



CREDIT CARD POLICY

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1. OBJECTIVES / INTRODUCTION

This Credit Card Policy Document aims to set policy guidelines for the Credit Card Business of the Bank, comprising of Credit Card Issue and Collection / Recovery of Card Dues.

The detailed policy guidelines for each of the above parts are as follows:

Nature of Credit Card Business:

- 1.1. Credit Card is a physical or virtual payment instrument containing a means of identification, issued with a pre-approved revolving credit limit, which can be used to purchase goods and services or draw cash advances, subject to prescribed terms and conditions. It is used to settle the payment between payer and payee.

Variants of Credit Cards:

- 1.2. Bank may issue different variants of Credit Cards depending upon the income criteria, bureau score and segment of customers. The Bank may issue cards in association with international associations like **VISA**, Mastercard and national entities like (**RuPay**), National Payment Corporation of India (**NPCI**), etc. The segment of customers may be individual, corporate or any other legal entities, as may be decided by the Bank from time to time.
- 1.3. The Bank may issue Personalized Credit Cards to individuals, Business Credit Cards and Corporate Credit Cards with multiple Add on cards linked to a Corporate Card and such cards may be issued in different variants like Classic, Gold, Platinum, Signature, Select etc., to suit to the different segments of the customers.
- 1.4. Bank may issue cards with Photograph at the option of the customers.
- 1.5. Bank may issue '**ADD ON**' card to a Principal card, on request by the Principal Cardholder. The transactions done on the Add on Card are accounted to the Principal Cardholder and shall be included in the Principal Cardholder's Billing Statement. The Principal Cardholder may fix separate card limit to the add-on cardholder within the card limit permitted to the Principal Card.
- 1.6. The Bank may issue **Virtual Credit Card** which is a safer means of making payment for online transactions (E-com). Such facility will be provided, as and when suitable software applications is identified and procured by our Bank, and as and when domestic card industry evolves such solution with sufficient security features.
- 1.7. **The MD & CEO shall be the competent authority for permitting launch of new variant of credit card.**



2. CREDIT CARD LIMIT

A) Secured Credit Cards (against Bank's own term deposits)

Not exceeding 90% of the Principal Amount / Face value of deposit subject to

Minimum Limit : Rs.10,000/- (Rupees Ten Thousand only)

Maximum Limit : Rs.10,00,000/- (Rupees Ten Lakhs only)

B) Unsecured Credit Cards

Minimum Limit : Rs.10,000/- (Rupees Ten Thousand only)

Maximum Limit : Rs.5,00,000/- (Rupees Five Lakhs only)

However the upper limit will vary depending upon the card type / variant as shown in the following table:

Customer Type	RuPay Card Limits (INR)		
	RuPay Classic	RuPay Platinum	RuPay Select
Staff	50,000	60,000-1,00,000	1,50,000-5,00,000
Public	50,000	60,000-2,00,000	2,50,000-5,00,000
VISA Card Limits (INR)			
	VISA Classic Limit	VISA Gold card Limit	
Staff	10,000 – 50,000	60,000 – 5,00,000	
Public	10,000 – 50,000	60,000 – 5,00,000	

- 2.1. Credit Card being a payment settlement instrument, the Credit limits shall normally be fixed based on the Net Monthly income and the credit bureau (Credit Information Company) score. However, relaxation may be permitted to Housing loan borrowers regarding take home pay norms which shall be aligned with the existing housing loan scheme of the bank. The proposed concessionary take home pay norms for issuing credit cards to housing loan borrowers will be as follows:

Gross Monthly Income	Take Home Pay
75000/- to 99999/-	40% of gross pay
1lakh to below 5 lakh	30% of gross pay
5 lakh and above	15% of gross pay



The take home pay norms for issuance of credit card to housing loan customer is subject to change based on the change in the take home pay norms of the Bank for housing loan.

- 2.2. At present the validity of the bank's credit card is three years. However, the Bank may issue the card for a period of 5 years (five years) in order to reduce the expense on card procurement and also to enhance the utility value of the card to customers.
- 2.3. Bank may also provide facility of replenishing the card limit proportionately, for usage, on payment of the card liability within the billing cycle. This facility will be applicable to cardholders who have opted for revolving facility also. However total liability should always be within the credit card limit fixed.
- 2.4. Customer shall be eligible for more than one credit card variant subject to total limit should not exceed the eligible limit of the customer.

3. ELIGIBILITY CONDITIONS

Individuals

- 3.1. For issue of Credit Card to individuals, the Net Monthly Income and the Credit bureau (Credit Information Company) score is the main criterion.
- 3.2. The Bank will follow rule based underwriting model based on the type of applicant i.e. Salaried, Self-employed and Bank's housing loan customers.
- 3.3. Bank will verify the applicants credit history, employment stability, Business stability, Bank statement, De dupe check, Field investigation wherever necessary and existing credit card and other debt obligation.
- 3.4. Minimum take home income norm of 50% shall be followed for the assessment of the credit limit. For Bank's existing housing loan customer, the minimum take home income norms shall be aligned with the existing housing loan scheme availed by the customer.
- 3.5. The card limit shall be fixed based on the net monthly income and the bureau (CIC) score of the applicant. Higher the bureau score higher will be the limit.
- 3.6. Minimum monthly income of Rs.15000/- (Rupees fifteen thousand only) per month or above for salaried applicant and minimum Gross annual income of 300,000/- (Rupees three lakhs) or above for the self-employed applicant is required to apply for credit card.



- 3.7. Persons not having Income Proof, can avail Secured Credit Card against Security of Term Deposit, where the Credit Limit is 90% of the Principal Amount of the term deposit.
- 3.8. Satisfactory past credit history, financial dealings and credit worthiness of the applicant have to be ensured.
- 3.9. For Non customers – Satisfactory Credit worthiness has to be ensured and KYC norms i.e., proper identification and address proof, to be complied with.
- 3.10. Applicants with satisfactory credit Information report from Credit Information Company with a **CIBIL** score of 650 and above or equivalent are eligible for IOB International Credit Card. All other parameters and data related to past track record of the applicant will be taken into account to assess the credit worthiness of applicant
- 3.11. Persons not having CIBIL score of 650 and above, can avail Secured Credit Card against Security of Term Deposit, where the Credit Limit is 90% of the of the Principal Amount.
- 3.12. PAN (Permanent Account Number), Mobile number and email id of the applicant should be obtained.

Business/ Corporate Cards:

- 3.13. Bank shall issue Corporate Credit Card and Business cards to the Bank's customers as and when suitable software applications is identified and procured by our Bank.

Business Credit Cards are issued to business entities/individuals for the purpose of business expenses with specified terms and conditions and not for personal use.

Corporate Credit Card is a credit card that is issued to established companies which in turn issues the multiple cards against the parent card to its specific employee/s wherein the liability could rest with the corporate entity or the employee or jointly on both, as per the product design features.

- 3.14. Business Credit Card and Corporate Credit Card shall be issued to our customers only after duly complying with KYC Norms.
- 3.15. Business Credit Card and Corporate Credit Cards shall be issued to borrowers with Asset Classification status as "Standard".
- 3.16. In case of non-individuals, relevant documents as given below are to be obtained and reviewed wherever applicable:



Proprietorship	Full KYC of the proprietor (PAN mandatory) and any two of the documents: (a) Registration certificate (b) Certificate/License issued by the municipal authorities under shop and establishment Act (c) Sales and income tax returns (d) GST certificate (e) Certificate/ registration document issued by tax authorities (f) Importer Exporter code (g) Complete ITR (h) Utility Bills
Partnership	Registration certificate, Partnership deed, PAN of the partnership firm, KYC documents of individual partners, List of beneficial owner holding more than 15% in the firm along with identity proof and address proof, communication address proof of the entity.
Trust	Registration certificate, trust deed, PAN, KYC document of trustees, Trust resolution
Limited Liability Partnership (LLP)	<ol style="list-style-type: none"> 1. Certificate of registration issued by Registrar of LLP. 2. Communication address proof if it is different from the registration certificate. 3. LLP deed Agreement 4. PAN of LLP 5. KYC of authorized signatories 6. Shareholding pattern or / list of beneficial owner holding more than 15% in the company along with their KYC documents 7. LLP Resolution
Private limited/ Public limited companies	<ol style="list-style-type: none"> 1. Certification of Incorporation. 2. Memorandum and Article of Association 3. Updated list of Directors 4. PAN of the company 5. Communication address proof of the entity if it is different with address mentioned in the Registration certificate 6. Board Resolution with Authorized signatories 7. Documents as specified for individuals, for the authorized signatories. 8. Shareholding pattern/ list of beneficial owners holding more than 25% in the company along with their KYC document

Risk Management Committee of Board (RMCB) shall be the competent authority to approve launch of Business Credit Card and Corporate Credit Card.



NRI Nationals:

- 3.17. Applicant should be an Indian Passport holder. The applicant should give an undertaking to the Bank that if he/ she ceases to be an Indian Passport holder, he/she will surrender the card to the Bank without fail.
- 3.18. The applicant should maintain an NRE/ NRO account with our Bank.
- 3.19. The Settlement of Credit Card dues and charges should be to the debit of NRE/ NRO account.
- 3.20. Besides giving their overseas address, local address in India should necessarily be provided.
- 3.21. In case of NRIs, the cash withdrawal limit is fixed at 40 % of the Card limit. If withdrawal is in other than INR, the limit will be equivalent value of 40% of the card limit in that currency.

Foreign Nationals:

- 3.22. Though, there is no bar on issue of credit cards to Foreign Nationals residing in India, it is proposed not to issue credit cards to tourists or any other foreign nationals visiting India for a short period, in as much as the minimum validity of credit cards is three years. However, the bank may consider issuing credit cards to foreign nationals, on case to case basis; however only as a secured credit card against the Bank's term deposit.

Staff Members:

Bank issues credit card to it's staff members as mentioned below.

Credit Card Limit to staff members:

Cadre	Gross salary per month (Rs.)	Limit (Rs.)
Sub Staff	15000 to less than 25000	25000
	25000 and above	50000
Clerical / JM I	less than 40000	50000
	40000 - less than 50000	60000
	50000- less than 60000	75000
	60000 and above	100000
MM II / MM III	less than 60000	75000
	60000 to less than 80000	100000
	80000 to less than 120000	150000
	120000 and above	200000
SM IV	Blanket limit not linked to salary	250000
AGM	Blanket limit not linked to salary	300000



DGM	Blanket limit not linked to salary	400000
GM and above	Blanket limit not linked to salary	500000
Against deposit to staff	Not Applicable	90% of Deposit Amount Max. Rs.1000000/-.*

***GM, DBD shall be the competent authority to sanction credit card against deposit above Rs.500,000/- up to the maximum limit of Rs.10,00,000/- on a case-to-case basis.**

Terms and conditions for staff:

- Confirmed, probationary and retired Staff with minimum gross monthly salary/ pension of Rs.15000/- or above will be eligible for IOB Credit card.
- For the retired staff member current pension amount will be considered while fixing credit card limit.
- Take home pay should be minimum 40% of gross monthly income. For arriving at net take home salary, repayment towards Staff Housing Loan shall be added back to the salary.
- No case should be pending with Vigilance, IR or CDAC against the staff applicant.
- Maximum entry age of the staff member including retired staff should not be more than 65 years for fresh issuance of credit card
- CIBIL score should be generated for the staff members and it should be ensured that there are no adverse remarks in the report before sanctioning/ fixing the limit.
- Existing credit card holding staff members will be given an option to apply for enhancement of their credit card limit to the revised eligible limit.
- Limit Enhancement should be provided to all staff members with satisfactory past record. If Del Count has ever touched Del-4 during last 24 months, the enhancement proposal shall be referred to Credit Card Division, CO for taking the decision on limit enhancement.
- All other terms and conditions for issuance and utilization of daily limits for cash withdrawal in ATMs, transactions through E-Com, POS channels etc., will be same as applicable to general customers.



Staff Credit Cards – Other conditions:

- In case a staff member ceases to remain in service due to any reason (superannuation, resignation, VRS, demise, termination etc.,) necessary clearance from Credit Card Division, CO has to be obtained by HRMD, CO or the concerned HR section of Regional Office/ Central Office before settlement of terminal benefits to the staff member concerned.
- On cessation of service due to any reason viz., superannuation, demise, resignation, termination etc., the Branches/Regional offices/Concerned department at Central Office shall report the matter to Credit Card Division for blocking the card and dues shall be recovered from the terminal benefits by the concerned HR section.
- Request for continuation of Credit card facility needs to be submitted to Credit Card Division, Central Office by the retiring employees by providing the Pension Drawing A/c (Pension optee) and any other account (Non-pension optee) to be linked to Credit card. In such cases the credit card limit will be subject to review and revision by the Credit Card Division, CO based on the monthly pension amount payable to the retired staff.

3.23. Staff Members should have a minimum gross monthly income of Rs.15000/- and minimum net take home salary should not be less than 40% of the gross income.

3.24. For arriving at the net take home salary, repayment towards housing loan may be added back to the salary.

Staff member shall be eligible for more than one credit card variant subject to total limit of all the cards issued by the Bank to the staff member should not exceed the eligible limit of the member.

4. DRAWING REPORT FROM CREDIT INFORMATION COMPANY

The Bank shall draw Credit Information Report from Credit Information Companies before permitting issue of credit cards and at the time of enhancement of credit card limit, in all case, except in case of secured card.

5. SANCTION PROCESS

5.1. At present the branch heads, RLCC, HLCC (CO) and GM (CO) have been provided with the following discretionary powers for sanction of the credit cards:

Particular	Borrower	Branch/ RO/ Retired staff	CO staffs/ RM's	Against deposit
Scale I	0.10			5.00
Scale II	0.25			5.00



Scale III	0.50			5.00
Scale IV	1.00			5.00
AGM/ RLCC SRM	3.00			5.00
DGM/ RLCC CRM	5.00			5.00
SRM/ CRM	-	3.00		5.00
GM (CO)	-		5.00	5.00
HLCC (GM)	5.00	-	-	-

- 5.2. Bank shall digitalize the entire process flow for seamless sanction of credit cards based on the credit rules. Bank shall implement the concept of centralized sanction of credit card immediately on implementation of Loan Origination System (LOS), Customer Relationship Management (CRM), Document Management System and Video KYC in our Bank.
- 5.3. Based on the defined parameters and credit rules the applications will be either sanctioned or rejected or segregated under deviation which shall be sanctioned by one layer above the sanctioning authority, the highest layer of sanctioning authority being the General Manager of Digital Banking Department. "Any issuance of Credit Card by next higher authority to high risk applicant shall be based on specific reason and its reasonableness which shall be incorporated in notes placed for approval.
- 5.4. The Bank shall provide facility of applying for Credit Card online through dedicated portal / Bank website/ Internet Banking/ Mobile Banking/ Credit Card App by:
- 5.5. Online verification of KYC through Aadhaar with the consent of applicant / customer,
- 5.6. Income details through Form 26-AS of Income Tax Department.
- 5.7. Credit Information Report and Risk Grade from Credit Information Companies.
- 5.8. Arrangement for obtaining Credit Card Application/ Copies of documents at Branches or digitally as the case may be.
- 5.9. Process such online applications centrally.
- 5.10. Green PIN is generated by the card holder through our Bank's ATM. Further, such facility may be provided through Net Banking / Mobile Banking / Credit Card App as the case may be.
- 5.11. Credit Card will become active only after the generation of Green PIN through OTP sent to the Customers' registered mobile number.
- 5.12. Post digitization and centralization of the entire process, the sanctioning authority for permitting Credit Card limit will be individual sanctioning authority at Central Office i.e. Sr. Manager, CM, AGM,



DGM and GM as the case may be and Credit card applications shall not be submitted to the Credit Approval Committee, for sanction of credit card limits.

On implementation of centralized sanction process, the field level functionary shall be informed accordingly and the details of credit rules and SOP shall be provided.

Field level functionary to continue with the existing process of sanction of credit cards till implementation of the centralized sanction process.

Discretionary power for sanction of Credit Card under the proposed centralized system: (when implemented)

Credit Card Division shall have discretionary power as below to sanction the Credit Cards:

SI No.	Designation	Discretionary power (Rs. In lakhs)
1.	Senior Manager	1.00
2.	Chief Manager	3.00
3.	Asst. General Manager	5.00

In the case of secured credit card i.e. card limit against deposit:

SI No.	Designation	Discretionary power (Rs. In lakhs)
1	Senior Manager	5.00
2	Chief Manager / AGM	5.00
3	GM, DBD	10.00 (Above Rs.5.00 lakhs on case to case basis)

6. ACKNOWLEDGEMENT OF CREDIT CARD APPLICATION

Branches to give acknowledgement on receipt of Credit Card application with required documents in all respects. In case of digital application through net banking, mobile banking or online application, acknowledgement will be by way of SMS / e-mail.

Bank shall provide a one-page key fact statement along with the credit card application containing the important aspects of the card such as rate of interest, quantum of charges among others.

7. RENEWAL OF CREDIT CARD

- 7.1. Credit Cards which are standard with no overdue as on the last day of previous month of card expiry will be automatically renewed.
- 7.2. In the case of cards having overdue as on last day of the previous month of card expiry month, such cards shall not be renewed automatically. Such cards will be renewed on payment of entire over dues.



- 7.3. In case the branch does not want to renew the card of any undesirable customer, such card shall be hot listed.
- 7.4. On account of slippage to NPA, such cards will not be renewed and will be hot listed. If cardholder requests for the credit card after clearing entire card liability, such request shall be considered as fresh request for card issuance after compliance of procedure as per Credit Card Policy.

8. E-MANDATE FOR RECURRING TRANSACTION

The Bank shall provide e-mandate facility for recurring transaction using Credit Card wherein first of such transactions will be through OTP verification and subsequent transactions as recurring transactions till the specified period.

9. CARD-ON-FILE TOKENISATION SERVICES

The Bank shall provide card on file tokenization service where card data is registered with a merchant site in a manner that the basic details reside with the Bank, but not with the merchant, so that the customer does not have to key in his/ her details every time for a transaction.

10. CASH ADVANCE LIMIT

Cash Advance limit is a sub limit under Credit Card limit. For Card holders, the Cash Advance limit is up to 40% of the Credit Card Limit.

11. ISSUE OF ADD ON CARDS

- 11.1. Add-on card is a supplementary Credit Card linked to the account of the Principal Cardholder. The transactions on the Add-on Card are accounted to Principal Cardholder and the Principal Cardholder is liable to pay the card dues on account of usage of add-on cards without any demur.
- 11.2. Add-on Cards are issued at the request of the individual Principal cardholder or under Corporate Credit Cards / Business Credit Cards to employees of the parent organizations.
- 11.3. Add-on Cards will have the facility to register different mobile numbers than that registered with main card, to receive OTP for online transactions.
- 11.4. ATM cash withdrawal facility for Add on Cards shall be within the cash withdrawal limit of the principal cardholder.
- 11.5. Maximum of four add-on cards can be issued against principle credit card.



12. REVOLVING FACILITY

- 12.1. Bank is providing revolving payment facility to the cardholders at its sole discretion. The cardholder shall pay 10% of the transaction amount plus interest and other charges as minimum due and the balance amount shall be charged interest at the rate of 30% per annum plus applicable GST and in the case of staff card interest rate at the rate of 14% per annum plus applicable GST shall be charged.
- 12.2. In the event of two consecutive defaults in payment of the minimum amount due, the entire amount remaining unpaid shall be due for payment immediately. The card shall be blocked on 2nd default. Suitable SMS to this effect will be triggered to the cardholder on each default.

13. EMI FACILITY

The Bank may provide EMI facility for converting the purchases, which is repayable in monthly installments with Interest rate as may be decided from time to time, based on industry practice/ business need.

Introduction of any additional feature in the credit card shall be placed for approval to the competent authority.

14. MERCHANT TIE UP

The Bank may enter into tie-ups with various merchants to offer reward points, cashback offers and discounts to card holders based on value of purchases / transactions made by the card holders. Additionally, the Bank can also partner with service providers which can provide various merchant offers, reward points, e-store facility, payment linked offers, hyper local offerings etc., and extend the benefits to card holders.

MD & CEO is authorised to approve the individual proposals for on boarding merchants or service providers as the case may be and from time to time. Post approval by MD & CEO, the GM-DBD may execute the agreement with the merchant/ service provider on behalf of the Bank, for these services / value additions.

15. AUTO DEBIT FACILITY

The card holder shall have the option to choose "Auto debit facility" for the recovery of minimum amount due or total due as opted by the customer which will be auto debited from the operative account of the credit card holder on due date.

The card holder can opt for the auto debit facility at the time of



applying for the card or later, i.e, after issuance of the card by submitting the consent form for auto debit facility.

The auto debit facility shall be available only to the credit card holders who have provided their consent and are maintaining their account with the Bank.

Wherever the "Auto debit facility" is not opted by the credit card holder, the minimum amount due or total due shall not be auto debited and it will be the responsibility of the credit card holder to pay the dues within the due date. In such cases wherever customer is not paying the dues on time as per the statement a notice/ intimation to pay the dues immediately shall be sent to the card holder through the SMS and email in their registered mobile number and email id. In case of non-payment of the dues recovery measure will be initiated to recover the dues along with the interest and the penal charges as per the guidelines of the Bank from time to time.

16. DELIVERY OF CARDS TO CUSTOMER

At present the credit cards are dispatched directly to the branches. However, Bank may dispatch the credit card directly to the applicant at his official/ residential address as the case may be opted by the Card Applicant/ Customer by laying down SOP in this regard.

17. BILLING

- 17.1. Cards used for payment settlement are billed to the cardholder once in a month. Credit card Division/service provider may stagger bill generation during the month depending upon the load.
- 17.2. SMS Alerts will be sent to the Cardholders regarding billing of their transactions informing them the amount billed (Total dues & Minimum Dues) and the payment due date.
- 17.3. The Billing Statement shall be dispatched by e-mail for all cards where e-mail is registered. For other Card Holders, where e-mail id is not registered, same is sent by post immediately so as to reach the customer 15 days before the payment due date.
- 17.4. When the Card Holder repays the Card dues before the bill due date, Bank may replenish card limit for further usage up to the extent of amount so repaid towards credit card dues. The card limit gets restored as and when the payment is made for the card dues, up to an extent of amount credited to the card.
- 17.5. SMS Alerts will be sent to the Cardholders on receipt of any payment made by them to the credit card.
- 17.6. Bank shall ensure that there is no delay in sending



/dispatching/emailing bills/statements and the customer has sufficient number of days (at least one fortnight) for making payment before the interest starts getting charged. In order to obviate frequent complaints of delayed billing, the card-issuer may consider providing bills and statements of accounts through internet/mobile banking with the explicit consent of the cardholder. Bank shall put in place a mechanism to ensure that the cardholder is in receipt of the billing statement. Bank shall ensure that wrong bills are not raised and issued to cardholders. In case, a cardholder protests any bill, the bank shall provide explanation and, wherever applicable, documentary evidence shall be provided to the cardholder within a maximum period of 30 days from the date of complaint.

- 17.7. No charges shall be levied on transactions disputed as 'fraud' by the cardholder until the dispute is resolved.
- 17.8. Any credit amount arising out of refund/failed/reversed transactions or similar transactions before the due date of payment for which payment has not been made by the cardholder, shall be immediately adjusted against the 'payment due' and notified to the cardholder.
- 17.9. Bank shall seek explicit consent of the cardholder to adjust credit amount beyond a cut-off, one percent of the credit limit or ₹5000, whichever is lower, arising out of refund/failed/reversed transactions or similar transactions against the credit limit for which payment has already been made by the cardholder. The consent shall be obtained through e-mail or SMS within seven days of the credit transaction. The card-issuers shall reverse the credit transaction to the cardholder's bank account, if no consent/response is received from the cardholder. Notwithstanding the cut-off, if a cardholder makes a request to the card-issuer for reversal of the credit amount outstanding in the card account into his/her bank account, the Bank shall do it within three working days from the receipt of such request.
- 17.10. Bank shall inform the cardholders of the implications of paying only 'the minimum amount due'. A legend/warning to the effect that "Making only the minimum payment every month would result in the repayment stretching over months/years with consequential compounded interest payment on your outstanding balance" shall be prominently displayed in all the billing statements to caution the cardholders about the pitfalls in paying only the minimum amount due.
- 17.11. Bank shall report a credit card account as 'past due' to credit information companies (CICs) or levy penal charges, viz. late payment charges and other related charges, if any, only when a credit card account remains 'past due' for more than three days.



The number of 'days past due' and late payment charges shall, however, be computed from the payment due date mentioned in the credit card statement, as specified under the regulatory instructions on 'Prudential norms on Income Recognition, Asset Classification and Provisioning pertaining to Advances' amended from time to time.

17.12. Changes in charges shall be made only with prospective effect giving prior notice of at least one month.

18. GRIEVANCE REDRESSAL

- 18.1. Bank's Contact Centre along with Credit Card Department Help Desk shall handle all grievances related matters in the Credit Card Division.
- 18.2. Credit Card Division deals with several external agencies for the purpose of, Card processing, dispatch, card personalization, SMS services, etc. Quickness in attending to grievances/complaints depends upon the responses from such external agencies. However, the credit card department shall make expedient efforts to liaise with such external agencies/departments/sections and resolve the grievances/complaints. All complaints received from the cardholders shall be attended within a maximum period of 15 working days unless intervention of external agencies and other Departments of the Bank are required.
- 18.3. Where the grievances are not redressed within seven working days' time at the department level, the same shall be escalated to the in-charge of the respective department.
- 18.4. If the grievance is not redressed within three working days from the date of escalation to the department in-charge of the respective department, the same shall get escalated to the Deputy General Manager, Digital Banking Department.
- 18.5. The grievance not resolved at the level of Deputy General Manager, within two working days shall get escalated to the General Manager, Digital Banking Department CO.
- 18.6. Complaints/ grievances received by the Managing Director & Chief Executive Officer/Executive Directors, Head Office, shall be attended expeditiously and shall be resolved within 24 hours.
- 18.7. The name, direct contact number, email-id and postal address of the designated grievance redressal officer of the credit card division shall be mentioned on the credit card bills and website of the Bank.



19. HOT LISTING OF CREDIT CARDS

- 19.1. Customer can request for Hot listing or blocking of Credit Card through Branch or calling Toll Free number of credit card division CO or can block themselves by logging into the credit card customer portal. Bank may also provide various other digital channels / dedicated helpline, dedicated number for SMS, dedicated email-id, Interactive voice response, clearly visible link on the web site, internet banking and mobile-app or any other mode for reporting an unauthorized transaction on 24*7 basis and allow the customer to initiate the blocking/hot listing the card. The process of blocking the card, dedicated helpline as well as SMS numbers shall be adequately publicized and included in the billing statement.
- 19.2. On receipt of information from Cardholders about loss/ fraudulent transactions in Credit Card, the Bank shall hotlist the cards with least delay to protect the interest of the cardholder/ Bank.
- 19.3. The Bank shall immediately send a confirmation to the card holder subsequent to Hot listing/blocking of card.

20. GENERAL GUIDELINES

- 20.1. Branches to keep the IOB Credit card application along with enclosure including enhancement request, in safe custody as in the case of other loan documents. Bank may be using LOS system and record stored in DMS in this regard.
- 20.2. IOB international VISA Credit Cards are presently issued free of cost viz. without any joining fee & Annual fee.
- 20.3. Bank may modify / revise the above fee structure keeping in view the industry trend / business strategy need to make the product more attractive based on a cost-benefit study. Any such revision is to be approved / permitted by MD & CEO.
- 20.4. Unsolicited cards or unsolicited loans/ other credit facilities shall not be offered to the credit card holders without seeking explicit consent.
- 20.5. Bank shall not unilaterally upgrade credit cards and enhance credit limits without explicit consent of the cardholder.
- 20.6. Bank shall block a lost card immediately on being informed by the cardholder and formalities, if any, can follow within a reasonable period of 7 days.
- 20.7. Bank shall immediately send a confirmation to the cardholder subsequent to the blocking of card.



- 20.8. In case the card is blocked at the request of the customer, replacement card in lieu of blocked card shall be issued with the explicit consent of the customer.
- 20.9. Bank shall obtain explicit consent of the cardholder prior to the renewal of an existing card.
- 20.10. The Bank shall ensure that the credit limit as sanctioned and advised to the cardholder is not breached at any point in time without seeking explicit consent from the cardholder. In case of change in the terms and conditions, a 30 days' notice of the change shall be given to the cardholder to enable him/ her to withdraw if he/ she so chooses. After the notice period of 30 days, the cardholder would be deemed to have accepted the terms if he/ she had not withdrawn during the specified period. The change in terms shall be notified to the cardholder through all the communication channels available.

21. LEVYING OF INTEREST & CHARGES ON DEFAULT

- 21.1. Presently in our Bank for Personal Loans the ceiling rate of interest is 11.90% (Category C). However, considering the high costs involved in credit card operations by way of Fees Payable to Visa & other Service Providers, Periodical Billing / Transaction updates given to card members, Reward Points etc., interest charges as mentioned below are levied on cash and purchase transaction of our Bank.
- 21.2. In case of default (Public)/minimum dues paid, interest is charged at the rate of 30% per annum + applicable GST on the carried over liability, till clearance.
- 21.3. In case of default (Staff)/ minimum dues paid, interest is charged at the rate of 14% per annum + applicable GST on the carried over liability, till clearance.
- 21.4. In case of default of minimum dues payment on the due date, a late payment fees of Rs.100/- + applicable GST will be levied per billing cycle, as per prevailing fee structure.
- 21.5. In case of Cash Advance/Withdrawal from ATM interest will be charged from the date of transaction at the rate of 30% per annum + applicable GST for public and at the rate of 14% per annum + applicable GST for staff till clearance of dues.
- 21.6. The Interest rate for both the Secured Credit cards and Unsecured Credit Card variants shall be charged at Uniform rates, considering the cost and various charges involved in extending Credit Card facility.



22. BILLING CYCLE

Billing Cycle	Billing date	Due date	Payment Options
Standard billing cycle 21 st to 20 th of Succeeding month	20 th of Every month	9 th or 10 th of subsequent month (on 20 th day from billing date)	Total Dues or Minimum Dues on or before due date

23. DAILY CARD USAGE LIMIT

Daily card limit fixed for IOB Card Holder as below:

Particulars	Card Limit available for daily use
POS	100% of card Limit
E-COM	100% of card Limit
ATM	40% of Card Limit

24. OTHER CHARGES

The schedule of charges applicable to credit cards will be follows:

Sr. No.	Description of charges	Amount Rs.
1	Replacement card	100/- Plus GST
2	Late payment fee	100/- Plus GST
3	Cash Advance Fee	2.25% Plus GST
4	Fuel Charges	1.00% Plus GST
5	Foreign currency Conversion Charges	2.50% Plus GST
6	PIN Regeneration fee	20/- Plus GST
7	Over limit Charges	100/- Plus GST

Joining Fee and Annual Maintenance Fee

Card Type	Joining Fee	Annual maintenance fee
VISA Classic	NIL	NIL
VISA GOLD	NIL	NIL
RuPay Classic	NIL	NIL
RuPay Platinum	NIL	INR 250+ GST, Applicable from 2 nd year onwards; If total annual spending from the card exceed INR 1,00,000, then the AMC can be waived off. No AMC for staff
RuPay Select	NIL	Rs.500+GST, Applicable from 2 nd year onwards. If total annual



		spending from the card exceed INR 1,00,000, then the AMC can be waived off No AMC for staff
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25. APPROPRIATION OF REPAYMENT

Payment of dues is appropriated in the following order.

1. Government Fee (GST)
2. Charges
3. Cash advance interest
4. Purchase interest
5. Interest on other Fees/ charges (Overdue Interest)
6. Cash Advance Fee
7. Other Fees
8. Purchase (oldest transaction first)
9. Cash Advance

These aspects shall be mentioned in the MITC in addition to the billing statements.

26. RISK ASSESSMENT

26.1. Though there is an element of credit in Credit Card, Credit Card is not equated with lending as is understood in banking. It is only a payment on account and a receivable. The credit is only for a short period of 20-50 days. In the event of non-payment of card dues, the account receivable is considered as a debt.

26.2. All the transactions on a Credit Card are accounted in an account called Credit Card Account. The Credit Card Account is internally linked to the plastic Card issued. Invalidation of a credit card does not close the account. Even though the operation on the plastic card is suspended / stopped, the liability of the cardholder continues till it is closed by payment/compromise/write-off etc.

27. RISK MEASUREMENT AND RISK MITIGATION

27.1. Bank may cancel or reduce the card limit to the cardholder without any notice at its discretion.

27.2. When card dues are not paid by the payment due date, further operations on the card account will be stopped.

27.3. When the card dues are more than 30 days, card will not be renewed until clearance of total overdue.

28. STRATEGIES FOR MEETING OBJECTIVES



CARD PROMOTION:

- 28.1. To promote marketing of Credit Cards, Credit Card Division will incentivize by way of complimentary insurance to cover the risk of death due to accident, baggage insurance, purchase protection, etc.
- 28.2. Credit card Division may provide cash back offers, reward points, facility for redemption of rewards points as credit to their Card account etc. as an effort to increase the card base.
- 28.3. Target to be arrived for the Bank based on potential Customers / market potential. Regional Offices shall be provided with annual targets for Credit Card by Central Office and followed up for achieving the Targets.
- 28.4. Marketing Officers / Nodal Officers / ROs will be responsible for follow up / ensure reaching the targets by each of the branches.
- 28.5. Branches / Marketing Officers to identify eligible customers among existing as well as new customers and market our Credit Card Products.
- 28.6. Bank may use various publicity media, print / electronic, for providing publicity to our Credit Card Product to improve our Card Base.
- 28.7. Bank may run various special campaigns with special focus for enrolling all eligible customers, both existing and new.
- 28.8. Bank may engage DSAs/DMA's for card promotions and marketing of IOB international credit cards.
- 28.9. Bank may go for Co-branding arrangements with popular merchants like; AMAZON, FLIPKART Etc. for marketing of IOB international credit cards.
- 28.10. The co-branded credit card shall explicitly indicate that the card has been issued under a co-branding arrangement. The co-branding partner shall not advertise/market the co-branded card as its own product. In all marketing/advertising material, the name of the Bank shall be clearly shown.
- 28.11. Bank may consider introducing, at the option of the customers, an insurance cover to take care of the liabilities arising out of lost cards, card frauds, etc. In cases where the Bank is offering any insurance cover to their cardholders, in tie-up with insurance companies, the Bank shall obtain explicit consent in writing or in digital mode from the cardholders along with the details of nominee.

29. OVER DUES / NPA IN CREDIT CARD OPERATIONS



Credit Card is basically a revolving credit facility; the card holders have the option of repaying either the –

Full amount due: aggregate value of the transactions up to the billing date plus other financial and statutory charges

(or)

Minimum amount due: reckoned at a certain percentage of the total transactions: value up to the billing date, plus other financial and statutory charges.

In case of default in repayment of the Minimum Amount Due before the first payment Due Date and / or consecutive defaults, the Credit Card holders are categorized into different levels of delinquency as indicated below:

The movement of delinquency (Del) depends upon the payment received on or before the due date.

If at least minimum due is received by the due date the del count will decrease by 1 count.

However, if the total bill amount is received the del count is reduced to zero.

If payment received is less than minimum due or no payment is received then del count is increased by 1.

Period of Default	Delinquency Level	Default in number of days
Default in payment of Minimum Amount of the 1st Bill	Del 1 i.e. on expiry of the Payment Due Date	Less than 30 days
Continued Default in payment of Minimum Amount of the 2 nd Bill	Del 2 i.e. on expiry of the Payment Due Date	30 days
Continued Default in payment of Minimum Amount of the 3 rd Bill	Del 3 i.e. on expiry of the Payment Due Date	60 days
Continued Default in payment of Minimum Amount of the 4 th Bill	Del 4 i.e. on expiry of the Payment Due Date	90 days

Delinquency levels are progressively increased beyond the above, depending upon the continuance of default.

Provisioning:



Asset Classification and Provision for NPAs for card accounts in Delinquency levels 04 and above (or) if the number of days of default exceeds 90 days are in line with RBI Guidelines.

The present level of Provisioning for various level of NPA Card accounts are briefly summarized below:

Asset Classification	Definition	Provision
Substandard	Past dues above 90 days corresponding to Del 04 and upto Del 15 (i.e. for 1-year in Sub-standard category)	25%
Doubtful	Card accounts in Substandard category for 1year & above (corresponding to Delinquency level 16 and above)	100%
Loss Assets	As per Bank's general guidelines and definition of loss assets	100%

30. REPAYMENT/RECOVERY

- 30.1. Card Holders will be notified about the amount due on Credit Card and due date for payment for every billing cycle by SMS / Email requesting for making payment on due date / providing sufficient balance in the account, as the case may be. A Credit Card Statement is also to be sent by E-MAIL / POST.
- 30.2. On due date card dues (Minimum outstanding/ total dues as opted by the customer) will be auto debited from the operative account wherever '**Auto Debit facility**' is opted by Credit Card Holder.
- 30.3. Card will be blocked on non-recovery of card dues (if in arrears) and also if the account status is NPA. Card will be unblocked once the arrears in card account are cleared / NPA status is upgraded.
- 30.4. Card Holder will be followed up for payment of dues and if the payment is not forthcoming, the card will be blacklisted and further recovery steps will be initiated till recovery as detailed in 28.10 to 28.13, as defined in this document.
- 30.5. Once the card account slips to NPA, the card issuing branch shall be intimated along with the card details for further coordination with the card holder and appointed DRA for recovery.
- 30.6. Branches to follow guidelines for credit card recovery as enumerated as per Loan Recovery policy updated from time to time.

Modes of Repayment / Recovery:



- 30.7. Repayment / Recovery of dues is the life line for any credit institution. Recovery replenishes the capital, helps recycling of funds and with each cycle of recovery the real income increases. Hence, utmost priority should be given to recovery of card dues by all branches / offices.
- 30.8. Cardholders are offered multi-channels for repayment of their card dues as:
- 30.8.1. Transfer from current/Saving account of the account holder at any IOB Branches.
 - 30.8.2. Cardholder may make payment in Cash to the credit of his card dues at any of IOB branches.
 - 30.8.3. Money Transfer Through IMPS/NEFT/RTGS.
 - 30.8.4. Money Transfer through IOB Internet banking/ IOB Mobile Banking/UPI.
 - 30.8.5. Payment of Credit Card dues through NEFT to 16-digit Credit Card Number with IFSC Code: IOBA0009072 by mentioning the Beneficiary Name as Cardholder's Name.
- 30.9. Credit Card Division shall also provide all such technological or other modes of remittance that evolve during the course of time, subject to technical feasibility and economy.
- 30.10. Recovery of card dues in SMA category:**
- 30.10.1. In case of sufficient balance available in customers linked account, amount due to be recovered by debiting of linked account on payment due date.
 - 30.10.2. In case of inadequate balance in customers linked account, available balance will be recovered on payment due date.
 - 30.10.3. Hold balance will be made in the linked CASA account for the unrecovered amount (short fall amount) for facilitating recovery as & when credit comes in the account. This Hold will be removed automatically once the arrear in card account is cleared.
 - 30.10.4. Bank may reduce the sanctioned limit if the cardholder defaults in payment of card dues.
 - 30.10.5. The Bank shall recover the credit card dues through OTS/ OCS as per the Bank's Recovery Policy.
- 30.11. Where Card holder is permitted direct payment / billing facility and if the card dues are not paid within the payment due date / dues are not cleared within 90 days from the defaulted due date, respective branch which had recommended Credit Card shall take steps for further recovery including legal action till logical conclusion as per extant loan recovery policy.



- 30.12. Bank may engage DRA (Debt Recovery Agents) for recovery of dues of the NPA credit cards also. Bank shall ensure compliance with the extant guidelines in respect of engagement of DRA issued by RBI, as amended time to time.
- 30.13. Bank will initiate recovery action and where it is deemed that there is no scope for recovery of card dues, the legal action may be waived, duly approved by appropriate authority.

31. WRITE BACK OF INTEREST/OTHER CHARGES

- 31.1. There will be innumerable instances where interest & other charges are debited on account of system constraints, commissions and omissions on the part of the staff, etc., the Credit Card Division is empowered to write back the amount with the approval of GM, DBD.
- 31.2. As a business strategy the Card Business Management Section, Credit card Division is empowered to write back the interest & other charges taking into account the business interest of the Bank. The write back should be authorized by the vertical GM.

32. BLACKLISTING OF CARD

- 32.1. Credit Card Division will identify the persistently defaulting cardholders based on default in payment of card dues and blacklist the card.
- 32.2. If the card dues are not cleared despite follow up / notices, by the date mentioned in the notice, the name of the cardholder will be referred for blacklisting, duly taking the concurrence of the GM, DBD.
- 32.3. Subsequent to the blacklisting, the credit card department shall finally request the card holder to clear his/her card dues to avoid unpleasant consequences, Credit Card Division shall inform the cardholder that the bank reserves its right to initiate legal action also against him/her for recovery of the card dues.
- 32.4. The Credit Card Division shall review the blacklisted accounts every month to ensure whether payment is received in these accounts. If full dues are recovered in any card account and if the cardholder is not an undesirable party as per the available records, Credit card Division will take steps for de-listing the name from the blacklisted account, on a case-to-case basis, duly taking permission of the GM, DBD.
- 32.5. If the cardholder clears his liability with the Bank and requests for removing his name from the blacklisted account, Credit Card Division at its discretion may remove his/ her name duly



considering his/her payment history, with the permission of the GM, DBD.

- 32.6. Employees of our bank who are having credit card liability should clear his/her dues from his own resources/Salary or out of his/her terminal benefits.

33. WRITE OFFS

- 33.1. Where all avenues of recovery of card dues has been exhausted or where it is not expedient to initiate legal recourse for recovery of card dues taking into account the out-standings and cost and time involved in realizing the card dues by resorting to legal action, the Bank may initiate regular write off the card dues as per the Bank's recovery policy.
- 33.2. The approving authority within their monetary ceiling based on the sacrifice amount under delegated authority as advised in the Bank's recovery policy, based on the facts/ merits of each case, shall permit write off after ensuring that all recovery efforts have failed and there is no further chances of recovery of credit card dues.
- 33.3. Bank shall ensure that necessary report to Credit Information Company / RBI as "Willful Defaulter" is to be reported wherever Credit Card Holder has willfully defaulted payment of Credit Card Dues.

34. CLOSURE OF CREDIT CARD

- 34.1. Any request for closure of credit card shall be honored within seven working days by the bank, subject to payment of all dues by the card holder. Subsequent to the closure of credit card, the card holder shall be immediately notified about the closure through email, SMS etc.
- 34.2. Card holder shall be provided multiple channels such as helpline, email, IVR (Interactive Voice Response) prominently visible link on the website, internet banking, mobile banking or any other mode for requesting closure of the card. The Bank shall not insist on sending a closure request through post or any other means which may result in the delay of receipt of request letter.
- 34.3. Failure on the part of Bank to complete the process of closure within seven working days shall result a penalty of Rs.500 per day of delay payable to the customer, till the closure of account.
- 34.4. If a card has not been used for a period of more than one year, the process to close the card shall be initiated after intimating the card holder. If no reply received from the card holder within a period of 30 days, the card account shall be closed by the Bank, subject to payment of all dues by the card holder.



- 34.5. The information regarding closure of card account shall also accordingly be updated with Credit information companies within a period of 30 days.
- 34.6. Subsequent to closure of credit card account, any credit balance available in card account shall also be transferred to the card holder's bank account.

35. PROVISIONS FOR EXCEPTION / PROCEDURE AND ITS DELEGATION

The MD & CEO shall be the competent authority for permitting modifications /changes to credit card scheme/ features of the card which may be required keeping in view the Industry trend / change in Net Work Association rules / regulatory guidelines / Bank's business need.

36. COMPLIANCE/ MONITORING OF IMPLEMENTATION OF THE POLICIES

- 36.1. Credit Card business is subject to regulations by Reserve Bank of India. Where Credit Cards are issued in association with Visa, NPCI, etc. The credit card department shall also comply with the guidelines not inconsistent with industry norms and regulatory guidelines including sharing of Terms and Conditions, interest rates and other charges, Protection of customer rights, Customer Confidentiality, Fair Practice in debt collection, Redressal of Grievances, Fraud Control, Internal Control & Monitoring systems. Credit Card department shall comply with all regulatory guidelines issued by the competent authority from time to time.
- 36.2. Bank shall ensure adherence to the guidelines on "Managing Risk and Code of Conduct in Outsourcing of financial services" as amended from time to time.
- 36.3. Bank shall ensure adherence to the instruction/ directions on KYC/AML/CFT issued by RBI from time to time in respect of all the cards issued including co-branded cards.
- 36.4. Bank shall ensure adherence to the instruction/ directions issued by the Department of Payment and Settlement System, RBI under the Payment and Settlement Systems Act, 2007 and FED, RBI under FEMA Act, 1999 as amended from time to time.
- 36.5. All guidelines issued by the Bank regarding recovery of Bank dues, follow up, waiver, OTS/ OCS, write off, etc. and delegation of powers shall mutatis mutandis apply to Credit Card dues also.



37. CUSTOMER CONDUCT

- 37.1. In the matter of recovery of dues, Bank shall ensure that bank, as also agents if any, adhere to the extant instructions on Fair Practices Code for lenders.
- 37.2. In particular, with regard to appointment of DRA for debt recovery, bank shall ensure that their agents refrain from actions that could damage their integrity and reputation and observe strict customer confidentiality. All communications issued by recovery agents must contain the name, email-id, telephone number and address of the concerned senior officer of the credit card division whom the customer can contact.
- 37.3. Bank or agents shall not resort to intimidation or harassment of any kind, either verbal or physical, against any person in their debt collection efforts.
- 37.4. The disclosure of customers' information to the DSA/DMA/Recovery agents shall also be limited to the extent that will enable them to discharge their duties. Bank shall ensure that The DSA/DMA/Recovery agents do not transfer or misuse any customer information during their duties.
- 37.5. Bank shall ensure that the appointment of such service providers do not compromise the quality of the customer service and the bank ability to manage credit, liquidity and operation risks.
- 37.6. Bank shall have a system to random check and mystery shopping to ensure that their agents have been properly briefed and trained as to how to handle customer and are also aware of their responsibilities, particularly with regard to soliciting customers, hours for calling, privacy of customer information, conveying the correct terms and conditions of the product on offer.
- 37.7. Bank shall ensure that their employees/agents do not indulge in mis-selling of credit cards by providing incomplete or incorrect information to the customers, prior to the issuance of a credit card, Bank shall also be liable for the acts of their agents. Repetitive complaints received in this regard against any employee/agent shall be taken on record and appropriate action shall be initiated against them including blacklisting of such agents. A dedicated helpline and email-id shall be available for the cardholders to raise complaints against any act of mis-selling or harassment by the representative of the card-issuer.

38. GOVERNANCE FRAMEWORK/RBI DIRECTIONS

- 38.1. Bank may issue contactless cards (Dual interface cards with RFID antenna) using Near Field Communication technology (NFC) for facilitating our customersthe benefit of the relaxation permitted by Reserve Bank of India in the requirement of Additional Factor Authentication (like PIN) for small value card present transactions **which has been revised from Rs.2,000/- to Rs.5,000/- only, per**



transaction from 01.01.2021.

- 38.2. Reserve Bank of India has mandated sending SMS Alerts to the cardholder for card transactions. Hence, the cardholder should have mobile number and the same shall be furnished in the Card application form.
- 38.3. As per RBI directives, Bank may block all electronic banking transactions if mobile number is not registered for SMS alerts. However, withdrawals through ATM will be permitted.
- 38.4. Monthly Credit Card Usage Data, to be furnished to RBI under "Automated Data Flow".
- 38.5. A comprehensive Review Report on credit card operation on half-yearly basis as at the end of September and March of each accounting year is to be placed before Audit Committee of the Board of directors, which should cover essential data on credit card business and operation. The review shall include, inter-alia, customer service, frauds, complaints and grievance redressal, card usage analysis including card not used for long durations and the inherent risks therein.
- 38.6. The MITC (Most Importance terms and conditions) shall be published/sent separately to the customers, at the acceptance stage and in the important subsequent communications.
- 38.7. The MITC shall be provided to the customers at the time of onboarding and each time, a condition is modified with notice to the customer.
- 38.8. The copy of the signed/ digitally signed agreement signed between the Bank and card holder may be sent to the registered email address of the principal account holder in a password protected file. If he/ she desires a hard copy of the documents, the same may be sent through post or courier service.
- 38.9. Contents of MITC should document the following details as per RBI directions:
- 38.9.1. Fees and Charges
- 38.9.2. Drawal limits like; Credit Limit, Cash withdrawal limit and available limit
- 38.9.3. Billing details like; Periodicity of statement and mode of sending, Total dues and minimum amount payable, Mode of payment, billing dispute resolution, complete postal address of bank and Help desk numbers, SMS numbers and contact details for grievance redressal.
- 38.9.4. Default and circumstances; recovery procedure, reporting



- 38.16. As holding several credit cards enhances the total credit available to any customer, Bank shall assess the credit limit for a credit card customer taking into consideration all the limits enjoyed by the card holder from other entities on the basis of self-declaration/Credit information received from a credit information company.
- 38.17. Bank shall ensure complete transparency in the conversion of Credit card transactions to EMI's by clearly indicating the Principal, Interest and Upfront Fee/discount provided by merchant/Card-Issuer prior to the conversion. Disclosure of discount amount would be limited to cases where there is a pre-decided arrangement as per an agreement with the seller/merchant. This would not be applicable to normal EMI conversion by the Bank.
- 38.18. The Board approved policy shall be available on the Bank's website.

39. FAIR PRACTICE CODE

As per RBI Guidelines each bank must have a Fair Practices Code for credit card operations. The "Code of Bank's commitment to customer's" issued by the Banking Codes and Standards of India (BCSBI) has been adopted by our Bank to cover the entire gamut of its Banking operations including advances. The same are being adopted in credit card operations also.

It should be ensured that while appointing third party agents for debt collection, the agents should refrain from action that could damage the integrity and reputation of the Bank and that they observe strict customer confidentiality. The Banks should also ensure to comply with the guidelines of RBI, as amended from time to time in respect of engagement of recovery agents.

40. COMPLIANCE WITH KNOW YOUR CUSTOMER (KYC) NORMS / ANTI-MONEY LAUNDERING (AML) STANDARDS / COMBATING OF FINANCING OF TERRORISM (CFT) / OBLIGATION OF BANKS UNDER PMLA, 2002

The instructions/ guidelines on KYC/AML/CFT will be adhered in respect of all cards issued including business and add on cards as per the Banks policy on Compliance with Know Your Customer (KYC) Norms / Anti-Money Laundering (AML) Standards / Combating of Financing of Terrorism (CFT) / Obligation of Banks under PMLA,2002. As per the annual information return u/s 285 BA of IT ACT details of payments to credit cards aggregating to Rs.1.00 lac or more in cash or Rs.10.00 lacs or more by any other mode in a FY should be submitted



to RBI on annual basis. Credit Card Division will submit the returns to RBI through Banking Operations Department, Central Office.

Complying to the RBI circular DBR.No.FSD.BC.18/24.01.009/2015-16 dated 01.07.2015, Bank will engage telemarketers who have complied with directions/regulations on the subject issued by the Telecom Regulatory Authority of India (TRAI) from time to time while adhering to guidelines issued on "Unsolicited Commercial Communication" – National Customer Preference Register"

41. CO – BRANDING ARRANGEMENT

- 41.1. Bank may issue co-branded credit cards under a co-branding arrangement. Prior approval of the Reserve Bank is not necessary for the issuance of co-branded credit cards.
- 41.2. The co-branded credit card shall explicitly indicate that the card has been issued under a co-branding arrangement. The co-branding partner shall not advertise/ market the co-branded card as its own product. In all marketing and advertising material, the name of the Bank shall be clearly shown.
- 41.3. The co-branded card shall prominently bear the branding of the Bank.
- 41.4. Bank shall carry out due diligence in respect of the co-branding partner entity with which it intends to enter into tie-up for issue of such cards to protect itself against the reputation risk Bank is exposed to in such an arrangement.
- 41.5. Bank shall ensure that in cases where the proposed co-branding partner is a financial entity, it has obtained necessary approval from its regulator for entering into the co-branding arrangement.
- 41.6. The information regarding broad contours of the arrangement between the card-issuer and the co-branding partner entity shall be indicated to the cardholder and displayed on the website of the Bank without any specific details.
- 41.7. Bank shall be liable for the acts of the co-branding partner. Bank shall ensure that the cash backs, discounts and other offers advertised by a co-branding partner are delivered to the cardholder on time.
- 41.8. The role of the co-branding partner entity under the tie-up arrangement shall be limited to marketing/ distribution of the



cards and providing access to the cardholder for the goods/ services that are offered.

41.9. The co-branding partner shall not have access to information relating to transaction undertaken through the co-branded card. Post issuance of the card, the co-branding partner shall not be involved in any of the processes of the controls relating to the co-branded card except for being the initial point of contact in case of grievances. However, for the purpose of customer convenience card related data may be displayed through the Co-branding partner platform in an encrypted platform which is visible only to the cardholder. The information displayed through the Co-branding partner platform to the cardholder shall neither be visible nor be accessible to the Co-branding partner and it should be a direct link to Bank's system.

41.10. Under a co-branding arrangement, the co-branding entity shall not be permitted to access any details of customer's account that may violate the Bank's secrecy obligations.

The policy shall be valid for a period of 36 months from the date of approval by the Board and shall be reviewed every year, with MD & CEO of the Bank having the discretion to extend it for further period of six months from the end date of its validity.

The Policy shall be available on the website of the Bank.

