

A world of rewards at your fingertips.

*An upgraded loyalty program to give
you the most rewarding of experiences.*



Maruti Suzuki welcomes you to our ever-growing family.

It is a deep sense of loyalty that ties the Maruti Suzuki family together, and we greatly appreciate the trust that you have put in us. It is this very trust that has constantly driven us to improve, bringing you enhanced and unparalleled services every step of the way. In our latest effort to provide you with unique and exciting moments, we bring you Maruti Suzuki Rewards.



Maruti Suzuki Rewards

A world of benefits.

Maruti Suzuki Rewards is our innovative and dynamic loyalty program that is designed to optimise your experience with us, because you, dear member, matter the most! This interactive and engaging program comes loaded with benefits and rewards, and is sure to bring you joy, and leave you thirsting for more.

Key Highlights



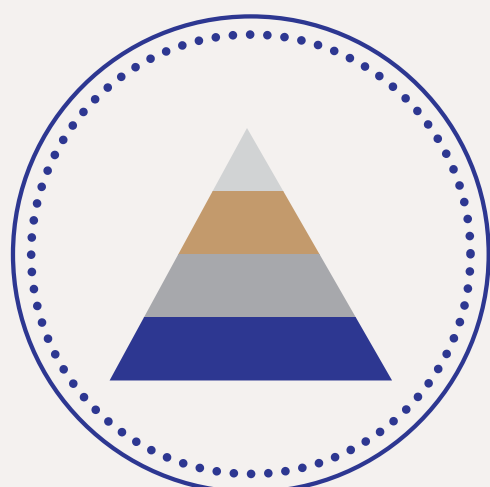
Points on all transactions

Earn points on every transaction you make.



Cardless program

Linked to mobile number, with no hassle of carrying cards.



Multiple tiers

Reach higher tiers and avail higher benefits.



Badges on interactions

Perform pre-defined actions to win badges.



Exclusive events

Grab opportunities to attend exclusive events.



Website & app

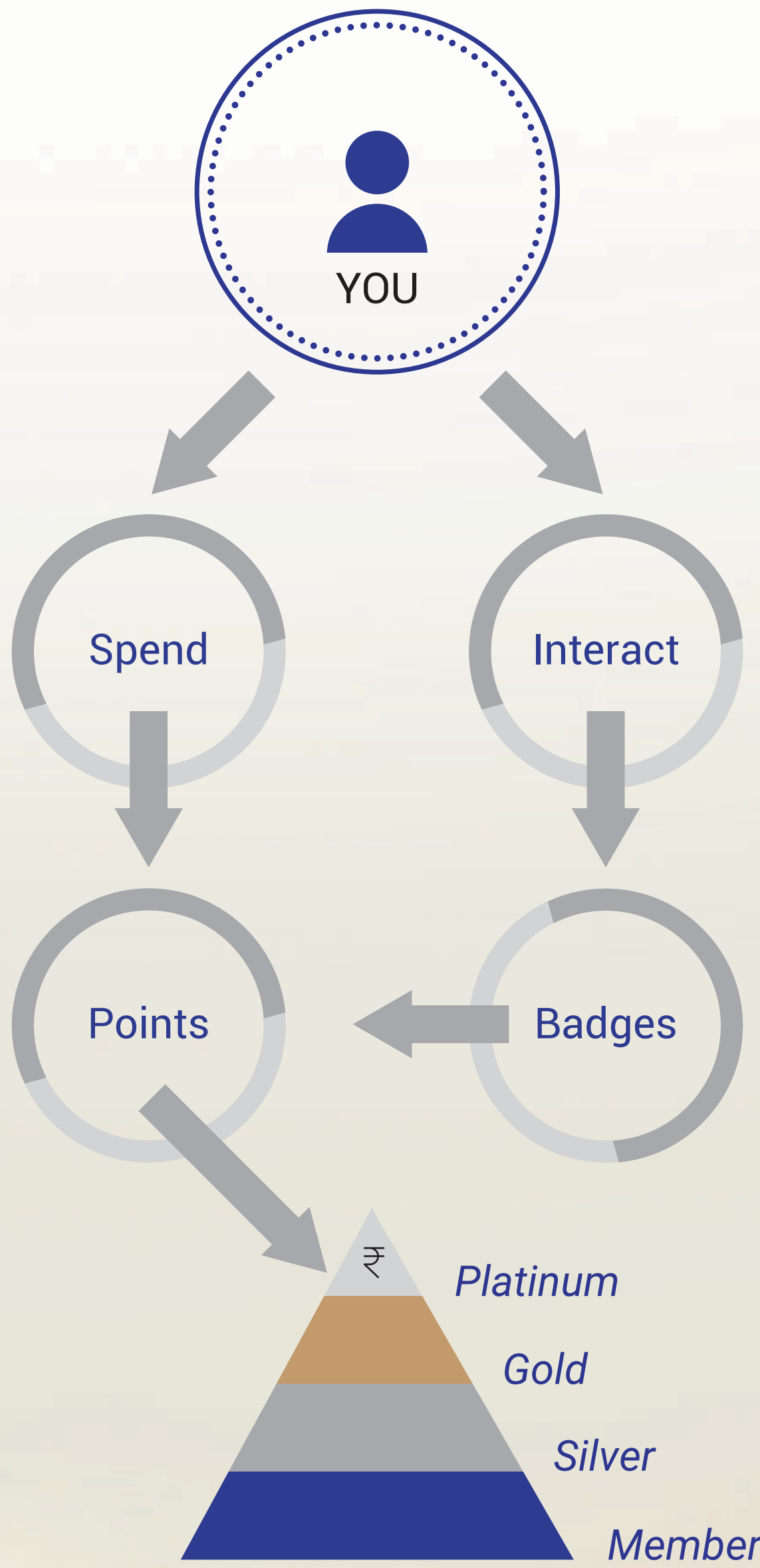
Streamlined experience on website, app, notification/sms.

Explore The World Of Rewards

- Win points on all your transactions with us, (paid services, purchase of insurance, extended warranty, accessories and MCP) and redeem them during later transactions.
- For every interaction with us, you will be rewarded with achievement badges to mark your journey, which also carry points.
- Furthermore, a streamlined digital experience across the app and website make the program easily accessible, wherever you may be.
- You now stand a chance to win access to exciting new events, shows, and more!



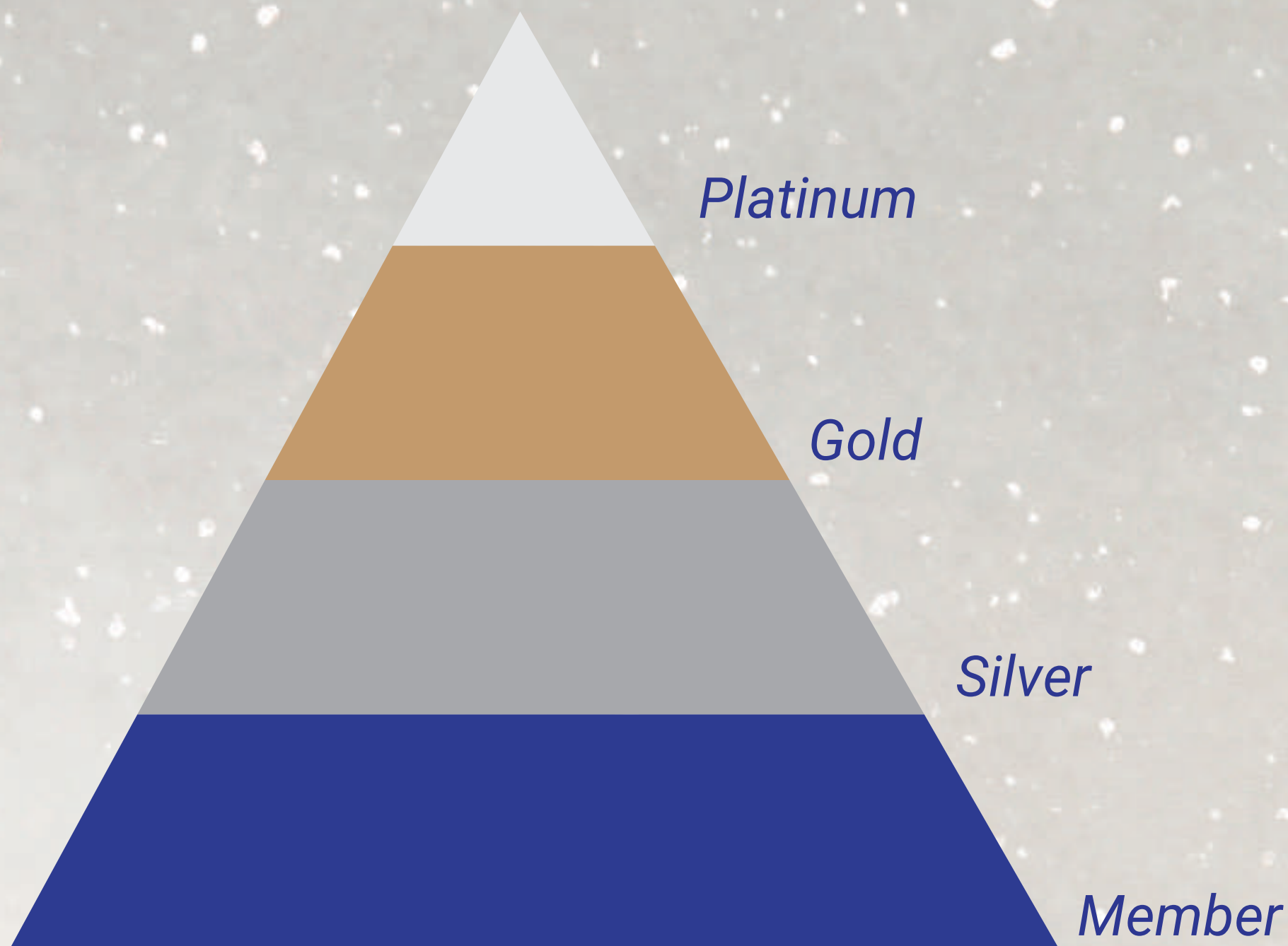
How It Works



Each time you engage with us, you move closer to a tier upgrade on our four tier program and get incremental benefits.



Tier Benefits



Points accrual rate - 5%

Points required for an upgrade - More than 3600 points*

Points accrual rate - 3%

Points required for an upgrade - More than 1800 points*

Points accrual rate - 2%

Points required for an upgrade - More than 800 points*

Points accrual rate - 1%

Points required for an upgrade - Direct entry*

Tier Benefits

	<u>Member</u>	<u>Silver</u>	<u>Gold</u>	<u>Platinum</u>
 <p>Referral bonus for adding a new member to the Maruti Suzuki and Rewards family</p>	500	750	750	1000
 <p>On every additional car purchase or exchange</p>	1000	2000	3000	4000
	3 yrs	3 yrs	5 yrs	10 yrs
	—	✓	✓	✓
	—	Coming Soon!	Coming Soon!	Coming Soon!
	—	—	✓	✓

Customer tiers do not get downgraded.

Points earned under the rewards program are valid for a limited period of time. Inactivity for a period of 15 months will cause points to expire.

Frequency of 24*7 roadside assistance benefit is applicable as per tier.

Badges

As milestones of your interactive journey with Maruti Suzuki Rewards, you are rewarded with achievement badges. Each badge carries a value of up to 100 points. Keep an eye out for these badges as they are dynamic and grow synchronously with your Maruti Suzuki Rewards journey!



Profile Completion
Badge



Survey Completion
Badge



Social Link
Badge



Broadcast Badge



Follow Badge



Social Influencer
Badge



I Know Loyalty
Badge



Winner Badge



Referral Badge



I Earn Badge



Redeem Badge

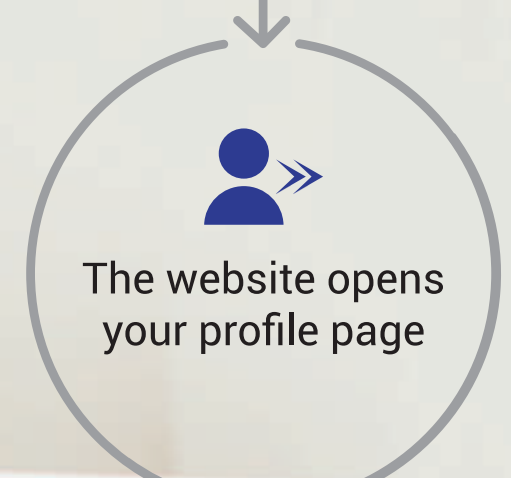
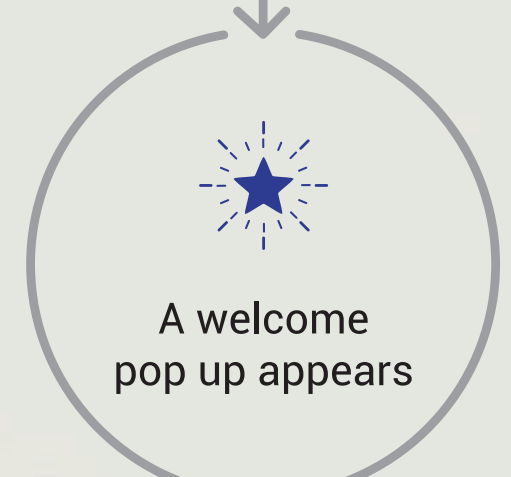
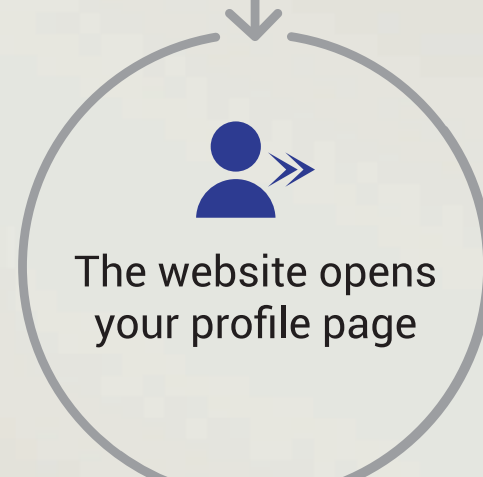
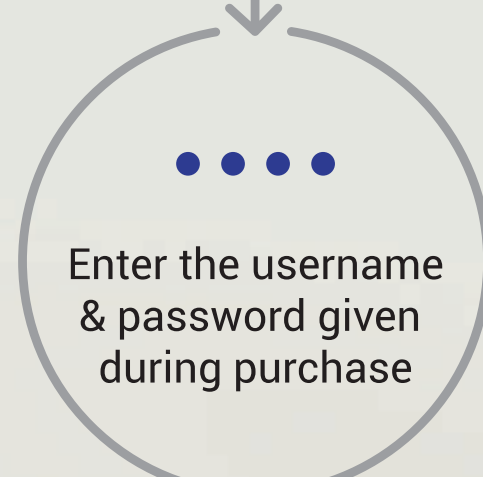
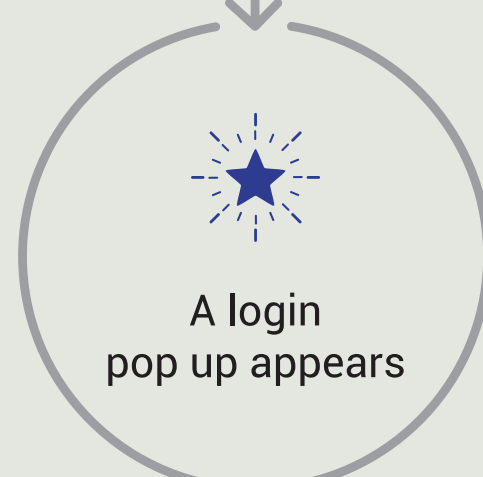


Mega Badge

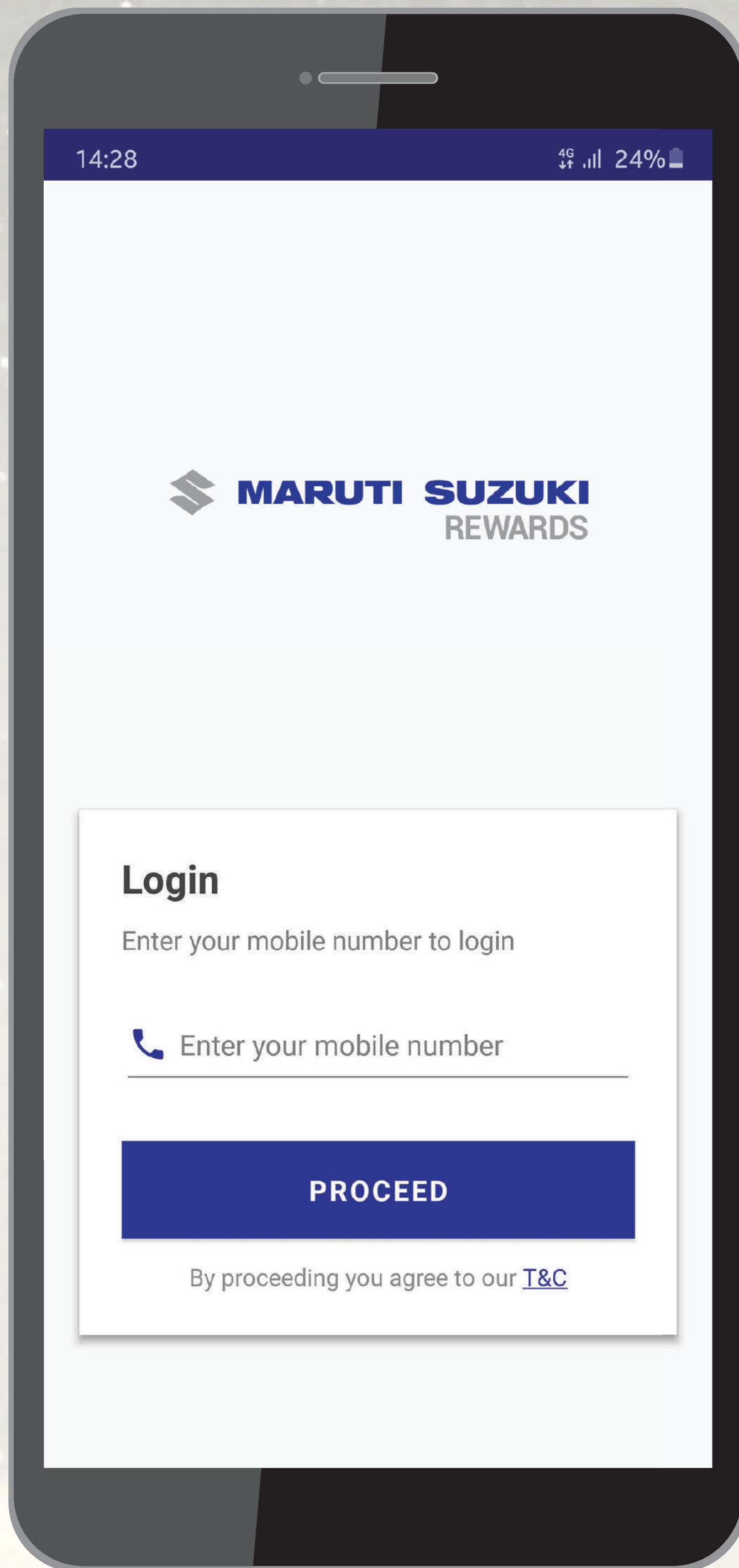
Quick & Easy Login/Signup

NEXA

MARUTI SUZUKI ARENA



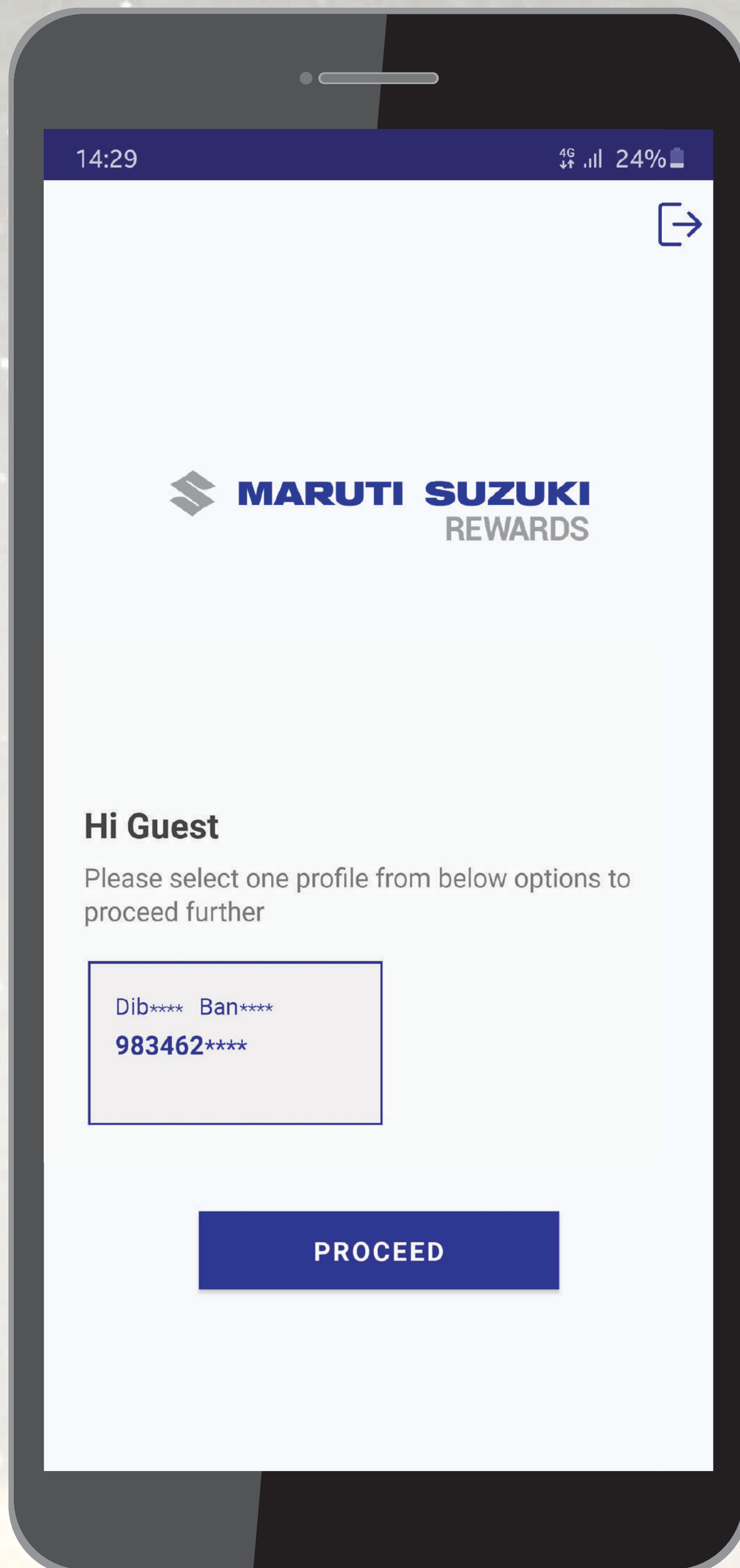
Mobile App Login



Maruti Suzuki Rewards
App available on



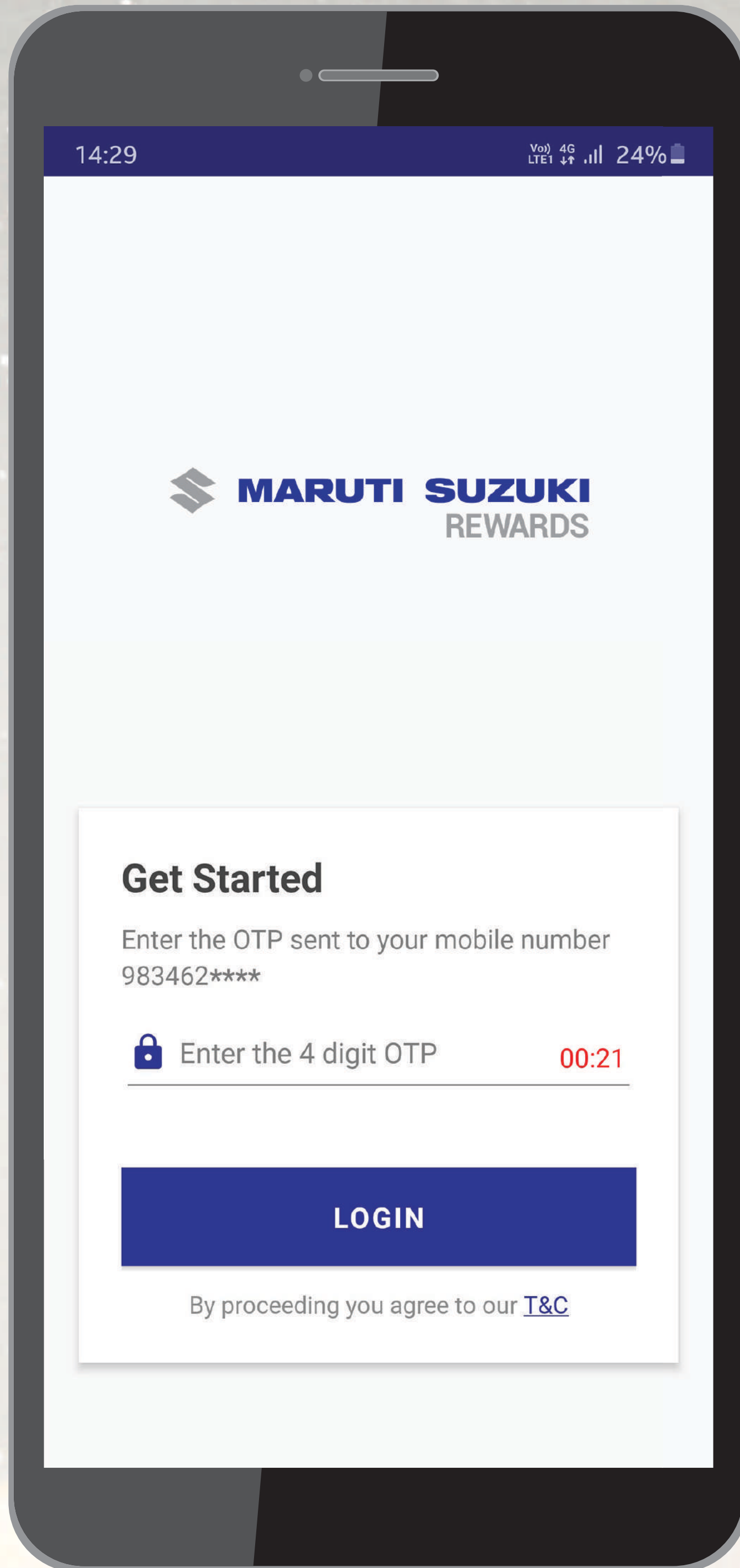
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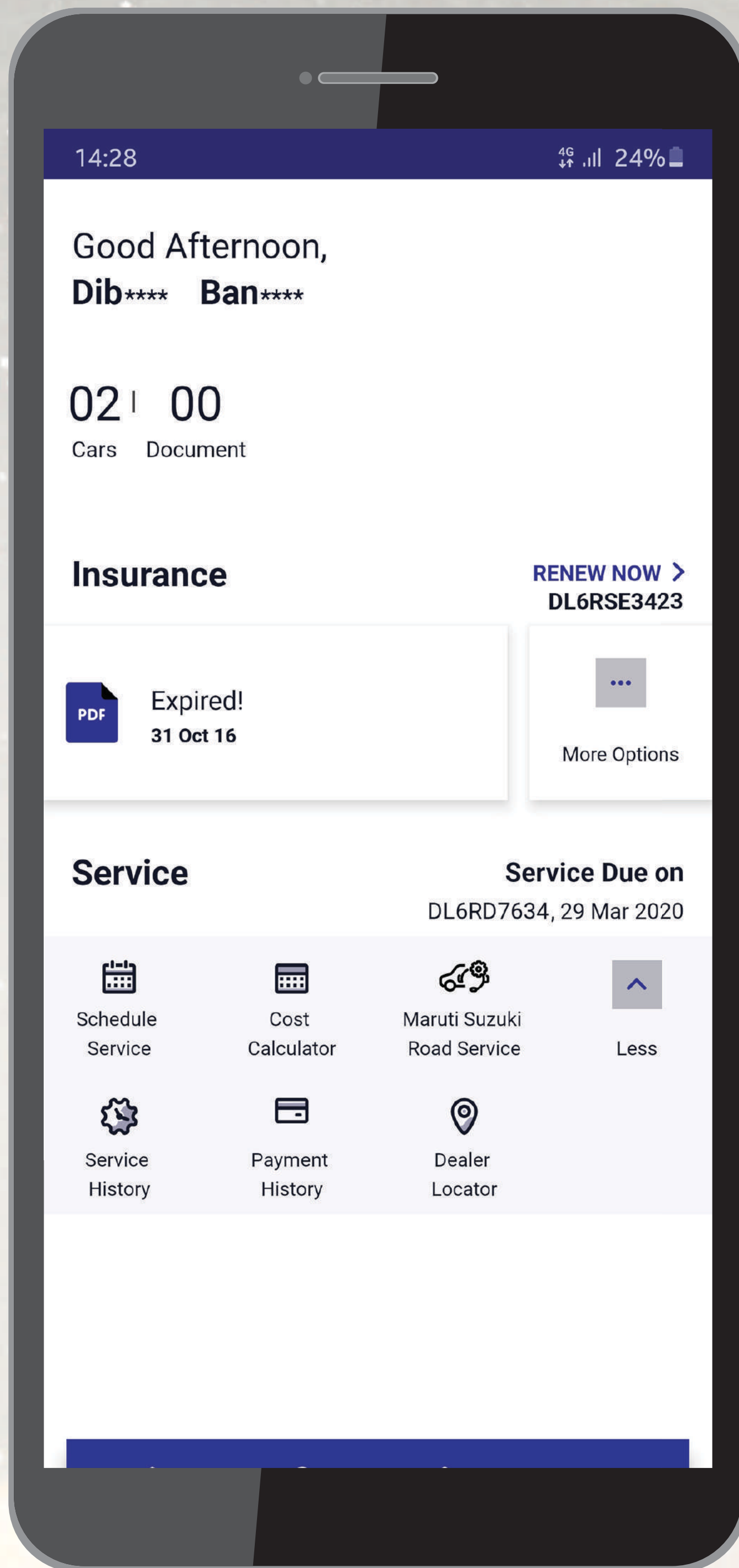
Mobile App Login



Maruti Suzuki Rewards
App available on



Mobile App Login



Maruti Suzuki Rewards
App available on



TERMS AND CONDITIONS

General Conditions:

1. By signing up, the user agrees to have read and understood the Terms and Conditions that govern the Maruti Suzuki Rewards Loyalty Program and give consent to Maruti Suzuki Rewards to contact the user for events, promotions, product information and discount. This will override registry on NDNC/DND.
2. Maruti Suzuki Rewards membership, for the purposes of allocation and redemption of Maruti Suzuki Rewards points is acceptable across India only at Maruti Suzuki India Ltd, against multiple offerings such as service, accessories, insurance & more.
3. The Maruti Suzuki Rewards Loyalty Program is open only to Indian citizens, above 18 years of age and whose car number plates are white.
4. Enrolment for membership must be in the applicant's full name. Providing certain details such as mobile number is mandatory.
5. Membership of Maruti Suzuki Rewards is limited only to the registered owners of cars sold through Arena, Nexa and True Value channels of Maruti Suzuki India Limited and is subject to the payment of one-time membership as specified by Maruti Suzuki India Limited from time to time.
6. Maruti Suzuki Rewards Program is a card-less program. The user can add multiple vehicles against 1 phone number. Redemption and allocation of points will be done against the mobile number.
7. Maruti Suzuki India Ltd. is authorized to take any administrative and/or legal action against a Maruti Suzuki Rewards member in the event of Maruti Suzuki Rewards member carrying out and/or attempting to carry out any fraud, misrepresentation, cheating, forgery, any kind of concealment of facts or abuse of Maruti Suzuki Rewards membership or of the rewards and benefits under Maruti Suzuki Rewards. This shall include forfeiture of the accumulated Maruti Suzuki Rewards points and related rewards and may even result in the cancellation of Maruti Suzuki Rewards membership.
8. Maruti Suzuki India Ltd. reserves the right to add and/or alter, modify, change or vary all or any of Maruti Suzuki Rewards Terms and Conditions at any time, without assigning any reason and without previous notice to Maruti Suzuki Rewards members.
9. Maruti Suzuki India Ltd. shall not in any way be liable or be under any obligation to members, if Maruti Suzuki Rewards membership is withdrawn, discontinued or modified due to any statutory enactments and judicial/quasi-judicial orders or otherwise.
10. Maruti Suzuki India Ltd. shall not be responsible for any liability incurred by the Maruti Suzuki Rewards members with respect to any aspect of the program.
11. The decisions regarding the levy of onetime fee/other charges under Maruti Suzuki Rewards membership shall be taken by Maruti Suzuki India Ltd. at their sole discretion.
12. All insurance cases done through Maruti Insurance Broking Pvt. Ltd. would be subject to standard rules and regulations of IRDAI.
13. In the event of Maruti Suzuki Rewards membership being cancelled or put on hold due to any reason, Maruti Suzuki Rewards member will not be eligible to get any Maruti Suzuki Rewards points on the transactions till the time his/her Maruti Suzuki Rewards membership is renewed. During such time, Maruti Suzuki Rewards member will also not be eligible to participate in any of the lucky draws/events/schemes as organized by Maruti Suzuki India Ltd. under Maruti Suzuki Rewards.
14. Membership under Maruti Suzuki Rewards Loyalty Program does not have an expiry. Members will retain the allocated tier. However, the points allocated to the Maruti Suzuki Rewards member will expire on inactivity in the time frame stated and as 15. per their expiry period based on the tier of the Maruti Suzuki Rewards member.
15. Tier for old loyalty program (Autocard and MyNexa) customers in Maruti Suzuki Rewards has been allocated on the basis of transaction amount and frequency of transaction done by customer except car purchase value with Maruti Suzuki India Limited and its authorized dealerships. Tier upgrade would be done only on the basis of transactional points earned in Maruti Suzuki Rewards.
16. Tier upgrade in Maruti Suzuki Rewards will only happen on the basis of achieving threshold points through transactional points. Reference and Loyalty bonus (Exchange Benefit, Additional Car purchase benefit) points would not be considered for tier upgrade.
17. Points will be awarded against a transaction only on the amount spent by Maruti Suzuki Rewards member and will not cover transactions covered through insurance claims and Part B (Third Party) insurance premium
18. Point awarding and redemption will only happen against the transaction amount without applicable taxes.
19. Points earned against an eligible transaction cannot be instantly redeemed against the same transaction. These points can be redeemed after 48 hours of point awarding.
20. As a member of the Maruti Suzuki Rewards Loyalty Program, a member can avail either exchange bonus or additional car bonus on applicable vehicle purchase transaction eligible for loyalty bonus benefit. Dual benefit i.e. exchange bonus as well as additional car bonus cannot be availed for single vehicle purchase transaction.
21. The gifts/rewards earned through Maruti Suzuki Rewards Loyalty Program are not replaceable or refundable in cash nor can they be exchanged for any other alternative denominations.
22. If some Maruti Suzuki Rewards Loyalty Program points and/or rewards/benefits are wrongly credited into a Maruti Suzuki Rewards member's account, the same shall be debited and the member will be informed accordingly.
23. As a member of the Maruti Suzuki Rewards Loyalty Program, the member authorizes Maruti Suzuki India Ltd. to use data submitted by him/her for marketing and communication purposes to enhance the performance of the program and also to send marketing communications through the media at the discretion of Maruti Suzuki India Ltd.
24. Maruti Suzuki India Ltd. Limited will not accept responsibility for circumstances that are beyond its reach or control, which may cause a delay or inability to fulfil requests of the Maruti Suzuki Rewards Loyalty Program members.
25. Maruti Suzuki India Limited reserves the right to modify or change any of the terms or conditions applicable to the offer or withdraw the offer at any time without prior notice. Any disputes arising out of this offer shall be subjected to Delhi jurisdiction. The place of jurisdiction shall be New Delhi and the language of the proceedings shall be English.
26. For more information on Maruti Suzuki India Limited's products and services, please visit our official website or contact our authorized Dealerships.
27. Effective from 1st April 2021, the Customer is eligible to give up to 5 new car referrals (with a maximum of 2 referrals in any specific month) in a specific financial year. Further referrals can be given from next financial year onwards. All other benefits in the loyalty program will continue to be available for the member as per the program guidelines.

For any queries or assistance

Call us on our Toll Free number 1800 102 1800
or email us at rewards@maruti.co.in



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