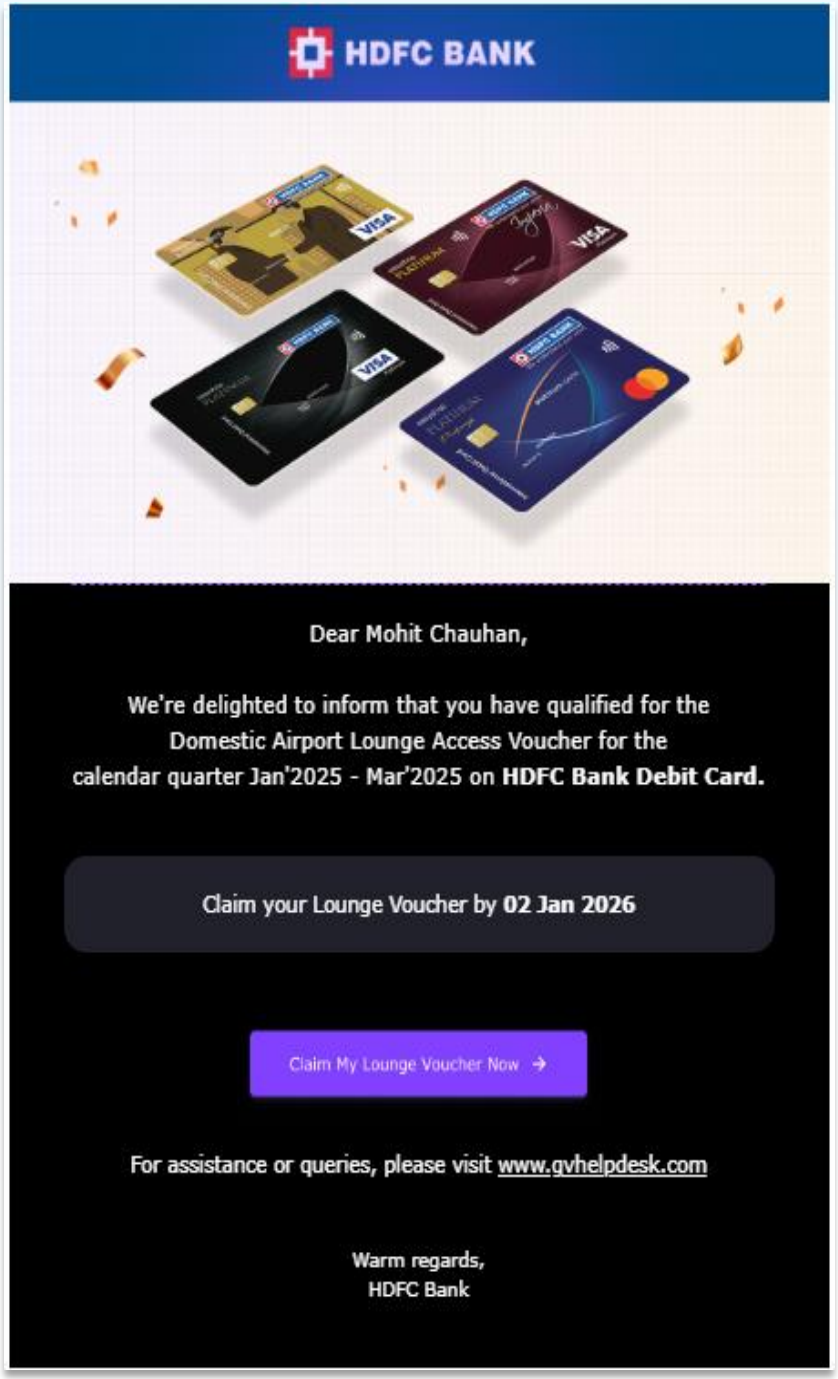
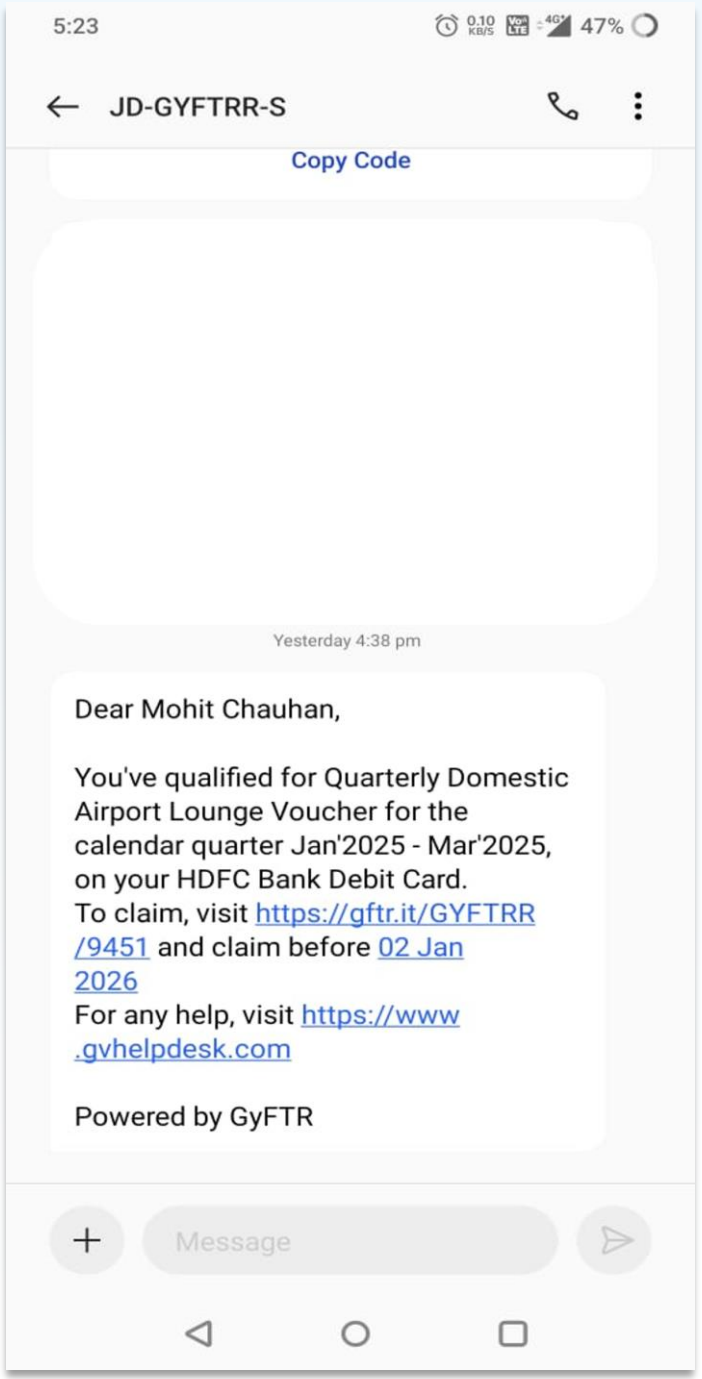
www.gyftr.com/myrewards/hdfcdebitcardloungeprogram

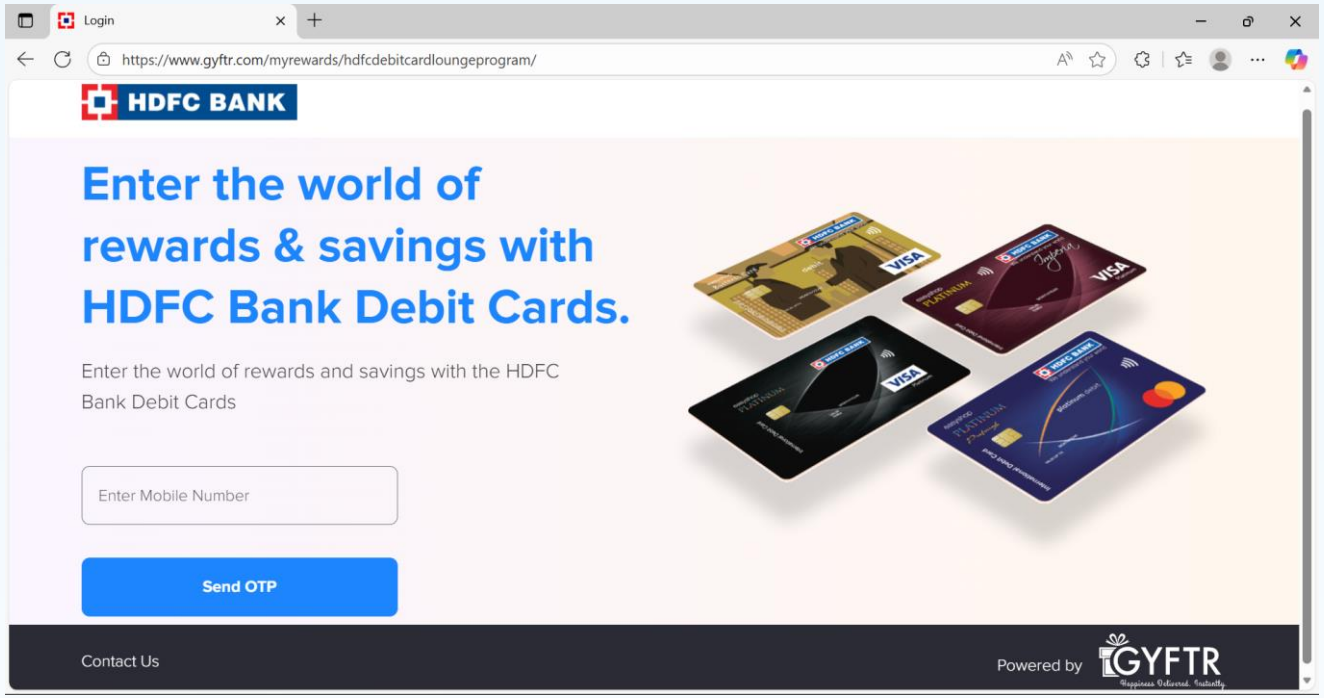
Customer Journey

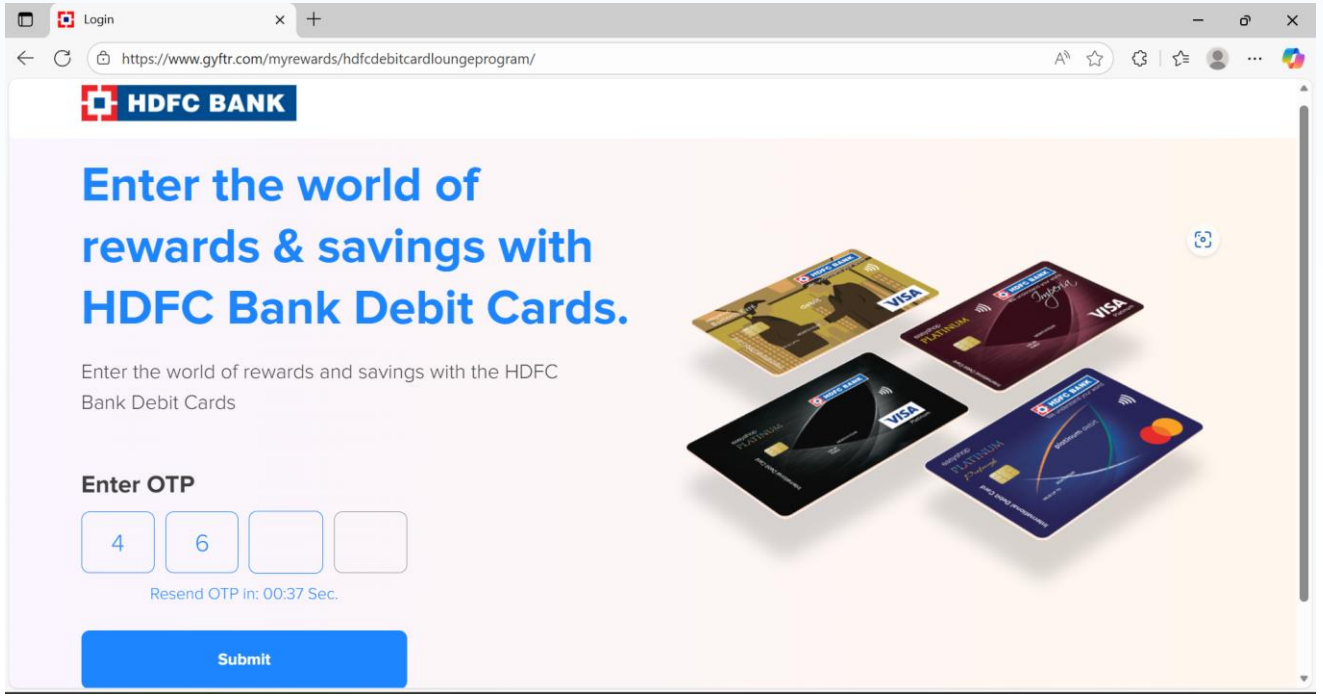
HDFC BANK DEBIT CARD LOUNGE VOUCHER PROGRAM





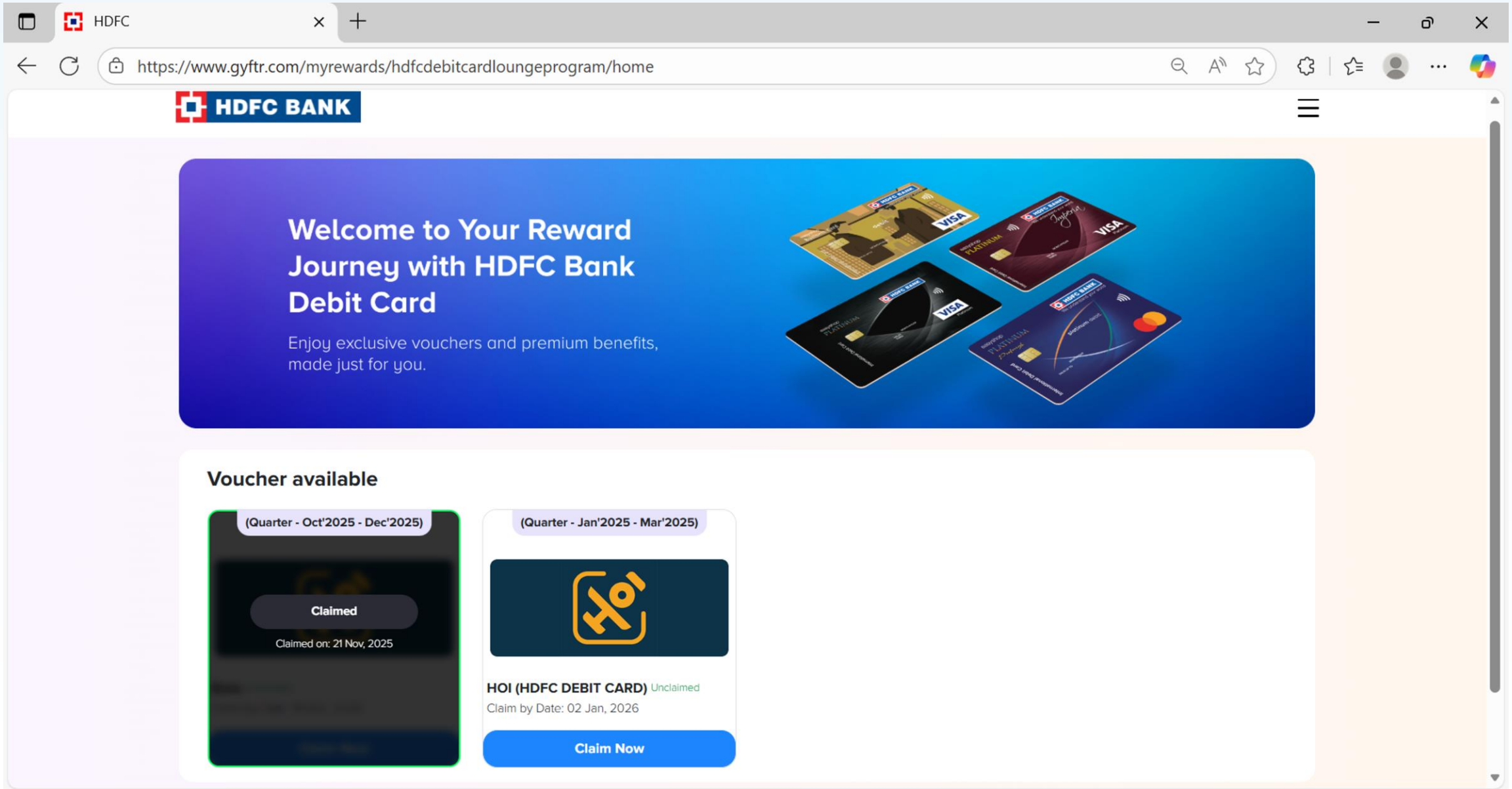
- → Customer receives eligibility communication to claim the Domestic Lounge Voucher.
- → Customer receives both SMS & Email containing the link of website from which reward can be claimed.
- → The validity date within which customer can claim the Domestic Lounge Voucher is mentioned in the communication received.



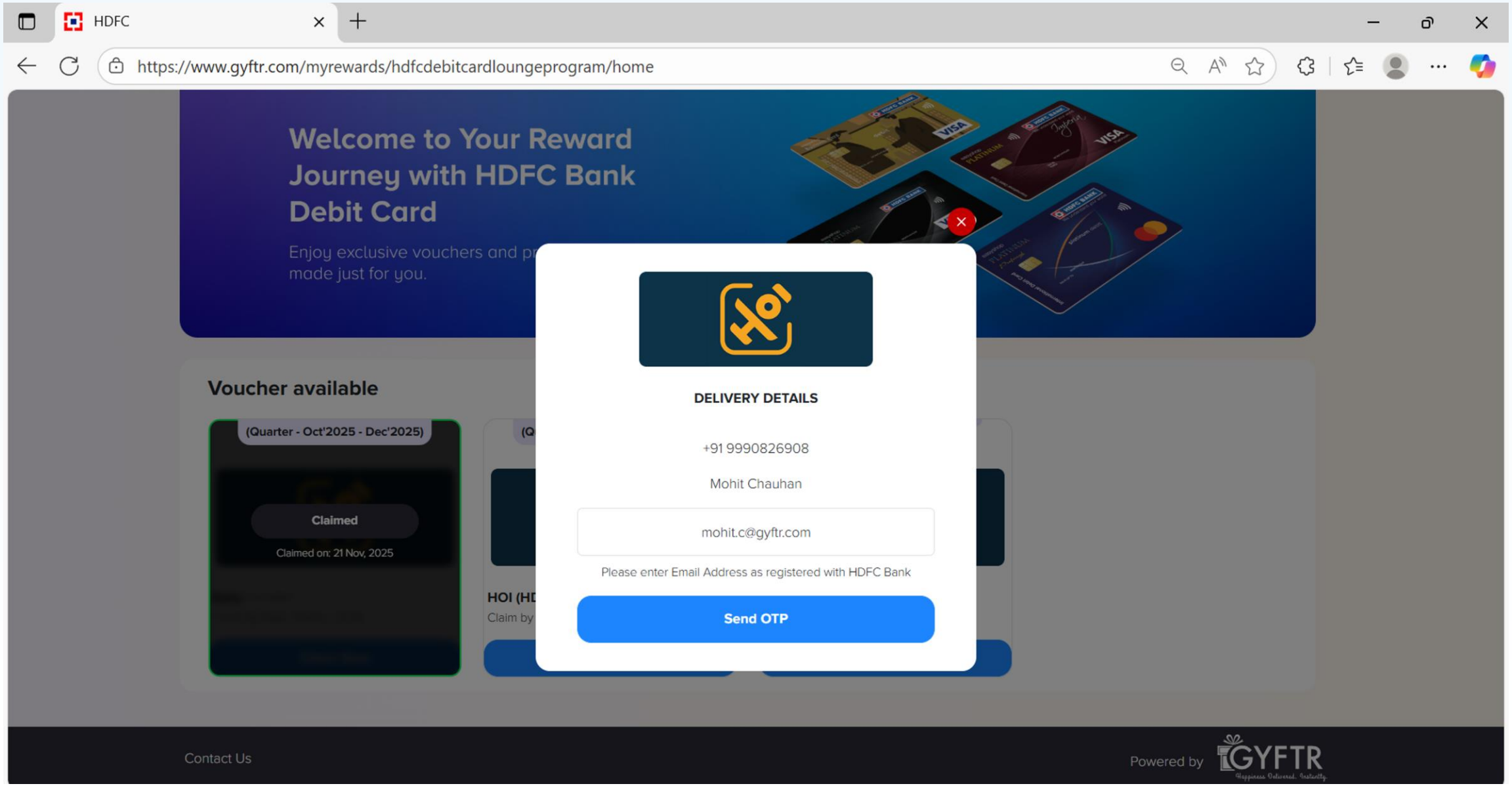


- → Customer visits the website & enter mobile number on which eligibility communication is received to login.
- → The login is verified with an OTP sent on registered mobile number.

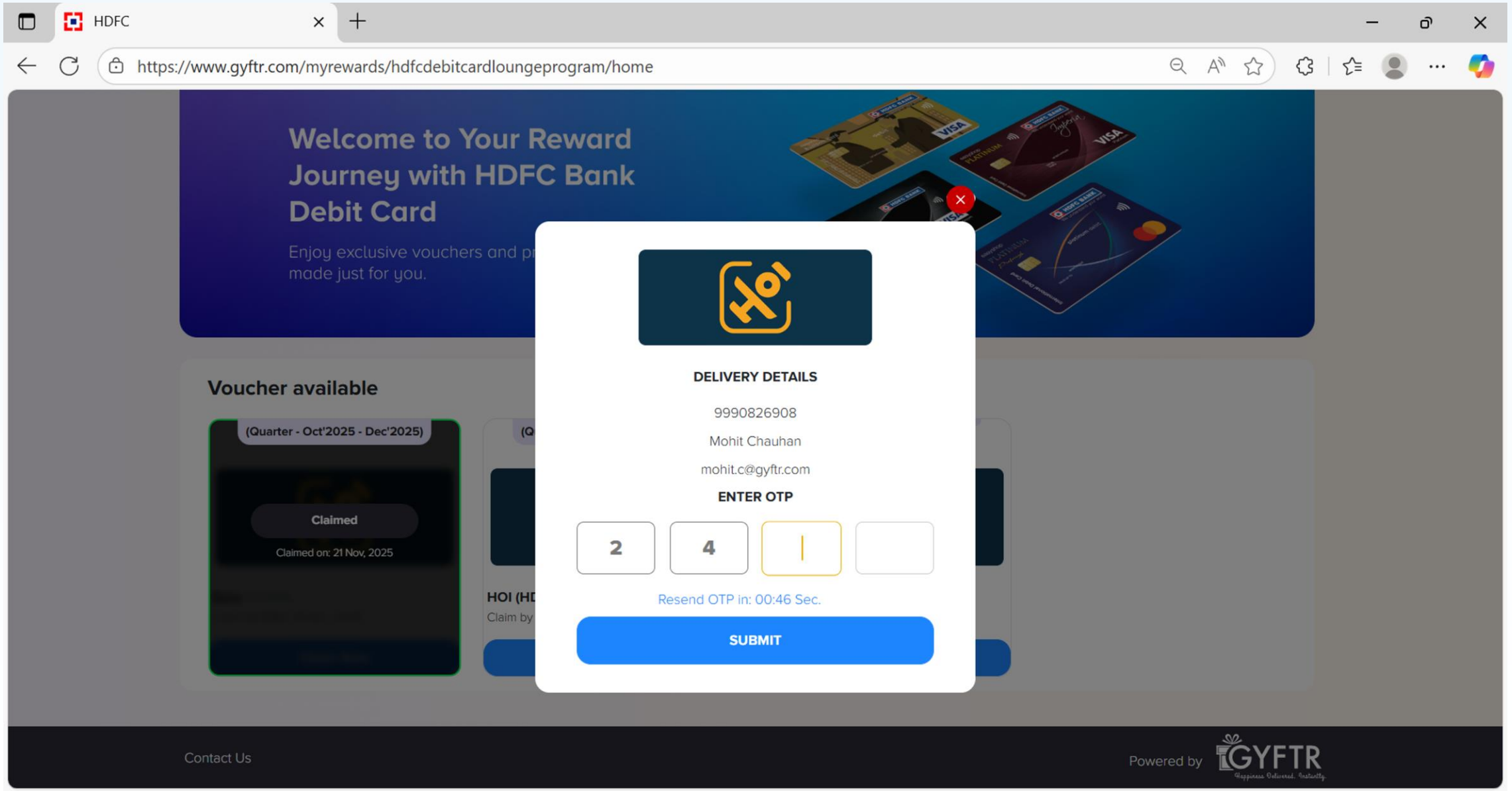
→ Upon successful login, customers can view the available Lounge Memberships rewarded to them.



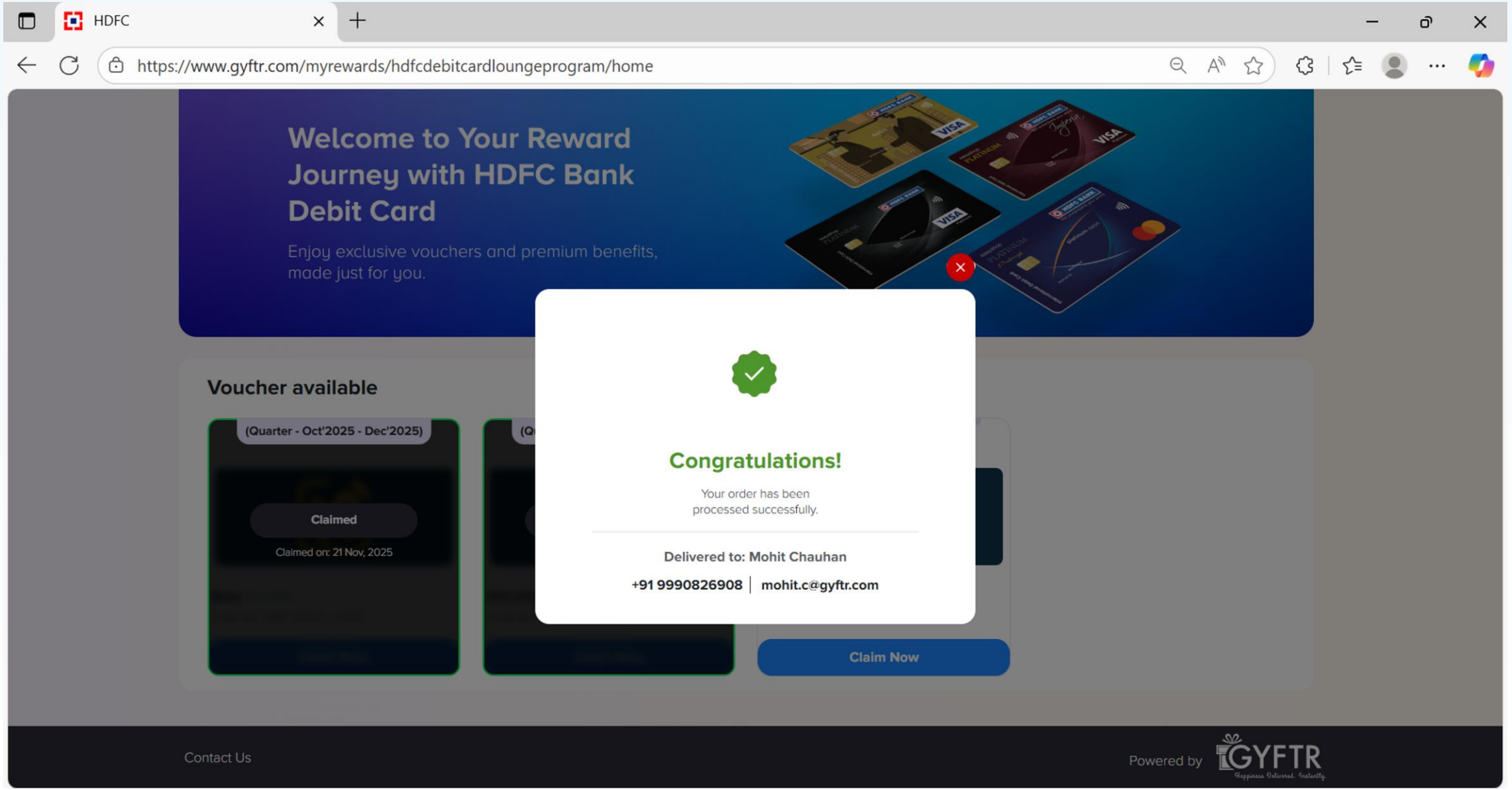
→ Customer clicks on Claim Now & verifies the delivery details to receive Domestic Lounge Voucher as SMS & Email. The name & mobile number are non-editable & are populated as registered with HDFC Bank.

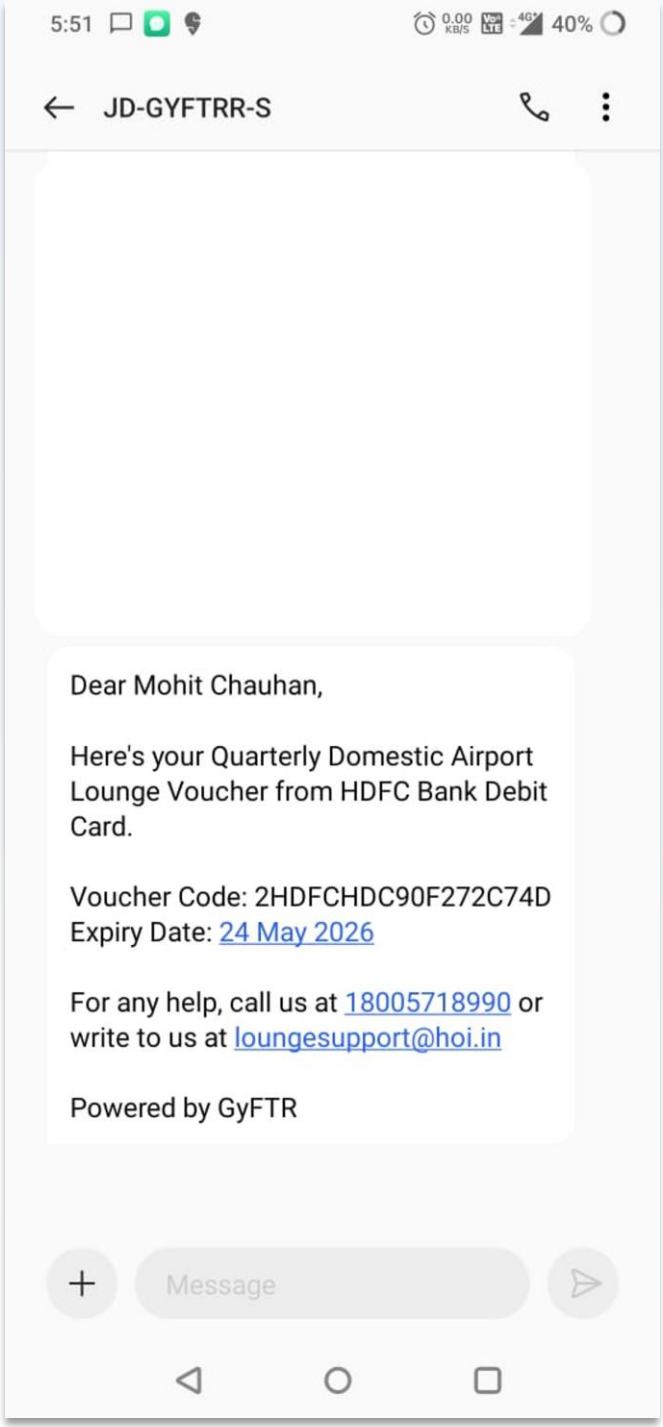


→ Customer confirms the claim by triggering an OTP on registered mobile number. Upon entering correct OTP, the redemption is executed successfully.



→ As soon as the Domestic Lounge Voucher is claimed it is sent to customer as SMS & Email.





- Customer can show the SMS & Email received at the participating Hoi Lounges to avail access & services.
- The link of participating lounges can be checked on HDFC Bank website & in the voucher email communication received.
- For queries related to eligibility, kindly contact HDFC Bank.
- For queries related to claim on website, reach out to GyFTR helpdesk on www.gvhelpdesk.com
- For queries related to lounge access, kindly contact Hoi helpdesk on – 1800-571-8990 or loungesupport@hoi.in