

Key Fact Statement

Indian Bank PM-SVANIDHI Credit Card

w.e.f. October 01, 2025

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

S. No	Nature of services	PM SVANidhi Credit Card
1	Joining Fee	NIL
2	Rate of Interest	1.99% per month after interest free period of 45 days
3	Late Fee	No penalty upto Rs.500 o/s, above this, amount Rs.250/-
4	Annual Membership (AMC Charges)	NIL
5	Cash Advance charges	NA
6	Cash Advance Fee	NA
7	Over Limit Fee	Rs.25
8	Limit Enhancement Fee	Rs.25
9	Cheque return Charges/Invalid Cheque Fee	Rs.50
10	Card Re-issue Fee	Rs.100
11	Reward point	As per existing reward point program for card type
12	Insurance coverage	As per available insurance coverage for card type
13	Mode of payment	All types of available payment modes to be enabled i.e. Direct debit from cardholders bank account, NEFT, ECS/NACH, UPI Auto pay etc.,
14	Pin Mailer Re- issue Fee	Rs.25
15	Foreign Currency Transaction Fee (Mark-up fee)	NA
16	Surcharge	Petrol 2.5%, Railway Ticket 1.8% of transaction amount
17	Statement Retrieval Fee	Rs. 50 per stmt.
18	Charge Slip Retrieval Fee	Rs. 75 per Slip
19	Balance Enquiry through ATM	Rs.35 in India

20	Cash withdrawal at Bank's ATM's	NA
21	Cash withdrawal at Other than Bank's ATM's in India	NA
22	Cash withdrawal at any ATM at Abroad	NA
23	Card Hot listing Fee	Nil
24	Fee for issuing Add on Card	NA
25	Fee for EMI conversion	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.
26	Fee for Fore-closure of EMI	NIL

Goods and Service Tax is applicable on all fees, interest and other charges.

- **Drawl Usage Limits:**

Daily Usage Limits				
S. No	Card Product	ATM Cash Limit	POS / E-Com Purchase Limit	Maximum Aggregate Limit
1	RuPay Classic Card	NIL	Up to the Card Limit	Up to the Card Limit

- **Interest Free Credit Period for purchases:** Minimum 20 days & Maximum up to 51 days depending on the date of transaction, provided as under:

- From the billing date, 20 days' time is provided for making payment of the dues.
- Usage of the Credit Card on the first day of billing cycle would provide maximum 51 days interest free credit whereas using the card one day prior to the last day of the billing cycle would give maximum 21 days' interest free credit (Billing Cycle runs from 1st day to last day of current month.)

Illustration	
Statement Generated: 1 st April	
Statement period: 1 st March to 31 st March	
Payment Due Date: 21 st April	
Purchase Date	Interest free period
1 st March	51 Days
31 st March	21 Days
15 th March	38 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.

- **Billing:**

Billing Statements-periodicity and mode of sending:

- The billing statement would be generated on 1st 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 21st 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:

- 10% 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

- **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. No Late Payment Fee will be applied for due amount up to ₹500. The late payment charges will be applicable if any amount is more than ₹500.

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 6 years.

- **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.