

## **IndiGo HDFC Bank card and 6E Rewards to BluChip Program Migration**

### **Frequently asked questions**

**1. Why is my IndiGo HDFC Bank Credit Card getting migrated to another one?**

HDFC Bank IndiGo cobranded credit card program is phased out, hence as part of the transition your existing card is getting migrated to another HDFC Bank Credit Card.

**2. What is the exact migration date from IndiGo card to new migrated card?**

The communication for the migration is rolled out by the bank on 26-Aug-25 and again on 23-Sep-25. The card will be migrated anytime post 30 days of the first communication date.

**3. Which credit card will I receive?**

Please refer to the SMS and email communication sent by bank to know the card variant that you'll receive.

Please note, the card will be migrated only if it is in an active state. If the card is in any block state which is prohibited for migration as per bank's internal guidelines, we will not be able to migrate it.

Also, if your existing IndiGo card is already upgraded to another HDFC Bank card, migration is not applicable in your case.

Please reach out to bank for any more information.

**4. Why have I not received any email/SMS from the bank regarding card migration?**

SMS and email communication were sent by the bank on 26-Aug-25. Please check your SMS and email inbox again in case you have missed out.

**5. My IndiGo card expired in Sept'25 month and I've received IndiGo renewal card and also the new migrated card. Which one is valid?**

The IndiGo renewal card will be valid until it is migrated to the new card by 31<sup>st</sup> Oct.

**6. My IndiGo card variant is getting expired in Oct'25 month and I've received communication from bank about IndiGo card renewal. Which card will I receive, IndiGo or the new migrated card?**

You will only receive the migrated card and not the renewal card in Indigo variant. Please reach out to the bank in case you've not received the migrated card before 31<sup>st</sup> Oct.

**7. Till which date can I use my existing IndiGo card?**

You can continue using your existing IndiGo card maximum till 31<sup>st</sup> Oct'25. Effective, 1<sup>st</sup> Nov'25, you will not earn any 6E Rewards on transactions done using your existing card. Please note, all the product features on your existing Indigo card will also be discontinued such as lounge access, golf access etc.

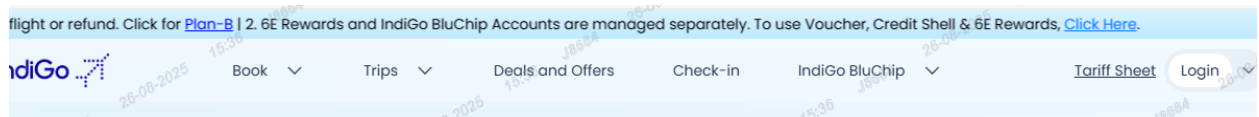
If your card is already migrated to new card before 31<sup>st</sup> Oct'25, any transactions done using the new card will earn reward points as per the product features applicable on your new card.

#### 8. What will happen to my 6E Rewards balance?

The 6E Rewards program is getting sunset on 31<sup>st</sup> Oct'25. Hence, any unutilised 6E Rewards balance will be migrated to **IndiGo BluChips – IndiGo's new Loyalty Program**. We suggest to utilise unused 6E Rewards before 31<sup>st</sup> Oct'25.

#### 9. Where can I redeem 6E Rewards?

1. Please visit the link - <https://www.goindigo.in/> .
2. Please click on the link provided on the banner as shown below:



3. Login using your registered mobile number and password to redeem the 6E Rewards.

#### 10. What is the exact migration date for 6E Rewards to IndiGo BluChip?

There will be a blackout period of 48 hours post the closure of 6E Rewards program on 31<sup>st</sup> Oct'25 to facilitate the completion of migration activity. You will receive a confirmation message from IndiGo with the revised balance in your IndiGo BluChip account.

#### 11. What is the cut-off date to earn or redeem 6E Rewards?

You can earn 6E Rewards maximum till 31<sup>st</sup> Oct'25. 6E Rewards earned for transactions done till 30<sup>th</sup> Sept'25 will be transferred to your 6E Rewards account by 15<sup>th</sup> Oct'25.

6E Rewards earned for transactions done for Oct'25 calendar month (1<sup>st</sup> Oct to 31<sup>st</sup> Oct) will be credited as IndiGo BluChip in case they are posted post 31<sup>st</sup> oct'25 in your IndiGo BluChip account. If the rewards are posted before 31<sup>st</sup> Oct'25, it will be posted as 6E Rewards.

The last date for 6E Rewards redemption is 31<sup>st</sup> Oct'25. Please note, you will not receive 6E Rewards once your card is migrated to new card.

#### 12. What is the exact points conversion ratio from 6E Rewards to IndiGo BluChip?

The conversion ratio from 6E Rewards to IndiGo BluChip is 1:1. For example, if you have 10,000 6E Rewards, it will be converted to 10,000 BluChips on 1<sup>st</sup> Nov 2025.

#### 13. Where can I redeem IndiGo BluChips?

IndiGo BluChips can be redeemed only at the IndiGo Website at <https://www.goindigo.in/> or IndiGo Mobile App and only for 6E Flights bookings, subject to the Member providing the required credentials (i.e., logged-in state). IndiGo BluChips can be redeemed only against the fare of the ticket excluding 6E Add-ons, redemption fee, convenience fees and statutory taxes and levies.

**14. Can you transfer the 6E Rewards or IndiGo BluChip to my new migrated card as I do not want to redeem it from IndiGo account?**

No, 6E Rewards or IndiGo BluChips cannot be transferred to your new migrated card account and can only be redeemed from IndiGo account.

**15. What will be the value of 1 IndiGo BluChip?**

The value of the BluChip is dynamic and will depend on the flight route, booking window etc. Please refer to the IndiGo BluChip TnC page for further details.

**16. What is the validity of IndiGo BluChip?**

IndiGo BluChips are valid for a period of 24 months from the date of credit in Members' account. However, IndiGo BluChips will be extended for another calendar month if the Member does an eligible Accrual or a Redemption activity on IndiGo or any Program Partner. Any IndiGo BluChips credited retrospectively to the Members' Account after the expiry of IndiGo BluChips will not result in reinstatement of expired IndiGo BluChips.

**17. Do I need a minimum IndiGo BluChip balance to redeem?**

A Member will need a minimum of 500 IndiGo BluChips to proceed with their first redemption transaction. Thereafter, redemption transactions can be done depending on the available IndiGo BluChips in the Member's IndiGo BluChip Account.

**18. Where can I check IndiGo BluChip program terms and conditions?**

Please [click here](#) to read IndiGo BluChip program terms and conditions.

**19. Where can I read FAQs related to IndiGo BluChip Loyalty program?**

Please [click here](#) to read the FAQs.

**20. Will my 6E Rewards migrated to an existing BluChip account (if I already have one) or a new BluChip account?**

Your 6E Rewards account will be transitioned to IndiGo BluChip Account. Details about the transition will be provided by IndiGo BluChips team via email and SMS.

**21. What if I want the migration to be done in a different BluChip account registered with a different mobile number or email address?**

Please connect with IndiGo customer support team at [customer.experience@goindigo.in](mailto:customer.experience@goindigo.in)

**22. Can I get an additional time period to redeem the 6E Rewards post 31<sup>st</sup> Oct'25? (e.g. 2 months till Dec'25)**

No, the last date to redeem 6E Rewards is 31<sup>st</sup> Oct'25. On 1<sup>st</sup> Nov'25, your unutilised 6E Rewards will be converted to IndiGo BluChips.

**23. Who should I contact in case of any queries?**

For any queries related to 6E Rewards to BluChips migration, please contact the IndiGo BluChip Membership Support Team at IndiGo Contact Centre:

+91 124 6173838, +91 124 4973838.

Email: [customer.experience@goindigo.in](mailto:customer.experience@goindigo.in)

For any queries related to cards migration, please reach out to HDFC bank customer care:

1800 1600 / 1800 2600 (Accessible Across India)

+91 22 61606160 (For customers travelling abroad)

Email: [customerservices.cards@hdfcbank.com](mailto:customerservices.cards@hdfcbank.com)