

Terms & Conditions

Cash Back Scheme

1. Registration is now open for the current month, customer has to register to avail the scheme; non-registered customer's will not be given benefit of the scheme
2. Customers who have registered in previous month/s need to do fresh registration during the current month again to avail this month's scheme
3. Store Value Pass (SVP) trips of this calendar month will be considered to check the eligibility for cash back
4. Cash back percentage will be:
 - 10% for the registered card making 35 or more trips during the scheme period
 - 5% for the registered card making between 30 & 34 trips during the scheme period
5. Cash back amount will be calculated based on amount spent on the registered card during the current month. For example, if a customer makes 40 trips of Rs.27 each with a SVP in this calendar month, Cash Back amount will 40 trips x Rs.27 each x 10% = Rs.108
6. Cash back will be rounded to nearest rupee i.e. Rs. 97.20 will be considered as Rs.97
7. Cash back amount will be credited to the registered card via Ticket Issuing Machine (TIM)
8. Eligible customer to will have to insert the registered card in TIM after 7th of next month or as intimated by Mumbai Metro Customer Care for the cash back amount to be credited to the card
9. Customer has to get cash back credited to the registered card on or before 25th of next month
10. By registering customer has agreed to receive SMS or phone call from Mumbai Metro
11. The scheme is not valid on Trip Pass
12. Those customers migrating from SVP to Trip Pass during the month will not be given benefit of the scheme