

PhonePe HDFC Bank Ultimo Credit Card FAQs

(v.1.1.2 –10th Mar'2026)

1. What is PhonePe HDFC Bank Ultimo Credit Card?

PhonePe HDFC Bank Ultimo Credit Card is designed to make everyday spending more rewarding – especially for those who frequently use PhonePe app for bill payments, shopping, and travel bookings. This credit card offers reward points on PhonePe transactions and additional benefits on a wide range of online shopping categories like groceries, electronics and apparel.

Powered by the Rupay platform, the card also supports UPI linking for QR payments (P2M – merchant transactions only).

2. What are the key features of the PhonePe HDFC Bank Ultimo Credit Card?

Below are the key features on PhonePe HDFC Bank Ultimo Credit Card -

| Category | PhonePe HDFC Bank Ultimo Card |
|---|---|
| Welcome Benefits (Offered by PhonePe) | (50% of the Joining Fee) Rs 499 is given as a PhonePe Gift Card on your first Rupay CC on UPI transaction on PhonePe app. Remaining 50% of the Joining Fee is spread across 10 subsequent Rupay CC on UPI transactions (Scratch card of Rs 50 each) *Minimum transaction of Rs 100 to be eligible for Welcome Benefits. Cashback will not be applicable in case of multi-instrument transactions where the transaction value via this card is less than ₹100. The total balance from these Gift Cards can be accumulated and redeemed at eligible merchants on PhonePe app. |
| Select PhonePe categories - Recharges & Bills, Travel & Stays (Flights, Bus, Trains and Hotels) | 10% Reward Points - Capping of 1000 Reward Points per calendar month. |
| Select online brands - Amazon, Flipkart, Myntra, Ajio, Uber, Swiggy, Zomato *Please check MCCs below eligible for rewards | 5% Reward Points - Capping of 500 Reward Points per calendar month. |

| | |
|--|---|
| All Scan and pay spends (Rupay CC on UPI spends) | 1% Reward Points - Capping of 500 Reward Points per calendar month. |
| Fuel surcharge waiver | Fuel surcharge waiver of 1% on all fuel transactions. The waiver is applicable only for fuel transactions between Rs. 400 to Rs. 5,000. (Maximum waiver of INR 250 per statement cycle) Fuel surcharge varies from 2.5% to 1% of fuel transaction amount. The rate of surcharge may vary depending on the fuel station and their acquiring bank. GST is as applicable. |
| Domestic Lounge Access | 8 complimentary domestic lounge accesses (2 per quarter) on spends of Rs 75,000 or more in a calendar quarter. |

Note –

1. No reward points will be given for EMI transactions, fuel, wallet load, gift cards, cash advances, credit card bill payments, charges, government payments, rental transactions, education fees, insurance, investments, jewelry purchases and any other categories excluded as per the Bank's internal policies.
2. Reward Points are credited once every month for eligible transactions that are settled in the previous calendar month.
For example: Reward Points for eligible transactions settled between 1 Jan – 31 Jan (based on posting date) will be credited to your card account on or before 15 Feb.
3. Exceptional scenario - Virtual Payment Address(VPAs) and Terminal Identification Number(TIDs) for eligible rewards are updated at regular intervals at the Bank's end. If a transaction is eligible but Reward Points are not posted in the regular cycle, it will be considered for exception posting. The timeline for exception posting is up to 60 days from the transaction month. For example: Reward Points for any eligible transaction settled between 1 Jan – 31 Jan (based on posting date) but not posted in the regular cycle will be credited on or before 31 Mar.
4. Reward points in the statement may differ due to the difference between the rewards posting cycle and the statement cycle.
5. Accrued reward points become available for redemption only after the statement is generated.
6. For example: if 1000 new reward points are accrued on 15th Mar'26, they can be redeemed only after the statement for that cycle is generated.

3. How do I redeem my reward points?

Customers can redeem their reward points in two ways –

PhonePe HDFC Bank Ultimo Credit Card FAQs

(v.1.1.2 –10th Mar'2026)

- As cashback in the statement against their outstanding credit card balance through HDFC Bank Netbanking portal.
- Towards a wide range of offerings on HDFC Bank SmartBuy platform.
Redemption value
- 1 Reward Point is equivalent to Re.1 when redeemed as cashback against statement credit
- 1 Reward Point is equivalent to Re.0.3 of SmartBuy (Flights/Hotels, Airmiles & Product Catalogue).

Please Note –

- The minimum Reward Point balance required for redemption against the statement balance is 500 Reward Points.
- Unredeemed Reward Points will expire/lapse after 2 years from the date of accumulation
- Maximum cashback redemption of Rs 7,500 per calendar month.

If the cardholder opts for redemption as Cashback against statement, there will be no redemption fee levied.

4. What are the welcome benefits, and when will I receive them?

For PhonePe HDFC Bank Ultimo Credit Card, you will get:

- ₹499 gift voucher after making your first Rupay CC on UPI payment using the PhonePe HDFC Bank Ultimo Credit Card on PhonePe app.
- Scratch cards worth ₹50 each for the next 10 Rupay CC on UPI payments made using the PhonePe HDFC Bank Ultimo Credit Card on PhonePe only (excluding the first payment).

5. How will the reward points be calculated on PhonePe HDFC Bank Ultimo Credit Card?

If the cardholder spends ₹40,000 in a month with following break up of spends:

Spends on PhonePe Categories: ₹10,000 | Online Brands: ₹10,000 | Scan & Pay: ₹5,000 | Fuel Spends: ₹5,000 |
Wallet Spends: ₹2,000 | EMI Purchase: ₹8,000.

Out of these Fuel, Wallet & EMI spends won't be rewarded with Reward Points.

Thus, the total spends eligible for Reward Points would be only ₹10,000 + ₹10,000 + ₹5,000 = ₹25,000

Reward Points earned would be:

10% (PhonePe categories) of ₹10,000 = 1,000

5% (Online Brands) of ₹10,000 = 500

1% (Scan & Pay) of ₹5,000 = 50

PhonePe HDFC Bank Ultimo Credit Card FAQs

(v.1.1.2 –10th Mar'2026)

Thus, the total Reward Points for example would be 1,550. This will be posted in the card account on or before 15th of the subsequent month.

6. Do I have to pay a fee for the PhonePe HDFC Bank Ultimo Credit Card?

Yes, the fee structure for both credit cards is as follows:

| Fee Type | PhonePe HDFC Bank Ultimo Credit Card |
|-------------|--|
| Joining fee | ₹999 + applicable taxes |
| Annual fee | ₹999 + applicable taxes (Waived on ₹2 lakh annual spend)* |

Note –

*Following spends will not be eligible for Annual Fee waiver - Cash advances, Credit card fees or any charges, All EMI spends, and any other categories excluded as per the Bank's internal policies.
Joining fee will be levied within 60 days of card issuance date.

7. What will be the credit limit on this card?

The credit limit is determined as per the bank's internal policies and customer eligibility. The Bank will communicate the final credit limit once the credit card is successfully approved and issued.

8. When will I get free airport lounge access?

PhonePe HDFC Bank Ultimo Credit Card holders are eligible for up to 8 complimentary domestic airport lounge visits every year (2 per calendar quarter). This is based on a Quarterly Spends Milestone Program, where cardholders need to spend ₹75,000 or more in a calendar quarter to be eligible for complimentary lounge access.

Calendar Quarter is defined as: Jan-Mar | Apr-June | Jul-Sept | Oct-Dec.

Please refer detailed TnCs for availing the lounge benefits [PhonePe Ultimo CC - Lounge Access - T&Cs v.2.pdf](#)

9. **Are there any spending exclusions for airport lounge access using the PhonePe HDFC Bank Ultimo Credit Card?**

The spends categories that are excluded from the eligibility of lounge access are:

- Cash advances
- Credit card fees or any charges
- All EMI spends (Easy EMI, Smart EMI/ Dial an EMI etc)

Note: The categories are subject to change.

10. **What is the fuel surcharge waiver?**

Fuel surcharge waiver of 1% on all fuel transactions. The waiver is applicable only for fuel transactions between Rs. 400 to Rs. 5,000. (Maximum waiver of INR 250 per statement cycle)

Fuel surcharge varies from 2.5% to 1% of fuel transaction amount. The rate of surcharge may vary depending on the fuel station and their acquiring bank. GST is as applicable.

11. **Do reward points expire?**

Yes, unredeemed Reward Points will expire/lapse after 2 years from the date of accumulation.

12. **Can I link my PhonePe HDFC Bank Ultimo Credit Card to UPI?**

Yes, you can link it to UPI on PhonePe or any UPI app that supports Rupay Credit Card linking. Once linked, you can use your credit card to make UPI payments at supported merchants (P2M only).

13. **How to link my PhonePe HDFC Bank Ultimo Credit Card to UPI?**

Once your PhonePe HDFC Bank Ultimo Credit Card is issued, you will need to set the Card PIN first, followed by the UPI PIN to use it on PhonePe. To do so, please follow these steps:

1. Scroll to Manage Payments on your PhonePe app home screen and tap View all.
2. Tap Manage Card.
3. Under Card Management, tap Set PIN and you will see 3 steps.
4. Tap Set PIN next to Step 01, and you will be redirected to the HDFC Bank page.
5. Under Manage Card, tap Set PIN. Fill the details to set your Card PIN.
6. Once your Card PIN is set, tap Proceed to Link at the bottom of your PhonePe app screen.

Note: You will need to enter your card details, including the last 6 digits, CVV, and expiry date.

PhonePe HDFC Bank Ultimo Credit Card FAQs

(v.1.1.2 –10th Mar'2026)

7. Enter the card details and follow the steps to set your UPI PIN.

Once both Card and UPI PIN are set, you can start using your card on PhonePe.

14. Can I get a PhonePe HDFC Bank Ultimo Credit Card if I already have an HDFC Bank credit card? How will my limit be impacted?

Yes, you can apply for a PhonePe HDFC Bank Ultimo Credit Card even if you already have an HDFC Bank Credit Card, provided you do not have an ongoing credit card application created in the last 60 days. In that case, you won't be able to apply.

Please be informed that your existing credit limit will be distributed between the cards that you hold.

For example, if you currently have an HDFC Bank credit card with a ₹3,00,000 limit and receive a new PhonePe HDFC Bank Ultimo Credit Card, the total limit will remain ₹3,00,000 but will be distributed across both cards based on usage and bank discretion.

Please refer to Floater Card T&Cs available on HDFC Bank website for more details.

Link: <https://www.hdfcbank.com/content/bbp/repositories/723fb80a-2dde-42a3-9793-7ae1be57c87f/?path=/Personal/Pay/Cards/Credit%20Card/TC%20pdf/Floater-Card-Terms-Conditions.pdf>

15. How can I apply for the PhonePe HDFC Bank Ultimo Credit Card?

You can apply only through the PhonePe app. There is no offline or website-based application process.

16. Will my credit score be checked when I apply for this credit card?

Yes, HDFC Bank will check your credit score as part of the application process.

17. Can I apply for this credit card directly from HDFC Bank?

No, this credit card is exclusively available for application through PhonePe app.

18. What are the other fees and charges levied on PhonePe HDFC Bank Ultimo Credit Card?

For all fees and charges, please refer MITC on HDFC Bank website.

19. How does a cardholder generate PIN for PhonePe HDFC Bank Ultimo Credit Card?

A cardholder needs to generate the PIN to activate PhonePe HDFC Bank Ultimo Credit Card.

Following ways can be used for activation

- By using IVR - Call 1860 266 0333
- By using Net Banking
- By using Mobile Banking App
- By using ATM
- By using MyCards

Please refer to the below link for more information to generate PIN:

<https://www.hdfcbank.com/personal/pay/cards/credit-cards/forgot-card-pin>

20. Where can the cardholder use PhonePe HDFC Bank Ultimo Credit Card?

PhonePe HDFC Bank Ultimo Credit Card can be used for both online as well as offline transactions. Once the cardholder generates a PIN, they can use the card to make payments at any merchant establishment that accepts Rupay payments. The card can also be used for international transactions.

21. Cardholder did a transaction on some merchants and didn't get Reward Points as per the feature mentioned?

Reward Points will be given only on eligible transactions made at select merchant categories as per the program construct. If a transaction does not fall under these predefined categories, it will not qualify for reward points.

22. What are the eligible transaction for PhonePe categories - 10% Reward Points?

Recharges & Bills, Travel & Stays (Flights, Bus, Trains and Hotels).

MCCs eligible for rewards – 4111, 4112, 4511, 4722, 4784, 4814, 4899, 4900,

23. What are the eligible transaction for Online Brands – 5% Reward Points?

Amazon, Flipkart, Myntra, Ajo, Uber, Swiggy, Zomato.

MCCs eligible for rewards – 4121, 4214, 5137, 5262, 5311, 5399, 5691, 5699, 5732, 5811, 5812, 5814

24. How do I activate my Credit Card for online, contactless and/or international transactions?

- HDFC Bank MyCards:
 - Log in to <https://mycards.hdfcbank.com> using your registered mobile number
 - Enter the OTP sent to your registered mobile number
 - Click on “Card Control” service under Credit Cards.
 - You can set and customize your credit card usage/limits
 - Enter OTP sent to your registered mobile number to successfully make these changes.
- HDFC Bank Mobile Banking
 - On your HDFC Mobile Banking app, go to Menu >> Cards >> Select Credit Card >> Manage Card>> Manage Limits
 - You can set and customize your credit card usage/limits
 - .
- HDFC Bank Net Banking
 - On your HDFC Net Banking, go to Cards >> Request >> Card Usage/Limits
 - You can set and customize your credit card usage/limits
 - Enter OTP sent to your registered mobile number to successfully make these changes.

25. How do I get my Credit card statement?

Once the credit card statement is generated, it will be sent to your registered email address. You can also view and download the credit card statement by logging into HDFC Bank NetBanking or HDFC Bank MyCard App or HDFC Bank Mobile App online

MyCards - Login to mycards.hdfcbank.com using your registered mobile number and last 4 digit of Credit Card. Click on e-statement to generate e-statement and select month. Your billed statement for that month will be sent to your registered email-ID shortly.

Netbanking - Log in to HDFC Bank Netbanking. Go to the Credit card under Cards Tab. Select the Enquire transactions and click on View statement. Select the card no. and the month-year of the billed statement. Click on View or 'Download' to access it.

Mobile-banking - Log in to HDFC Bank Mobile Banking. Go to the Credit cards under Card section from bottom tabs. Select the Credit card and click on 'Get Statement' link. Select the billing month-year and click on 'Download' to access it.

Phone-banking - Please call one of the phone-banking nos. and your e-statement will be mailed to your registered email ID after verifying the mobile no. and last 4-digits of your credit card.

26. My PhonePe HDFC Bank Ultimo Credit Card is lost/stolen. What should I do?

In case your card is lost or stolen, please block your card immediately to avoid it from being misused. To block your card, call HDFC Bank Phone Banking Number (1800 202 6161 / 1860 267 6161 / 1800-25-8282-638) or Log onto HDFC Bank Net Banking and block your card using the 'Hot listing' option.

27. How do I report a transaction dispute incurred using my credit card and what is the time frame?

You can raise the dispute transaction complaint as following:

You can report a transaction dispute by visiting:

<https://digiapply.hdfcbank.com/vivid/online-dispute> - New URL

Also customer can write to cc.disputes@hdfcbank.com by attaching relevant proof.

To report a dispute transaction on your PhonePe HDFC Bank Ultimo Credit Card please contact HDFC bank Phone Banking from your registered mobile/email.

Please note that transaction complaints can be raised only within 30 days from the statement date.