Provider:	Prime Video
Service/Product Details:	12 Month Annual Subscription

(*If the coupon code field is blank,/not generated please expect to receive the coupon code within 24 - 48 hours once the booking has been validated)

Booking Process:

- **To redeem the coupon code**, please follow the below steps:
- Click on this link www.amazon.in/prime/promo/landing
- Enter the Prime Promo Code
- Click on Continue
- Provide your Prime Video login credential to login and click on Continue
- A notification will be sent to your registered mobile number
- Approve the notification to activate your Amazon Prime Video subscription.
- If the coupon code has not been generated/blank, please note that you will receive the code within 24-48 hours to your registered email ID

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:

- Terms & Conditions apply. You are deemed to have read & accepted the T&Cs when you proceed with the booking

Cancellation:

CONTACT US

>> RUPAY PLATINUM BENEFITS SUPPORT TEAM

- Please reach out to the support team for any questions:

  - Email: rupay@golftripz.com
  - Phoneline: +91 40 4189 1419

Thank You!