



## **Frequently Asked Questions**

### **Discontinuation of Jet Airways American Express Platinum Credit Card**

**Q.** What is the change and how is it impacting me?

**A.** We would like to inform you that your Jet Airways American Express® Platinum Credit Card is being discontinued.

For us to continue to serve you better, we would be issuing a new American Express® Platinum Travel<sup>1</sup> Credit Card, with annual benefits worth more than ₹30,000 for you.

**Your benefits<sup>#</sup> will include the following:**

- Spend ₹1.9 Lacs in a Cardmembership year and get benefits worth up to ₹4,500.
- Spend ₹4 Lacs in a Cardmembership year and get benefits worth up to ₹7,500 and an additional Taj Experience E-Gift Card worth ₹10,000 from the Taj, SeleQtions and Vivanta Hotels.
- Earn 1 Membership Rewards® Point<sup>#</sup> for every ₹50 spent and 3 Membership Rewards® Point for every ₹50 spent with American Express® Reward Multiplier<sup>#</sup>.
- Up to 10% cashback on OnePlus devices once a month.
- Additional benefits including 4 complimentary visits per year to select airport lounges across India, complimentary membership to Priority Pass and many more.

To know about all the benefits available on the American Express® Platinum Travel Credit Card, please visit **[amex.in/platinumtravel](https://amex.in/platinumtravel)**

Compared to an annual fee of ₹10,000 (plus applicable taxes) on the Jet Airways American Express® Platinum Credit Card, the American Express® Platinum Travel Credit Card is being offered to you at a first-year fee of ₹3,500 (plus applicable taxes) and an Annual fee of ₹5,000 (plus applicable taxes) from second year onwards. Please note that you will also be eligible for a Welcome Gift benefit<sup>#</sup> worth ₹3,000 upon spending ₹5,000 in the first 60 days of your Cardmembership and upon payment of your joining fee.

**Q.** What would happen to the InterMiles on my Jet Airways American Express Platinum Credit Card?

**A.** We assure you that all the InterMiles you have earned on your Jet Airways American Express Platinum Credit card are safe and secure in your InterMiles membership account and you can redeem them from a range of options. You will also continue to earn InterMiles on all your spends till your Jet Airways American Express® Platinum Credit Card is active.

**Q.** When would this change start and when would I receive my new American Express Platinum Travel Credit card?

**A.** This change would be effective from 22<sup>nd</sup> Jan 2021 i.e. 30 days after the date of this communication. We will start issuing the new American Express® Platinum Travel Credit Card from 30 days after this communication and new Card issuance can take 60 to 90 Days post the 30-Day notice period.



**Q.** What is the fee at which the American Express Platinum Travel<sup>1</sup> Credit Card is being offered to me?

**A.** Compared to an annual fee of ₹10,000 (plus applicable taxes) on the Jet Airways American Express® Platinum Credit Card, the American Express® Platinum Travel Credit Card is being offered to you at a first-year fee of ₹3,500 (plus applicable taxes) and an Annual fee of ₹5,000 (plus applicable taxes) from second year onwards. Please note that you will also be eligible for a Welcome Gift benefit<sup>#</sup> worth ₹3,000 upon spending ₹5,000 in the first 60 days of Cardmembership and upon payment of your joining fee.

**Q.** Is it mandatory for me to accept the American Express Platinum Travel Credit Card?

**A.** No, it is not mandatory for you to accept the American Express Platinum Travel Credit Card. You can opt out of this migration, by sending an SMS OPTOUTPT to 5616166 within 30 Days of receiving the email communication

**Q.** What will happen to my existing Jet Airways American Express Platinum Credit Card?

**A.** Your Jet Airways American Express Platinum Credit Card will be closed in 30 Days after the delivery of your new American Express Platinum Travel Credit Card. This may take up to 60 to 90 Days from the end of 30-Day notice period. In case you opt out, we will close your existing Jet Airways American Express® Platinum Credit Card, after 30 days from the date of this communication. The cancellation can take 60 to 90 Days post the 30-Day notice period.

**Note :** In case you are already holding two credit cards from American Express (Apart from American Express Platinum Travel Credit Card), then your Jet Airways American Express Platinum Credit Card will be closed first, and then only a new American Express Platinum Travel Credit Card will be issued.

**Q.** Is there an option for me to continue with my Jet Airways American Express Platinum Credit Card?

**A.** No, since the Jet Airways American Express Platinum Credit Card is getting discontinued, you will not be able to continue with this credit card.

**Q.** Can I request for a different product vs. the American Express Platinum Travel Credit Card?

**A.** Your eligibility for another product from American Express would depend on product specific eligibility criteria (available on [www.americanexpress.co.in](http://www.americanexpress.co.in)) and basis our internal policies. Should you want a different product, you would need to contact our Customer Service team via the 'Message Us' option on your Amex App to place a request.



**Q.** What will happen to my balance & current EMIs on existing Jet Airways American Express Platinum Credit Card?

**A.** Your entire outstanding balance and all outstanding EMIs will become due and payable, once Jet Airways American Express Platinum Credit Card is closed.

**Q.** What will happen to the Annual Fee that I have paid on my American Express Jet Airways Platinum Credit Card?

**A.** We will refund your Annual Fee (If Paid in last 9 Months from 22<sup>nd</sup> Jan 2021) on your Jet Airways American Express Credit Card, basis the below grid:

- Paid in last 90 Days before 22<sup>nd</sup> Jan 2021: 75% Refund
- Paid in last 91 to 180 Days before 22<sup>nd</sup> Jan 2021: 50% Refund
- Paid in last 181 to 270 Days before 22<sup>nd</sup> Jan 2021: 25% Refund

**Note:** The refund is only applicable if you are paying the fee on the new American Express Platinum Travel Credit Card. The refund will be credited in 90 Days after the issuance of new American Express Platinum Travel Credit Card. The refund will be credited in your American Express Platinum Travel Credit Card.

**Q.** Do I need to update my correspondence address to receive the new American Express Platinum Travel Credit Card?

**A.** Yes, if there is a change then you should update your correspondence address.

- In case your correspondence address is a residential address then please send a certified copy of any Officially Valid Document (OVD) to [addresschange@aexp.com](mailto:addresschange@aexp.com) from your registered email Id, immediately upon receipt of this communication.
  - Examples of an OVD include: i) Valid Passport ii) Voter's ID Card iii) Driving License iv) Aadhaar (First 8 digits should be masked) v) Job Card issued by NREGA vi) Letter issued by the National Population Register with current address. Your address will be updated if your OVD meets regulatory requirements. For more detail, please read our Frequently Asked Questions. •
- In case your correspondence address is an official address then please call the number at the back of the card to update the official address.

**Q.** What would happen to the supplementary cards on my Jet Airways American Express Platinum Credit Card?

**A.** Supplementary cards on your Jet Airways American Express Platinum Credit Card would get cancelled and new supplementary cards would be issued under your new American Express Platinum Travel Credit Card. Towards the same, you will receive an e-mail with next steps from 'Amex Supplementary Card



Request' on your registered email. On the American Express Platinum Travel Credit Card, you get 2 Supplementary Card complimentary.

**Q:** Am I required to submit any additional documents?

**A:** For the issuance of a new American Express Platinum Travel Credit Card, you would not be required to submit any documents\*. However, for issuance of supplementary cards, if any, under your basic Cardmembership, documents would be required. We'd reach out to you for any such requirements.

\* In some exceptional cases, we might reach out to you for additional documents.

**Note:** In all cases, where additional documents are needed, the timeline regarding issuance of new American Express Platinum Travel Credit Card is not applicable.

**Q:** Will the migration impact my credit limit?

**A:** The limit on your American Express Platinum Travel Credit Card would be same or higher than the limit on your Jet Airways American Express Platinum Credit Card. In exceptional cases, the credit limit issued might be lesser than that on the Jet Card. In all such cases the credit limit would be updated within 7 business days of card issuance.

**Q.** What would happen to the standing instructions or direct debit instructions on my Jet Airways American Express Platinum Credit Card?

**A.** Since we are closing your Jet Airways American Express Platinum Credit Card and offering you a new credit card, therefore as a result of this change, you would need to reapply for a direct debit and standing instructions, if any on your new credit card.

**Q.** Would there be any change to my Jet Airways American Express Platinum Credit Card billing cycle?

**A.** Since we will be closing your Jet Airways American Express Platinum Credit Card and issuing a new American Express Platinum Travel Credit Card for you, the billing cycle may change

**Q.** What will happen to an existing insurance on my Jet Card?

**A.** Your existing Insurance will continue to exist. However, you may need to update your payment method, if Standing Instruction was setup using your Jet Airways American Express Platinum Credit Card.



# To know about all the benefits available on the American Express® Platinum Travel Credit Card, please visit [amex.in/platinumtravel](https://amex.in/platinumtravel).

1 – American Express Platinum Travel Credit card will be issued to all Jet Airways American Express Platinum Credit Card holders, who are currently not holding American Express Platinum Travel Credit Card. We will follow the same process, which we follow for a new application. For the application for new American Express Platinum Travel Credit Card, you authorize American Express Banking Corp. ("AEBC") to verify information in this application and to receive and exchange information about you, including requesting reports from your/our Bank, consumer credit, reference schemes, Credit Information Companies (CIC) as authorized by Reserve Bank of India, NSDL e-governance Infrastructure Limited.

**In case you are not okay with the above declaration, request you please optout of this migration to American Express Platinum Travel credit card, by sending an SMS OPTOUTPT to 5616166, by 22<sup>nd</sup> January 2021. Please send your response only from the registered Mobile Number with American Express.**

#### **Terms & Conditions Apply**

- American Express reserves the right at any time without prior notice to add/ alter/ modify/ change all of these Terms and Conditions & FAQs or to replace wholly, or in part, the benefit by other benefits, whether similar to this benefit or not, or to withdraw it altogether.
- American Express® reserves its absolute right to withdraw and/or alter any of the terms and conditions of this migration at any time without prior notice.
- Nothing expressed or implied in the program shall in any way waive or amend any of the terms and conditions of the existing Cardmember agreement with the Card.
- Any disputes arising out of and in connection with this program shall be subject to the exclusive jurisdiction of the courts in the state of Delhi only.
- All terms mentioned in Cardmember Agreement and MITC apply