

Most Important Terms & Conditions (MITC) for your CPP Wallet Care Membership (offered as part of BFL Packaged Product which may be financed by Bajaj Finance Limited ('BFL'))

The Most Important Terms and Conditions (MITC) of your membership are listed below. Please refer to the Main Terms and Conditions which set out the terms of your Agreement with CPP

General

- The CPP Wallet Care Service is provided by CPP Assistance Services Private Limited, whose corporate office address is at Ground Floor, Wing – A, Golf View Corporate Tower – A, Golf Course Road, Sector – 42, Gurgaon – 122002, Haryana India in conjunction with its third party suppliers/service providers.
- You must provide us with full and accurate information in connection with your CPP Wallet Care Membership and Services. In case you provide false or materially incomplete information or commit a material breach of the main terms & conditions of the membership, we may cancel your membership
- Advance payment of the Fees is the essence of the commencement of the Membership and the Services to be provided to You under the Agreement. You (or BFL on your behalf) must pay the Fee to Us in advance for purchase of Your CPP Wallet Care Membership. CPP shall have the right to cancel Your membership without any notice to You if you fail to pay in advance or repay BFL any amount paid by BFL on Your behalf towards your CPP Wallet Care Membership.
- The Fraud Protection Cover is provided as an add-on complementary benefit under the Group Insurance Policy taken by CPP for its customers from an Indian insurance company registered with IRDAI (Insurer). Please refer to the Group Insurance Policy Terms and Conditions for more details.
- Any change or new addition to your membership and services shall be intimated to you at least 45 days in advance and such changes shall become applicable from the date of intimation. However, it is clarified that the features of EAI and ZEE5, where CPP is acting as facilitator, may be added, modified, replaced or removed during the Period of Agreement without this advance notice period of forty-five (45) days.
- If You would like to cancel Your Membership, please contact BFL. CPP Wallet Care Membership has been provided to You as part of Your BFL Product. Under no circumstances, CPP will be liable to refund any amount to You which You would have paid to BFL for BFL Product, or otherwise, for CPP Wallet Care membership
- The terms and conditions are governed by and must be interpreted in line with the laws of the Republic of India.
- Your Membership begins on the Start Date and continues for the Period of Agreement as mentioned in the welcome letter.

- You can contact us through the following media in case you have any queries about these terms and conditions of your membership, E-mail: feedback@cppindia.com, Telephone: 1800-419-4000 (Toll-free); +91 921244 4000; 6000 4000 (please prefix city STD code)

Service Related

- You must report lost or stolen cards to us by telephone within twenty-four (24) hours of discovering loss of cards. We will then contact on Your behalf to Your Card Issuer to get Your Cards blocked.
- Any advance made to you under this Section A of the Main Terms & Conditions, shall be interest free and repayable by you to EAI within twenty-eight (28) days of the advance being made. In the event of the advance not being repaid then reasonable steps will be taken to recover the advance.
- If you request for the assistance services set out at A1, A2 and A3 of the Main Terms & Conditions, then you consent to us making such enquiries from such persons and/ or organizations as are necessary to assess the claim that you are making.
- In case you have not shared the details of a particular card with us and request the same to be blocked, CPP will attempt to get that card blocked with Your Card Issuer with the help of other details provided by you on a best effort basis.
- Services set out in sections A1, A2 and A3 of the Main Terms & Conditions shall be provided only at the sole discretion of CPP, however, every effort will be made to provide you with emergency assistance in line with the terms and conditions set out in these sections. At the time of Your request for Service, We may ask You to provide evidences for Your need of emergency assistance and in the absence of which Your request for Emergency Assistance may be rejected by Us. There may also be times when it will not be possible to arrange for the transfer of funds to some countries or remote geographical locations or due to events or conditions that are out of our control (i.e. political instability, regulatory restrictions, war, natural disaster, etc.) and for which CPP cannot be held liable.
- You will be provided with ZEE5 All Access Annual subscription pack offered by ZEE which will enable you to watch ZEE's Live TV channels, exclusive originals, blockbuster movies, TV Shows, Music and much more. This subscription is issued and governed by the terms & conditions of ZEE5, as may be amended from time to time. For detailed terms & conditions, please visit <https://www.ZEE5.com/termsfuse>. Our role in relation to ZEE5 shall be limited to that of a mere facilitator, and We shall not in any manner be liable to you for any loss, damage or compensation in relation to or arising from its use. For other terms and conditions relating to this Service, please refer to Section A4 of the Main Terms & Conditions.
- Services set out in Section A2 of the Main Terms & Conditions will not be available abroad and within India, this service will be available only in the cities under our coverage network. A current list of cities under our coverage network is available on our website in.cppgroup.com

- You hereby expressly accord your consent allowing CPP to collect all the required data/information including any sensitive personal data or information from you to service you and to transfer/utilize your personal information with our approved suppliers/service providers including our group companies for the purpose of sending correspondence to you and providing some of the features of the membership to you. Please refer to detailed Data Protection Notice in the Main Terms & Conditions.