MOST IMPORTANT TERMS & CONDITIONS

(a) Fees and Charges:

- No Joining Fee for primary cardholder and add-on cardholder/s.
- AMC Charges:
  i. VISA-Platinum Card : 1st year free, from 2nd year onwards: Rs.250 p.a.

  Waiver of AMC is permitted in the following cases:
  - If the transaction usage in the previous year exceeds Rs. 50,000/- p.a.
- Cash Advance Fee. Rs. 50/- (for Bharat Card Rs.25/-)
- Surcharge on:
  - Petrol and all products / services offered at petrol pumps at Rs.10/- or 2.5% of transaction amount whichever is higher.
  - Railway tickets at Rs.10/- or 1.80% whichever is higher
- Interest Free Credit Period for purchases: Minimum 15 days & Maximum up to 45 days depending on the date of transaction, provided as under:
  - From the billing date, 15 days' time is provided for making payment of the dues.
  - Usage of the Credit Card on the first day of billing cycle would provide 45 days interest free credit whereas using the card one day prior to the last day of the billing cycle would give 15 days' interest free credit (Billing Cycle runs from 20th of the previous month to 19th of current month.)

Illustration	
Statement Generated: 20th April Statement period: 20th March to 19th April Payment Due Date: 05th May	
Purchase Date	Interest free period
20th March	45 Days
19th April	15 Days
01st April	34 Days

  - Interest free period for a purchase will not be available if the outstanding balance for the previous Statement Period is not paid in full before the Payment Due Date.
  - Customers can opt alternative billing cycle i.e. 5th of every month (Billing cycle runs from 5th of previous month to 4th of current month). Change will be allowed only once during the life cycle of the card.
- **Finance charges:**

1. Cash withdrawals:

- 2.25% per month, from the date of transactions (Annualised Percentage Rate 27.00% and effective Annual Percentage Rate (APR) inclusive of compounding effect- 30.61% p.a.) till date of payment.

(Interest will be provisionally calculated up to monthly payment due date and based on actual payment date will be refunded).

2. Purchase Transactions:

- VISA Platinum: 1.66% per month (Annualised Percentage Rate 19.92% and effective Annual Percentage Rate (APR) inclusive of compounding effect 21.84% p.a.)

Schedule of Charges: for detailed information on various applicable charges:

Sl. No.	Nature of Services	IND YOUTH CREDIT CARD
1	Joining Fee	NIL
2	Annual Membership (AMC Charges) *	Rs. 500/-
3	Cash Advance charges	2.25% p.m. (Annualised Percentage Rate 27.00% and effective Annual Percentage Rate (APR) inclusive of compounding effect- 30.61% p.a.)
4	Cash Advance Fee	Rs.50/-
5	Late Payment Fee	Rs.250/-
6	Over Limit Fee	Rs.50/-
7	Limit Enhancement Fee	Rs.100/-
8	Cheque return Charges/Invalid Cheque Fee	Rs.1500/-
9	Card Re issue Fee	Rs.250/-
10	Green PIN re-issue charge	Rs.50/-
11	Foreign Currency Txn. Fee	Conversion Mark up 1%
12	Surcharge	Petrol 2.5% & Railway Ticket 1.8% of Txn. Amount
13	Statement Retrieval Fee	Rs 100/- per statement
14	Balance Enquiry through ATM	Rs 35/-in India / Rs 50/- abroad
15	Cash withdrawal charges at Indian Bank ATM	Nil
	Cash withdrawal charges other than Indian Bank ATM in India	Rs.50/-
	Cash withdrawal charges at any ATM at Abroad	Rs.250/-
16	EMI Conversion Fee	A one-time processing fee of 2% will be levied on transaction amount converted in to EMI, up to a minimum of Rs. 199 and a maximum of Rs.1,000 will be levied.
17	Interest on EMI	Interest of 18% per annum
18	Foreclosure Charges in EMI transactions	3% cancellation fee will be levied on the pending principle outstanding amount.
19	Purchase Interest	1.66% p.m. (Annualised Percentage Rate 19.92% and effective Annual Percentage Rate (APR) inclusive of compounding effect 21.84% p.a.)

- All the charges and interest mentioned are excluding of GST.

Finance Charges are payable at the monthly interest rate on all transactions, including unpaid EMI instalments, from the date of transaction in the event of the Cardholder choosing not to pay his balance in full, and on all cash, advances taken by the Cardholder, till they are paid back.

If the Cardholder makes partial or no payment of Total amount due (TAD) before Payment due date (PDD); i.e. the Customer has outstanding balance from previous months and in the current month, full

payment of Total amount due is made before Payment due date then Finance charges will be levied on the closing balance till the payment date as illustrated hereafter.

3. Illustrated example for interest calculation:

Where partial payment has been made against previous statement outstanding, interest is charged on the balance carried forward:
For example, From Bill generated on 20.10.2011, Rs 5000/- is the outstanding amount, carried over to the next bill 20.11.2011.
Payment of Rs 3000/ is received on 30.11.2011. Fresh Transaction of Rs 4000 on 11.12.2011 interest will be levied as follows:

Sl.No.	Details	**Applicable interest rate
1.	Int. on Rs 5000 (c/f balance)	From 20.11.2011 to 30.11.2011
2.	Int. on Rs 2000 after appropriation of Rs.3000 recd. on 30.11.11	From 01.12.2011 to date of payment
3.	Int. on Rs 4000 being fresh transaction on 11.12.2011	From 11.12.2011 to 20.12.2011

** Int. will be provisionally calculated up-to payment due date and based on actual payment date, refunded in the next bill.

- **Charges in case of default:**
  - **Non-payment of 'Minimum Amount Due'**: Non-payment of 'Minimum Amount Due as mentioned in the Billing Statement, within the Payment Due Date will attract levy of Late Fee Charges of Rs.250/- besides blocking of card; card will be unblocked only on payment of 'Minimum Amount Due'. Late Payment fee will be applied only when a credit card account remains 'past due' for more than three days. Late payment charges is computed from the payment due date mentioned in the credit card statement.

    If the Customer chooses to pay only the Minimum amount, finance charges as applicable for purchases will be levied from the date of purchase to the due date given in the Billing statement. Making only the Minimum payment every month would result in repayment stretching over subsequent months with applicable financial charges thereon; for instance, if the credit card is used for transactions of Rs.5000/- and if minimum amount alone (say 5%) is repaid every month, this will result in stretching repayment over 1 year.
  - **In Case of NPA:**
    - Default in payment of 'Credit Card Dues' will result in blocking of Card and the card may be unblocked only on payment of Total Amount Due.

  - **Reporting in CIC-** The bank reports a credit card account as 'past due' to credit information companies (CICs) only when a credit card account remains 'past due' for more than three days. The number of 'days past due' is computed from the payment due date mentioned in the credit card statement.

(b) Drawl Usage Limits:

Daily Usage Limits

S. No	Card Product	ATM Cash Limit	POS / E-Com Purchase Limit	Aggregate Limit
1	VISA Platinum	50000	150000	200000

(c) Billing:

- Billing Statements-periodicity and mode of sending:
  - The billing statement would be generated on 20th of every month. Hardcopy of the Bill shall be dispatched through Courier or Postal Services and for customers opting for e-statement, it will be sent to their registered email id.
  - The Payment Due Date will be normally 15 days from the date of Statement. If statements are not received within 7 days from the pre- determined Billing Statement date, card holders are advised to contact Customer Care Centre or Credit Card Centre immediately for billing information.
- Minimum Amount Payable:
  - Bharat card: 10% of billed amount
  - All Other Variants: 5% of billed amount
- Method of Payment of Credit Card Bill:
  - Customers who have opted for auto-debit facility: Full Amount Due or Minimum Amount Due as mentioned in their applications will be debited from their designated account on the Payment Due Date. However, if sufficient balance is not available for debiting the full amount due it will be considered as Non-payment of dues and may attract late payment fee and other charges.
  - By Cheque: Make a cheque/draft in favour of 16-digit credit card number.
  - By Cash/Account Transfer: by visiting their nearest Indian Bank branch.
  - Through Internet Banking: Customers should login to Internet Banking, click on 'Add Beneficiary' and register their card details by opting for 'Credit Card Accounts'. Card Payments can be made by clicking on IB Credit Card Payments whenever desired.
  - IndSmart App: Customer can simply select the card available under Credit Card option and can do payments through pay option or else can pay through Bill Payment option.
  - Through Indian Bank Credit Card App.
  - IMPS/NEFT/RTGS: Please quote Destination Branch 'Indian Bank Nandanam Br.' IFSC Code-IDIB000N078 & Account No. INBCC< your 16-digit full credit card number>.
  - Through various Credit Card bill payment App.

- Billing Dispute Resolution:

  - All contents of the statement will be deemed to be correct and accepted by the Cardholder unless discrepancy if any found in the statement is informed to Indian Bank, HO: Credit Card Centre within 21 days of the statement date.
    - Senior Manager, CO: Credit Card Centre, 3rd Floor, Indian Bank Building, 66 Rajaji Salai, Chennai-600001
      Email: creditcard@indianbank.bank.in
      For Customer Service, please call:
    - Customer Care Centre: Toll Free Number: 18001700

(d) EMI on Credit Card: Card holder can convert Credit card transactions into easy instalments.

- The EMI facility is open to customers who have been issued a valid Indian Bank credit card with Minimum Amount Due ("MAD") as reflected in the last Statement of Account ("SOA") was paid in full.

- The EMI facility is not available to the delinquent and any other ineligible INDIAN BANK credit card holders determined as per the internal policy of INDIAN BANK. Accordingly, approval of EMI facility is at the sole and absolute discretion of INDIAN BANK.
- In case the INDIAN BANK credit card holders has made multiple retail purchase transactions then the INDIAN BANK credit card holders can combine these transactions and move the consolidated purchase amount to the EMI Scheme. Minimum booking amount is Rs. 2000.
- Conversions of instalments are allowed subject to the available credit limit at the time of conversion. (The transfer of retail purchase transaction(s) to EMI will only be allowed if current balance amount (Billed and Unbilled) + Interest + Processing Fee is less than or equal to the Credit Limit available at the time of EMI conversion.)
- The EMI option is available only for the retail purchases through Indian Bank credit card.
- If customer is converting individual transactions/ Group transactions in to EMI, settled transactions only are allowed to convert into instalments up to two days before the billing date.
- If the request is for Conversion of Instalments for outstanding billing amount, then the same is allowed up to two days before bill due date. Application for conversion of unbilled transactions into EMI will be allowed upto two days before Bill Date subject the payment of full due/minimum due of the last billed statement has been done by the customer and card is standard regular.
- The transactions which are not eligible for conversion includes interest, fees and other charges on the card.
- The transaction like Cash withdrawal transactions cannot be converted into EMI. Accordingly, and in pursuant thereto, INDIAN BANK at its sole instance may decline EMI facility on such transaction categories.
- If the retail purchase transaction is paid in full, then the same cannot be converted into EMI. If the purchase transaction amount is partially paid for a transaction, the unpaid balance amount of that transaction cannot be converted into EMI.
- The EMI facility is applicable /available only on retail purchases made by either Primary or Add on INDIAN BANK credit Card. No request from Add on INDIAN BANK credit card holder will be entertained for transfer of retail purchases to EMI.
- Card holder can opt repayment period in 3, 6, 9, 12, 18, 24, 32 and 36 months EMI scheme.
- If the credit card bill amount is more than Rs.30,000, customers can go for 36 months' tenure.
- The scheme will be based on reduced balance interest calculation based on the standard instalment formula.

(e) Default and Circumstances:

- In case of default in paying the dues as per the statement, a reminder by Email/Call/SMS/Otherwise would be sent once in 15 days, reminding about payment due and after 3 such reminders, if there is no payment received, the card would be classified as Default.

- When any Minimum Due Amount or portion thereof has been paid, it shall cease to attract interest from the date on which such payment has been received by Indian Bank.

- The Card holder would be marked as 'Defaulter' if minimum payment for 3 consecutive months is not paid.

- The Bank would reverse the status of default only on receipt of the complete dues and a fresh card would be issued within 30 days, at Bank's discretion only. In cases of cards where ther are pending disputes, the disclosure/release of information, particularly about the default, will be made only after the dispute is settled.

- If the minimum amount is not paid, bank can recover the amount from any of his/her account maintained with Bank.

  - Indian Bank shall appoint agents for recovery of outstanding, or to initiate any action allowed by law for recovery of money owed to Indian Bank. The Card member shall beard all costs associated with the collections of dues, legal expenses and decretal amounts with the interest, should it become necessary to refer the matter to any agent or where legal resources for enforcement of payment have been deployed.
  - So long as any money remains outstanding from the cardholder, the Bank shall have a lien on all moneys standing to the credit of cardholder and on any securities or goods in the hands of the Bank belonging to the cardholder under its control and shall also be recoverable from the legal heirs of the cardholder.
  - On receiving intimation from branch regarding death/permanent in capacitance of the cardholder, CO: Credit Card Centre shall issue a notice for recovery of dues from the cardholder's legal heirs.

  - Free Insurance Cover available to VISA Credit Cardholders:

Features (Insured for)		**Platinum & Gold Card (Sum Insured)**
a. Death (100%) due to Air Accident		Rs.5,00,000/-
b. Death (100%) due to any other accident	Primary Card	Rs.2,00,000/-
	First Add-on Card	Rs.1,00,000/-
c. Hospitalization cover due to accident	Age up to 65 years	Rs.1,00,000/-
	Age 66 to 80 years	Rs.50,000/-
d. Baggage Cover		Rs.10,000/-
e. Credit shield on death		Rs.25,000/-
f. Purchase protection cover		Rs.25,000/-

    - Insurance Cover starts since the day of card issuance.
    - Insurance claim shall be payable only when the eligible primary credit card is used at least once and a transaction has been carried out in the last 90 days from the date of accident.

(e) Termination/Revocation of Card membership:

- The card holders can surrender the card after making full payment and returning the Card to their issuing branch, duly defaced. Issuing branch/cardholder shall send an email to Credit Card Centre intimating clearance of all dues, and request for initiation of Closure process.
- Closure request can also be initiated from Centralized Grievance Redressal System (CGRS) Portal.
- Any request for closure of credit card shall be processed within 7 working days, subject to payment of all dues by the cardholder.
  Contact Details for closure:

  - Senior Manager, CO: Credit Card Centre, 3rd Floor, Indian Bank Building, 66 Rajaji Salai, Chennai-600001
    Email: creditcardclosure@indianbank.bank.in
    For Customer Service, please call:

- Customer Care Centre: Toll Free Number: 18001700

- In case card has not been used for more than one year, cardholder shall be intimated via SMS, E-mail, IVR, dedicated helpline regarding the same. If no reply is received from the cardholder within a period of 30 days since the date of intimation, the same shall be closed on expiry of 30 days.
- If a newly issued card has not been activated for transaction, within a period of 30 days since the issuance date, the cardholder shall be intimated regarding the same. In case no response is received from the cardholder within 7 days since the date of intimation, the said card shall be processed for closure. Cardholder shall be intimated regarding closure of the card via SMS.
- In case of issuance of Renewed or Replacement Card:
  - The closure process, same as above are to be followed if there are no dues pending in the old card.
  - In case any payment is due in the old card, the renewal card issued will not be closed even after 7 days.
  - In case cardholder pays the due after 7 days, the date of payment shall be considered as card issuance date and the process to be followed shall be similar to New Card Issuance, as stated above.

(f) Loss/Theft/Misuse of Card:

- In case of loss / theft / misuse of credit card, please report to Home Branch/Credit Card Centre immediately. Besides complaint to be filed with police authorities in case of suspected misuse of card and theft and copy of FIR to be submitted to Credit Card Centre.
- Block Lost Credit Card

  Cardholders can HOT LIST the credit card by any one of the following methods:

  i. Blocking through SMS: Please type the message 'BLOCKCC' and send the SMS to 56767 from your registered mobile to immediately block the card. You will get a confirmation message after blocking the card.
  ii. Cardholders having Indian Bank Internet Banking facility can Lock/Unlock their credit card through Value Added Services > Options > Credit Card Services > Lock/Unlock card Services
  iii. Cardholders can Lock/Unlock their credit card through Indian Bank Mobile Banking facility i.e. IndSMART App through Credit Cards> Lock/Unlock card Services.
  iv. Cardholders can Lock/Unlock their credit card through Indian Bank Credit Card App/customer portal .
  v. Through 24 hours toll free Customer Care number: 18001700
  vi. Send email to our Email ID [during working days] : creditcard@indianbank.bank.in
- Limited Liability of a Customer

  a. Zero Liability of a Customer

  A customer's entitlement to zero liability shall arise where the unauthorised transaction occurs in the following events:

  i. Contributory fraud/ negligence/ deficiency on the part of the bank (irrespective of whether or not the transaction is reported by the customer).
  ii. Third party breach where the deficiency lies neither with the bank nor with the customer but lies elsewhere in the system, and the customer notifies the bank within three working days of receiving the communication from the bank regarding the unauthorised transaction.

  b. Limited Liability of a Customer

  A customer shall be liable for the loss occurring due to unauthorised transactions in the following cases:

  i. In cases where the loss is due to negligence by a customer, such as where he has shared the payment credentials, the customer will bear the entire loss until he reports the unauthorised

transaction to the bank. Any loss occurring after the reporting of the unauthorised transaction shall be borne by the bank.

ii. In cases where the responsibility for the unauthorised electronic banking transaction lies neither with the bank nor with the customer, but lies elsewhere in the system and when there is a delay (of four to seven working days after receiving the communication from the bank) on the part of the customer in notifying the bank of such a transaction, the per transaction liability of the customer shall be limited to the transaction value or the amount mentioned below, whichever is lower.

Table 1	
Maximum Liability of a Cardholder	
Type of Account	Maximum Liability (in Rs.)
Credit Cards with limit up to Rs. 5 lakhs	10,000/-
Credit Cards with limit above Rs. 5 lakhs	25,000/-

Further, if the delay in reporting is beyond **seven working days**, the customer liability shall be determined as per the bank's Board approved policy.

c. Overall liability of the customer in third party breaches, as detailed in a(ii) and b(ii) above, where the deficiency lies neither with the bank nor with the customer but lies elsewhere in the system, is summarised in the table below:

Table 2	
Summary of Customer's Liability	
Time taken to report the fraudulent transaction from the date of receiving the communication	Customer's liability (₹)
Within 3 working days	Zero liability
Within 4 to 7 working days	The transaction value or the amount mentioned in Table 1 above, whichever is lower
Beyond 7 working days	As per bank's Board approved policy

The number of working days mentioned in Table 2 shall be counted as per the working schedule of the home branch of the customer excluding the date of receiving the communication.

(g) Grievance Redressal and Compensation Framework:

- Cardholder can report all their grievances through the Centralized Grievance Redressal System (CGRS), the link for the same is available in the bank's website.
- Timeline for redressal of grievances is 7 (seven) working days.
- Compensation for unsuccessful/failed transactions, delay in redressal of grievance, delay in closing of account/blocking of lost or stolen cards etc. is as per RBI guidelines.
  - Grievance Redressal Officer: Shri Amit Chaudhari ,General Manager (KYC/AML/CSC) ,Indian Bank, Head Office ,No.66, Rajaji Salai ,Chennai - 600 001 ,Telephone: .044-25279970 ,Email: nodalofficer@indianbank.bank.in
  - For Customer Service, please call:
  - Customer Care Centre: Phone: Toll Free Number: 18001700.

(h) Disclosure:

(i) The bank may, as deem appropriate and necessary, disclose and furnish to Credit Information Bureau (India) Ltd., and any other agency authorised by Reserve Bank of India in this behalf, all or any such:

i. information and data relating to the cardholder
ii. information or data relating to the cardholder's obligations in any credit facility granted/to be granted, by the bank and availed/ guaranteed by the cardholder and
iii. default if any, committed by the cardholder in discharge of their obligations.

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(ii) The Credit Information Bureau (India) Ltd., and any other agency so authorised may use, process the said information and data disclosed by the bank in the manner as deemed fit by them and Credit Information Bureau (India) Ltd., and any other agency so authorised may furnish for consideration, the processed information and data or products thereof prepared by them, to Banks/ Financial institutions and other credit grantors or registered users, as may be specified by RBI in this behalf.

- Disclosure of information of cardholders shall be in accordance with the guidelines issued by RBI.

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