



# PAYTM SBI CARD SELECT

## Terms & Condition Booklet

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# FREQUENTLY ASKED QUESTIONS (FAQS)

## 1. What is Paytm SBI Card SELECT Contactless Credit Card?

Paytm SBI Card SELECT Contactless Credit Card is a fast and convenient way to pay for every day purchases. It is a secure, contactless chip technology designed to help you spend less time at the cash register and give you the freedom to do the things that matter most to you.

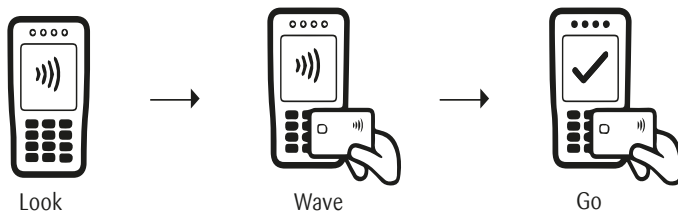
## 2. How does the Paytm SBI Card SELECT Contactless Credit Card work?

Step 1: Look for Contactless mark and contactless logo at the point of sale.

Step 2: The cashier enters your purchase amount into the terminal. This amount will be displayed on the contactless reader.

Step 3: Hold your card over the reader or at the POS at close range (less than 4 cm from where the contactless logo appears).

Step 4: Four green indicator lights or a beep sound will indicate that the transaction is complete. A message will also be displayed on the screen indicating the transaction is complete. No PIN is required.



Please note that payment through contactless mode is allowed for a maximum of INR 2000 for a single transaction.

## 3. What are the benefits?

Contactless payment functionality is specially designed for you for speed, convenience and security.

There's no dipping, swiping, entering PIN or fumbling for cash. You're ready to go in just a few seconds. Ideal for places like fast-food joints, petrol stations, movie theatres etc. During a contactless transaction the card never leaves your hand. This greatly reduces the risk of card loss and fraud through counterfeit/skimming.

A Contactless card has its own, unique, built-in, secret key, which is used to generate a unique code for every Contactless transaction, thus making it more secure. You don't need to look for cash/coins for small ticket everyday purchases. It is also easier to keep track of these expenses.

**4. Is there a limit for a contactless transaction amount? Can I set my own Limit?**

Payment through the contactless mode is allowed for a maximum of INR 2000 for a single transaction. For a contactless transaction PIN is not required. This limit is common for all customers and setting up of individual limits is not possible.

Any transaction amount more than INR 2000 has to be carried out through a contact transaction (Dip or Swipe) and entering the PIN.

You can also choose to do a contact transaction (Dip or Swipe) with PIN for transactions amount below INR 2000.

**5. Where can I use my Paytm SBI Card SELECT Contactless Credit Card?**

You can look for the Universal Contactless symbol at the POS machine at merchant outlets.

**6. Can I use my Paytm SBI Card SELECT Contactless Credit Card at other merchants (not enabled for contactless payment acceptance) as well?**

Yes, for the merchants not enabled for contactless payment acceptance, you can use this card for a normal dip or swipe transaction.

**7. Could I be debited twice if I have more than one contactless card?**

No, contactless readers communicate with one card at a time. If the shop's reader finds more than one contactless card in your wallet or purse, you will be asked to select one card to pay.

**8. Could I unknowingly have made a purchase if I walk past the reader?**

No, your card has to be waved within 4cm of the card reader for more than half a second and the retailer must enter the amount for you to approve. Terminals can only process one payment transaction at a time, therefore reducing transaction errors.

**9. Is there any difference in the process for ATM and Internet transactions for this contactless Credit Card?**

There is no difference in transaction process for ATM and Internet transactions.

For ATM transactions you need to enter the PIN and for Internet transaction you need to enter your 3D secure PIN or OTP.

WELCOME TO  
THE WORLD OF SBI CARD

# GET FAMILIAR WITH YOUR PAYTM SBI CARD

## ON THE FACE OF YOUR CARD, YOU WILL FIND



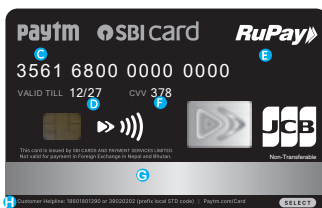
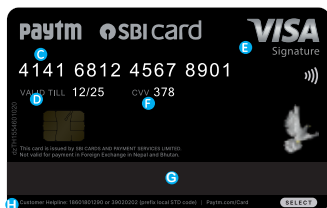
### A. Your Name

Please check that your name appears correctly. In case it does not, please call the SBI Card Helpline to make the necessary corrections.

### B. EMV Chip

SBI Card offers you additional security through the EMV chip enabled cards.

## ON THE REVERSE OF YOUR CARD, YOU WILL FIND



### C. Your individual 16 digit card number

### D. Valid Thru

This is the date after which your card needs to be renewed. Your card is valid from the day you receive it up to and including the last day of the month indicated on your card.

### E. The Network logo

The hologram and the logo ensure that all establishments throughout the world displaying the Network logo will accept your card.

### F. Three digit CVV Number

### G. Magnetic Strip: contains encoded information.

### H. SBI Card Helpline.



## Worldwide Acceptance

Your SBI Card can be used in over 29 million outlets across the globe, including 3,25,000 outlets in India. Just look for the RuPay sign of acceptance and present your card for payment.



## Guaranteed peace of mind

SBI Card automatically gives you complete peace of mind with our SBI Card Helpline.



## Credit Facility

Your SBI Card offers great flexibility of payment. With the extended credit option, you can plan your payments against your outstanding. You can pay any amount from the Minimum Amount Due to the Total Amount Due as shown in your Monthly Statement. You can then carry forward the unpaid balance at one of the lowest finance charges available.



## Enhanced Power to your family

You can share the power of your SBI Card with your family, by applying for an add-on card for your spouse, parents, siblings and children over 18 years of age.



## Cash on the go

As an SBI Cardholder, you can withdraw cash from over 1.4 million ATMs across the globe.

## How to get cash from an ATM

- Now you don't need to enter a bank anymore. The power to access cash at the press of a key is in your hands 24 hours a day.

To access cash from any ATMs, all you have to do is:

- Insert your card into the machine as directed and wait till the machine prompts you to key in your Personal Identification Number (PIN).
- Wait for a few seconds till the machine processes this PIN. It will then ask you to key in the amount of cash you need.



- Wait for a few seconds till your card comes out, count your cash before you leave.

### **Safety tips for ATM usage**

- As soon as you get your PIN, memorize it and destroy the PIN mailer. Do not write the PIN on your card and never share it with anyone. Not even with our staff. Only you must know your PIN.
- Do not let anybody use your card to access the ATM facility on your behalf.
- Your PIN cannot be changed. In case you forget it, please call the SBI Card Helpline and ask for it to be re-issued to you.

### **Please note:**

Your PIN along with your card is the only requirement for using this facility. Anyone in possession of both can use it to withdraw cash from the ATM.

Please follow the instructions on the ATM carefully.

- It is important that you respond to the instructions on the ATM in reasonable time.
- In case you do not act after keying in the PIN, your card will either be retained by the machine or else will be ejected.
- Your card, if retained by the machine, will have to be re-issued and this is subject to a replacement card fee at the prevailing rate.
- The ATM may disburse currency notes of a particular denomination only



### **Easy Bill Payment Facility**

With the Easy Bill Pay facility from SBI Card you can be rest assured you will never ever forget to pay your utility bills on time. All your utility bills like electricity, insurance, telephone will get paid before the due date with this facility from SBI Card. Bill payments can be done in two ways:

- Standing Instructions- Register yourself for standing instructions where everytime the bill is due automatic payment is made to the biller by SBI Card on your behalf.
- Online payment through website- You can make online payments on the SBI Card website.



## Balance Transfer

You can now save big with our low interest rate options on Balance Transfer on EMI facility. Just transfer the balances from any of your other bank's Credit Cards to your SBI Credit Card and enjoy Balance Transfer Plans suited to your financial needs. Get the Balance Transferred in just 2-3 working days for all cards. To avail this facility, the amount transferred should be a minimum of ₹5,000 and maximum of up to 75% of your available credit limit on your SBI Credit Card. Processing Fee would be charged as applicable.



## Flexipay

This is the easy installment plan from SBI Card that lets you buy just about anything and repay in easy monthly installments. Choose the plan best suited to your financial needs and avail a low-rate of interest. To avail this facility just call the SBI Card helpline or book online on [www.sbicard.com](http://www.sbicard.com) within 30 days of your purchase.



## Simple Easy Money Installment

Simple Easy Money Installment is an offer on SBI Credit Card for customers just like you, to make your Credit Card usage a little more convenient and hassle-free. The offer is brought to you in partnership with the participating Merchant Establishments thereby enabling you to buy products or services on Easy Money Installment schemes at select merchant outlets.

## Convert to EMI program?

Visit an outlet or merchant website which is part of convert to EMI program. Visit the outlet and choose the products or services you wish to buy. At the time of making payment, inform the cashier of your intent of purchasing the product or service on EMI through your SBI Credit Card.

## How do I benefit?

- Avail manufacturer/merchant funded cashback on select EMI transaction
- Earn Regular Reward Points even on EMI transactions
- No Documentation
- On-the-spot approvals

- Flexible EMI payment options of 3, 6, 9 & 12 months

### What are the charges?

- Rate of interest is applicable on monthly reducing balance on all Convert to EMI transactions
- You can choose to foreclose a convert to EMI booking. Foreclosure charges are applicable on outstanding principal amount

### SBI Card Alerts

SBI Card Alerts enables you to receive information regarding your Credit Card through an SMS on your mobile phone. These include Mini Statement Alerts, Cheque Alerts, Credit & Cash Limit Alerts & Payment Assistance Alerts. So no matter where you are, we will keep you informed.





## SBI Card Alerts

SBI Card Alerts enables you to receive information regarding your credit card status as an SMS on your mobile phone. These include Mini Statement Alerts, Cheque Alerts, Credit & Cash Limit Alerts & Payment Assistance Alerts.

So no matter where you are, we will keep you informed !



## Insurance

With your SBI Credit card you can buy Health Insurance, Personal Accident Insurance, Motor Insurance, Additional health covers, Travel & Home insurance, Life Insurance and other assistance products, at very affordable rates.



## Website

Discover the power of convenience with [www.sbicard.com](http://www.sbicard.com) and manage your SBI Card anytime anywhere . Access your account information, raise a service request or book a cross-sell product at the click of a button. Do More, View More and Manage More online.

## Do more

- Apply online for SBI Card
- Apply for Flexipay, Encash, Balance Transfer or Easy Money
- Online Bill Payment
- Request for an Add-on card
- Request for an ATM PIN

## View more

- Account Summary
- Unbilled Transactions
- Spends Analyzer
- Card Statement & Payment History for last 12 months

## Manage more

- Single Window View
- Track Booked Offers
- Instant Contact Updation
- Subscribe to e-Statement or request for Duplicate Statement

## Register on [www.sbicard.com](http://www.sbicard.com) in 3 simple steps-

1. Select 'First time user? Sign up here'.
2. Enter your Card no., Expiry date, CVV & Date of Birth and click on Submit A One Time Password (OTP) would be sent on your registered mobile no. & e-mail id.
3. Log on to [www.sbicard.com](http://www.sbicard.com) and enter your card no. as the User Id & the OTP as the password to log in for the first time to complete the registration process.

## E-Statement

No postal delays. No lost statements. No late payments. Just the convenience of getting your monthly statement delivered directly to your inbox. To subscribe, Simply SMS ESR < your email id > to 56767 from your Mobile number registered with us.

To get started log on to [www.sbicard.com](http://www.sbicard.com) and take advantage of these benefits.

# HOW TO USE YOUR SBI CARD?

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Using your SBI Card is very simple. Once you have made a purchase at any of the merchant establishments, please present your card for payment.

The establishment will prepare a charge slip (specimen shown above), very much like a normal bill, which contains the details of the transaction.

- Please verify the amount **A** and ensure that other particulars on your charge slip are correct
- Kindly add the amount paid as tips and miscellaneous expenses, if any and ensure that the total amount is filled
- Please sign on the charge slip at the place indicated **B** in the same way as you have signed on the reverse of your card. You will be returned a copy of the charge slip, the actual bill and your card
- Before you leave, please ensure that you have received your card
- The amount you spend on your card will appear in your monthly statement. You can make your SBI Card Payment using any of the 15 payment options available. Normal use of card does not attract any transaction fee or interest charges except in case of late payment / no payment

AnyBank	<b>AnyBank</b>	A07/205
	XYZ Store UILE PARLE WEST XXXXXI XXX	
	DATE: 03/01/06 TIME: 20:35:35 MID: 201 26076 TID: 01036720 BATCH: 000592 INU#: 007992	
	<b>Sale</b> XXXX XXXX XXXX 8793 swipe	
	CARD TYPE: AMERICAN EXPRESS EXP DATE: XX/XX APPR CODE: 960983 RREF: 008322	
AnyBank	AMT: RS 4000. 45	A07/205 <b>A</b>
	SIGN: _____	<b>B</b>
	SANJAY PAL I AGREE TO PAY TOTAL AMOUNT AS ABOVE ACCORDING TO CARD ISSUER AGREEMENT	
AnyBank	<b>CUSTOMER COPY</b>	A07/205



### **Pay via Standing Instruction (e-NACH)**

Enroll for e-NACH for automated and hassle-free bill payments, every month. Your card dues will be deducted directly from your bank account on the Payment Due Date. For more details, visit [www.sbicard.com](http://www.sbicard.com)



### **UPI payment option (Pay via UPI)**

You can pay your bill faster via UPI payment mode on SBI Card App or on website using QR code.



### **NEFT (National Electronic Funds Transfer)**

Pay your SBI Credit Card outstanding using NEFT and get instant credit to your card account, 24X7. Use your 15/16-digit credit card number as Beneficiary A/c & IFSC Code SBIN00CARDS to register.



### **Yono Payment option**

Pay through YONO App by SBI and enjoy instant credit to your card account. You can download the app from Google Play Store or App Store.



### **Bharat Bill Payment System**

Visit the SBI Unipay website to pay your credit card bill conveniently and securely through Bharat Bill Payment System.



### **PayNet**

Click on PayNet at [sbicard.com](http://sbicard.com) to make your payments online through net banking. Payment will reflect instantly in your SBI Credit Card account.



### **Debit Card Payment**

Pay online using selected banks debit card. Payment will reflect instantly on your SBI Credit Card account. For more details, visit [www.sbicard.com](http://www.sbicard.com)



### **VISA Credit Card Pay**

Use VISA Credit Card Pay to pay your SBI Credit Card bill. Your payment will be credited instantly.

**Auto Debit**

Authorize SBI Card to debit your bank account (savings/current) by filling the Auto Debit mandate available at selected banks. For more details, visit [www.sbicard.com](http://www.sbicard.com)

**Mastercard MoneySend**

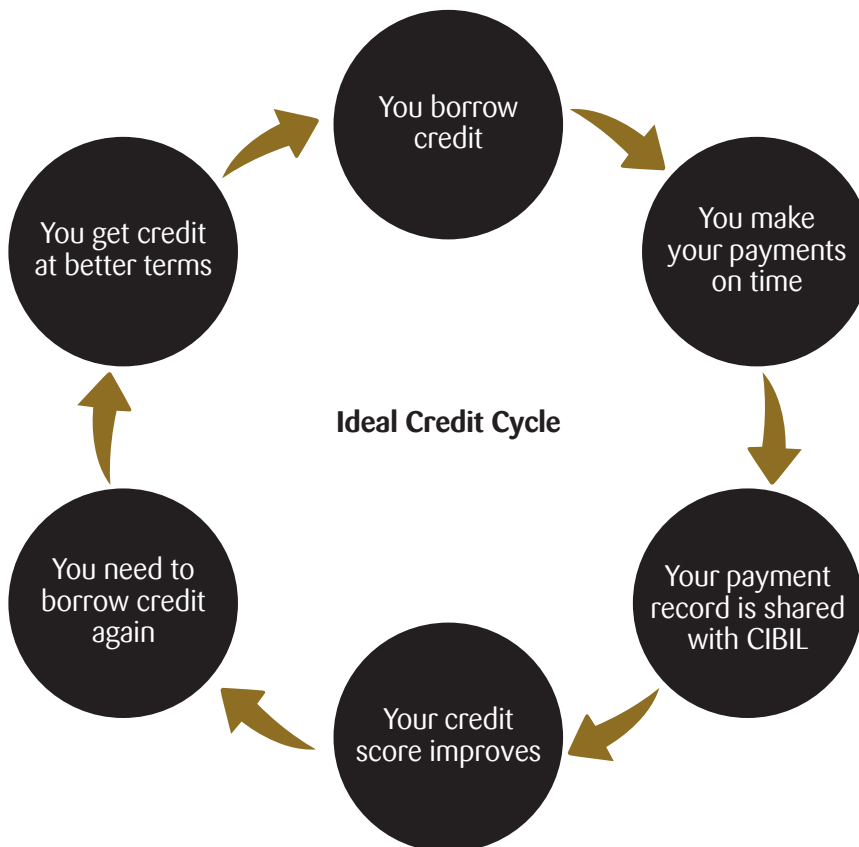
Download any authorized third-party payment app / use a platform that supports the Mastercard MoneySend payment mode. Your payment will be credited instantly to your credit card account.

**NOTE:**

- a. Please drop your cheque/Demand Draft well in advance to avoid any late payment & interest charges. Post receiving the Cheque/Demand Draft, it will take 4 working days for the payment being credited to your card account. Credit is subject to realisation.
- b. In case of digital payments, delay in bank settlement or network failure may lead to payment being credited to your card account in 24-48 hours.
- c. Visa Credit Card Pay and Mastercard Moneysend payment options are available only to Visa and Mastercard Cardholders, respectively.



While you are empowered to use your Credit Card the way you wish to, it is best to use it responsibly. As Credit Card mismanagement is on the rise various financial institutions in the country have set up CIBIL, a body to monitor credit usage and safeguard the interests of member banks and financial institutions. Here is how an ideal credit cycle works:



## What is Credit Information Bureau India Limited (CIBIL)?

CIBIL is India's first credit information bureau established in 2004. It is a repository of information which contains the credit history of all borrowers CIBIL's members include all leading banks, financial institutions, non-banking financial companies, housing finance companies, state financial corporations and credit card companies.

## **What is a Credit Information Report?**

A Credit Information Report (CIR) is a factual record of a borrower's credit payment history compiled from information received from different credit grantors. Its purpose is to help Banks & Financial Institutions make informed lending decisions - quickly and objectively.

## **How does the credit information report impact me?**

When you approach Banks & Financial Institutions for credit, your application will be evaluated on the basis of your past payment history, existing credit lines and other factors such as income and security. A good past payment history may lead to credit being granted faster and on better terms. On the other hand, a poor past payment record or past delinquency may lead to denial of credit or extremely expensive credit.

Therefore prudent credit management and financial discipline is a must to ensure a good credit history. This further enables you for smooth and faster access to affordable credit in future.

## **How do I improve my credit record?**

- Make at least the minimum amount due on time each month. On time payments will have the most positive significant impact on your credit record.
- Pay at least the minimum amount due on time each month. On time payments will have the most positive and significant impact on your credit record
- Maintain affordable & reasonable levels of credit
- Limit the number of Credit Cards that you hold. Maintaining a large number of cards can hurt your credit history
- Do not use your Credit Card such that your outstanding is very close to your credit limit as this can adversely affect your credit rating

## **How can you maintain a good credit history?**

There are a number of things you can do to build and maintain a good credit history. Here are some important do's and don'ts :

**Do's**

- Make your credit card payments on time
- Pay off the “Minimum Amount Due” on your card every month
- Contact your creditors if you are having trouble making payments
- Make sure that your monthly account statement is correct
- Read the statements and other material you receive from your Credit Card company carefully

**Don'ts**

- Do not pay late
- Do not sign a credit contract until you read and understand it
- Don't spend over the specified credit limit on your Credit Card
- Don't wait to report any unauthorized transactions on your account
- Don't open new credit accounts for the purpose of debt consolidation without closing existing accounts
- Do not miss reviewing your monthly account statements
- Do not close Credit Cards in an improper manner, it can hurt your credit score

## Taking care of your card

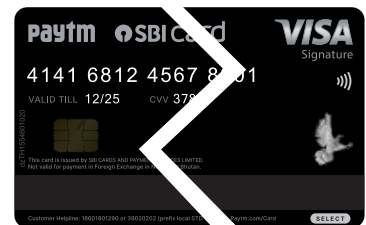
- The black magnetic strip contains important information about your card and needs special handling. Do not keep your card in an area where there is a continuous magnetic field. Do not leave it on top of your television set or near any electronic appliance
- Avoid scratching the magnetic strip
- Do not place two cards with the magnetic strips together
- Do not bend the card
- Keep your card away from heat and direct sunlight, e.g. do not leave it in a car parked in sun. These simple precautions will help protect the important information stored on the magnetic strip and ensure that you do not face any problems while using your card.

## Lost or Stolen

- Please call the SBI Card Helpline and report the loss/theft so that we can block
- Report the loss to the police and collect a copy of the complaint/FIR immediately
- Confirm the loss to us in writing along with a copy of police complaint/FIR

## Card Renewal

- A new Paytm SBI Card Select will be sent to you unless declined when the card you currently hold expires, provided your account is in good standing
- Your new SBI Card becomes valid after your present card expires
- On expiry, the card must be destroyed by cutting it into multiple pieces across the black magnetic strip



## CPP

- SBI Card introduces CPP (Card Protection Plan), India's first comprehensive card protection service for use in the event of card loss, theft and related fraud. This product is designed to help you safe-guard all your Cards with CPP. No matter where you are, make One Free Call to CPP's 24 Hour Helpline to report loss of cards or fraud. CPP will notify all your Issuers and you will not need to call them individually. It will also additionally ensure that you would not be stranded anywhere away from home as a result, by helping pay your hotel bills, travel tickets and providing you some emergency cash and helping restore your confidence and freedom! Call SBI Card Helpline at 0124-39010303 OR Sms SBICPP to 56767 to buy Card Protection Plan

# TERMS & CONDITIONS

Before you sign or use the enclosed SBI Card, please read this Agreement, as your use of the Card will be governed by the terms and conditions below:

## 1. Definitions

'You' and 'Your' shall mean the applicant whose name appears on the SBI Card application form and includes his/her heirs and assignees. 'Additional Cardholder' shall mean an individual issued a Card as per your instruction in line with clause 2.6 of this Agreement.

'Card' or 'Credit Card' or 'SBI Card' shall mean a Credit Card issued by SBI Cards and Payment Services Limited (formerly known as SBI Cards and Payment Services Private Limited) on a Card Account and which entitles a Cardholder to use the Card Account.

'Cardholder' is an individual who holds a Card under this Agreement and shall mean a Primary Cardholder and, where appropriate the Additional Cardholder. 'Card Account' shall mean an account opened and maintained by SBICPSL for the purpose of usage of the Card, under this Agreement.

'Cash Advance' shall mean any transaction whereby cash or cash equivalent is obtained by the Cardholder by use of the Card/Card number.

'Charges' shall mean all amounts charged to the Card Account under this Agreement including but not limited to purchase of goods, services or cash advances by use of the Card or a Card number, balance transfers, joining fee, annual fees, interest charges, finance charges, over limit charges, late payment charges, collection charges, maintenance charges transaction charges and service charges.

'International transactions' mean the transactions entered into by the Cardholder on his/her Card outside of India, Nepal and Bhutan.

'Merchant Establishment' shall mean any company, establishment, firm or person, wherever located and in whatever form (including the Internet), which is designated as a American Express merchant and/or with whom there is an arrangement for a Cardholder to obtain goods, services or cash advances by use of the Card or Card number and includes any establishment displaying the American Express logo which appears on the face of the Card.

'Primary Cardholder' means a Cardholder in whose name the Card Account is maintained.

'Purchase Balance' shall mean any and all amounts relating to non-cash transactions owing to SBICPSL.

'Total Outstanding', 'Outstanding' or 'Outstanding Balance' (capitalised or not, in singular or plural) shall mean any and all amounts owing to SBICPSL on the Card Account.

'SBICPSL' shall mean SBI Cards and Payment Services Limited having its registered office at Unit 401 & 402, 4th Floor, Aggarwal Millennium Tower, E 1,2,3, Netaji Subhash Place, Wazirpur, New Delhi – 110034, and shall include its successors and assignees.

## 2. THE CARD

- 2.1 You shall be deemed to have unconditionally agreed to be bound by this Cardholder Agreement by acknowledging receipt of the Card in writing or by signing on the reverse of the Card or by incurring a Charge on the Card. If you do not wish to be bound by this Agreement then you must cut the Card in half and return it to SBICPSL promptly.
- 2.2 The Card is the property of SBICPSL and must be surrendered to SBICPSL on request. The Cardholder must not permit any other person to use the Card and should safeguard it from misuse by retaining it under his/her personal control at all times.
- 2.3 Each Cardholder may be issued a personal identification number or a password (PIN) to enable use of the Card for accessing his/her Card Account on the ATM and Internet and also for availing any privilege, benefit or service that may be offered by SBICPSL on the Card. The PIN will be communicated to the

Cardholder entirely at his/her risk, who shall not disclose the PIN to any person and shall take all possible care to avoid its discovery by any person. The Cardholder shall be liable for all transactions made with the use of the PIN, whether with or without the knowledge of the Cardholder. SBICPSL reserves the right to refuse any transactions if it believes that the PIN is being misused or being used without appropriate authorisation.

- 2.4 The Card is valid up to the last day of the month of the year indicated on the face of the Card unless cancelled earlier. Upon expiry or earlier cancellation, the Card may be renewed or reinstated at the sole discretion of SBICPSL. On expiry, the Card must be destroyed by cutting it in half diagonally.
- 2.5 A Joining fee at the prevailing rate will be levied on opening of the Card Account. An Annual fee at the prevailing rate will be levied upon opening of the Card Account and then annually during the month in which the Card Account was originally opened. An Annual Additional Card fee will also be levied for each Additional Card on the Card Account at the prevailing rate. The Joining and Annual fee(s) are subject to change at the discretion of SBICPSL and are not refundable.
- 2.6 SBICPSL may, based on the Primary Cardholder's written request, issue Additional Cards to individuals nominated by the Primary Cardholder who shall be unconditionally bound by this Agreement.
- 2.7 The Primary Cardholder shall be fully liable to SBICPSL for all the Charges on his/her Card and also for those incurred by the Additional Cardholders. The Additional Cardholders shall be jointly and severally liable to SBICPSL for all the Charges even though the monthly statement of account may be sent only to the Primary Cardholder. The Primary Cardholder may at any time request cancellation of any Additional Card(s) but will continue to remain liable for any Charges on such Additional Card(s).

### 3. USE OF THE CARD

- 3.1 The Card is valid for use in India and internationally as per usage restrictions, entitlements and other conditions stipulated by Reserve Bank of India ("RBI") or any other Government authority from time to time.
- 3.2 The Card is not valid for payment in foreign exchange in Nepal and Bhutan. The currency of transaction on the Card in Nepal and Bhutan shall be the local currency or Indian Rupee.
- 3.3 The Cardholder (including the Additional Cardholder) shall strictly comply with all requirements of the foreign exchange control/management regulations issued by RBI from time to time and in the event of non-compliance, the Cardholder will be liable for action under the applicable exchange control/management regulations. Moreover, the Cardholder may be debarred from holding the Card at the instance of RBI or SBICPSL.
- 3.4 Use of the Card at Merchant Establishments will be limited by the credit limit assigned to each Card Account by SBICPSL from time to time. In case of Additional Cards issued by SBICPSL, the extent of use of all Cards so issued will be limited by the Card Account's credit limit. The Outstanding on the Card Account must not exceed the credit limit at any time. In the event of breach of this provision, the Cardholder will be charged an over limit fee at the prevailing rate. The Cardholder must repay the excess immediately. The over limit fee is subject to change at the discretion of SBICPSL. The credit limit may be revised from time to time at the discretion of SBICPSL.
- 3.5 SBICPSL may, at any time without prior notice, refuse authorisation for a Charge incurred at a Merchant Establishment, and/or restrict or defer the Cardholder's ability to use the Card and/or suspend or cancel the Card and/or repossess (directly or through a Merchant Establishment or any other third party) the Card if it reasonably believes that it is necessary to do so for proper management of credit or business risk or if the Card or the Card Account is being or likely to be misused or if the Cardholder is in violation of the exchange control/management regulations or any other applicable law or regulation.
- 3.6 The Card may be used for personal purposes and for bona fide business expenses.



- 3.7 The Cardholder shall ensure that he/she maintains a detailed record of his/her transactions on the Internet. SBICPSL is not obliged to make any independent verification with regard to order details provided by the Cardholder and shall be entitled to rely on the details submitted by the Cardholder on the Internet.
- 3.8 Some transactions may attract a service charge, in addition to the amount of the Charge, at certain Merchant Establishments. SBICPSL may also levy charges for collection of cheques, maintenance of the Card Accounts, and for other services that may be rendered to the Cardholder from time to time.
- 3.9 The Cardholder must sign and collect the Chargeslip, Cash Advance Slip or Mail Order Coupon at the time of incurring the Charge. Failure to sign a chargeslip will not avoid liability for the Charges. The Cardholder must retain his/her own copy of the chargeslips. Copies of chargeslips will not normally be provided by SBICPSL. However, at its discretion, and upon customer request, SBICPSL may provide copies thereof subject to an additional charge.
- 3.10 In relation to Charges on account of mail order or telephone or electronic commerce (e.g. on the Internet) where a chargeslip or voucher may not be available for signature, the Cardholder accepts that in the event of any dispute regarding the authenticity or validity of such a Charge, the Cardholder will first clear his/her Outstanding on the Card and then endeavour to resolve the dispute directly with the concerned Merchant Establishment.
- 3.11 Any chargeslip or other payment requisition (electronic or otherwise) received from a Merchant Establishment or any intermediary by SBICPSL for payment shall be conclusive proof that the amount recorded on such chargeslip or other requisition was properly incurred by the use of the Card by the Cardholder. Should the Cardholder choose to disagree with a Charge indicated in the monthly statement of account, the same should be communicated to SBICPSL within 10 (ten) days of the statement date, failing which it would be construed that all Charges and the monthly statement of account are entirely in order.
- 3.12 You agree that an electronic record or printout of an electronic record or a copy produced from a microfilm or a scanned /digital image of any document or Charge relating to your Card / Card Account with SBICPSL or produced from data received by SBICPSL electronically from the Merchant Establishment or from you or any intermediary, shall be conclusive evidence of that document or Charge for any purpose.
- 3.13 SBICPSL will not be responsible if any Merchant Establishment refuses to accept the Card or is unable to transact on the Card or levies a surcharge on the Card. However, the Cardholder should notify SBICPSL of this complaint. SBICPSL is not responsible or liable for any defect or deficiency in respect of goods and services charged to the Card. Any dispute should be settled directly by the Cardholder with the Merchant Establishment and failure to do so will not relieve the Cardholder of any obligations to SBICPSL. The existence of a claim or dispute shall not relieve the Cardholder of his/her obligation to pay all Charges and the Cardholder agrees to pay promptly such Charges, notwithstanding any dispute or claim whatsoever. No claim by the Cardholder against a Merchant Establishment will be the subject of a set-off or counterclaim against SBICPSL.
- 3.14 SBICPSL may, at its sole discretion, permit from time to time, its Cardholder to transfer his/her Outstanding balances ("Balance Transfer/s") on other Credit Cards and credit facilities availed by him / her from other companies and financial institutions. Balance Transfers will not be accepted from overdue status accounts or where the credit limit has been exceeded or which are greater than the Outstanding balances on such other Credit Cards and will be limited to such percentage of the available credit limit on the Card as may be determined by SBICPSL. Balance Transfer requests will also not be accepted from other SBI Card accounts. By choosing to avail of the Balance Transfer facility, the Cardholder authorizes

SBICPSL to make payments to companies / financial institutions so designated. SBICPSL, however, reserves its absolute right to refuse any Balance Transfer request. The Cardholder must continue to meet his / her obligations in respect of his / her existing credit facilities, balances of which are the subject of Transfer hereunder, until he/she has received a written intimation from SBICPSL that the Balance Transfer request has been accepted and payments have been made to the companies/financial institutions so designated. SBICPSL will not be liable for any new charges, overdue payments or interests incurred on other Credit Cards/facilities. SBICPSL may, in its discretion, stipulate additional 2S terms and conditions from time to time.

- 3.15 The Cardholder acknowledges that the privileges, benefits and facilities attached to the Card may be suspended/withdrawn by SBICPSL at its discretion at any time without liability to the Cardholder. Termination of this Cardholder Agreement shall result automatically in the termination of such privileges, benefits and facilities. SBICPSL shall not be liable in any way to the Cardholder for any defect or deficiency in any privileges, benefits or facilities provided by third party suppliers or Merchant Establishments.
- 3.16 A purchase and a cancellation of goods/services, e.g. air/rail tickets, are two separate transactions. The Cardholder must pay for the purchase transaction as it appears on the statement to avoid incurring finance charges or fees. Credit of refund on account of cancellation will be made to the Card Account (less cancellation charges) only when received from the Merchant Establishment. No cash refund will be given to the Cardholder. If a credit is not posted to the Card Account within a reasonable time, the Cardholder must notify SBICPSL within 30 (thirty) days of cancellation.
- 3.17 The onus of complying with the foreign exchange control / management regulations, baggage rules, EXIM Policy and other applicable laws, as amended from time to time, is solely that of the Cardholder and the Cardholder shall indemnify and hold harmless SBICPSL from any consequence, loss, damage, expense or any other financial charge that SBICPSL may incur and/or suffer on account of the Cardholder's contravention of any applicable law and regulation. Non-compliance with the regulations shall not be a ground for the Cardholder to delay or refuse the amounts payable to SBICPSL. In case the Card is suspended/ cancelled, whether on account of non-compliance with exchange control/management regulations or otherwise, SBICPSL will not be responsible for any attempted usage of the Card, whether in India or abroad, resulting in the Card being dishonoured and the concerned Merchant Establishment would be entitled to pick up the Card on presentation.

#### 4. CASH ADVANCES

The Cardholder may be permitted to obtain a Cash Advance from designated Automated Teller Machines (ATMs) accepting American Express cards\* and/or other permitted establishments subject to applicable terms and requirements imposed by SBICPSL from time to time. A minimum and/or maximum amount of Cash Advance that can be accessed on the Card in a single charge or in a single business day may be specified by SBICPSL periodically. The total amount that will be available for cash withdrawal at any point in time will be governed by cash limits set up periodically which will be disclosed to the Cardholder in the monthly statement of account. A cash advance fee will be levied on each such Charge and will be billed to the Cardholder.

#### 5. INSURANCE BENEFITS

- 5.1 Insurance is optional and a subject matter of solicitation. In the event any insurance cover or benefit of any insurance cover is made available to the Cardholder by an insurance company at the request of SBICPSL, the Cardholder specifically acknowledges that SBICPSL will not be liable in any manner whatsoever and that the insurance company will be solely liable for all claims thereunder. The Cardholder shall not hold.

\*As of 01/07/2020, all ATMs of HDFC Bank and IDBI Bank accept American Express cards

SBICPSL responsible for any matter arising out of or in connection with such insurance cover, whether for or in respect of any deficiency or defect in such insurance cover. Recovery or payment of compensation, processing or settlement of claims or any other matter in relation to the insurance cover shall be addressed to and resolved directly by the Cardholder with the insurance company.

- 5.2 The Cardholder further acknowledges that the insurance cover so provided will be available to the Cardholder only as per the terms of the relevant insurance policy in force and only so long as the Card Account is maintained in good standing. On the Card being suspended or cancelled for whatever reason, the benefit of such insurance cover shall automatically and ipso facto cease to be available from the date of suspension/cancellation of the Card Account.
- 5.3 The Cardholder hereby authorizes SBICPSL to require the insurance company to settle any Outstanding on his/her Card Account before payment of any compensation or claim to his/her heirs, nominees, beneficiaries, etc., under the insurance policy.

## 6. BILLING & SETTLEMENT

- 6.1 The monthly statements of account shall be sent to the Cardholder by mail unless the Cardholder specifically opts for such statements to be sent by e-mail, in which case they shall be sent at the e-mail address specified by him/her in the application or by a separate intimation. Additionally, the Cardholder may also access his/her Card Account on the Internet, as and when so enabled by SBICPSL, at its website by using his/her PIN to check his/her statement of account. If the Cardholder experiences any difficulty in accessing the electronically delivered statement of account, he/she shall promptly inform SBICPSL. The Cardholder agrees to access his/her aforesaid e-mail account at regular intervals of time. The Cardholder will not hold SBICPSL responsible for his/her not having access, for any reason whatsoever, to the information and statements of account sent to him/her via e-mail. Failure on the part of the Cardholder to receive the statement of account electronically (by e-mail or through access to the Card Account on the Internet) will not avoid his/her liability for the Charges incurred on the Card and the Cardholder shall be liable to make payment for the Charges within 30 days of incurring the Charge on the basis of his/her own record of the transaction or earlier if requested by SBICPSL.
- 6.2 SBICPSL will debit the Card Account for all the Charges incurred by use of the Card and provided for in the Agreement. Charges in respect of International Transactions incurred in foreign currency will be segregated from the Indian Rupee transactions in the statement of account. All Charges (including those in respect of International Transactions) shall be billed in Indian Rupees. The Cardholder agrees and hereby authorises SBICPSL to convert Charges in respect of International Transactions incurred in foreign currency to Indian Rupees at the applicable foreign exchange rates plus any service charges. SBICPSL will credit the Card Account for all payments made by the Cardholder to SBICPSL and also for any credit received from the Merchant Establishments in favour of the Cardholder. When the Card Account has a debit(s) or a credit(s) to be applied over a statement period as determined by SBICPSL from time to time, SBICPSL will send a monthly statement of account to the Cardholder reflecting such debit(s)/credit(s). The Cardholder's obligations and liabilities under this Agreement will not be affected in any way by non-receipt of the monthly statement of account and the Cardholder shall be liable to settle the Outstanding balance on  
the Card in due time on the basis of his/her chargeslip, noting, record or any other evidence (electronic or otherwise) of the Charge.
- 6.3 The monthly statement of account will set out, inter alia, the outstanding balance on the Card Account, minimum payment required to be made and the due date for payment. For calculation of Minimum Amount Due (MAD) and order of payment settlement, please refer to the Most Important Terms and Conditions (MITC) provided on SBI Card's Website: SBI Card Website > Home > Most Important Terms & Conditions.

- 6.4 (a) Unless the interest-free period applies as set out below, SBICPSL will levy a finance charge on any new purchase (and any related debited charge) from the day on which it is debited to the Card Account. The interest-free period for a purchase (and any related debited charge) in any statement period will apply if the Outstanding balance on the Card Account for the previous statement period (if any) is paid in full by its due date. If the Outstanding balance on the Card Account is not paid in full by its due date, a finance charge will be levied on any new purchase (and any related debited charge) from the day on which the purchase (and any related debited charge) is debited to the Card Account and on the Outstanding account balance on the Card Account from the first day of the last statement period. SBICPSL will charge interest on a Cash Advance from the day on which the Cash Advance is debited to the Card Account.
- (b) SBICPSL will ordinarily levy a finance charge on the Purchase Balance Outstanding on the Card Account on a daily basis by applying its current daily percentage rate to the amount of the Purchase Balance Outstanding at the end of each day. SBICPSL will levy a finance charge on Cash Advance balances on a daily basis by applying its current daily percentage rate to the amount of the Cash Advance balance at the end of each day.
- (c) The finance charge as above, will continue to be payable after termination of this Agreement or closure of the Card Account till Outstanding on the Card Account is cleared in full.
- (d) SBICPSL may at any time, under intimation to the Cardholder, vary the finance charge to take into account prevailing interest rates, market forces and credit and business risks.
- (e) No interest will be paid on any credit balances in the Card Account.
- 6.5 (a) The Cardholder must make payment to SBICPSL each month of at least the minimum amount due as described in clause 6.3 hereinbefore.
- (b) Punctual payment is essential and it is a condition of this Agreement that all payments must reach SBICPSL on or before the payment due date indicated in the monthly statement of account but not later than 30 days from the date of incurring the Charge in any case.
- (c) If the minimum amount due is not paid by the payment due date, a late payment fee will be debited to the Card Account.
- (d) All payments made by cheque/draft are subject to realisation. Outstation cheques/drafts are subject to a collection charge at the prevailing rate, which is subject to change at the discretion of SBICPSL.
- (e) Should any payment instrument be subsequently dishonoured, a fee will be charged respect of a dishonoured instrument. SBICPSL also reserves the right to initiate all appropriate legal action(s). Please refer to MITC for the exact fees for cheque dishonour fee and other related charges.
- 6.6 Duplicate monthly statements of account will be provided by SBICPSL to the Cardholder only for a period of six months preceding the Cardholder's request and would be subject to a service charge.
- 6.7 The Cardholder will be liable for all Charges incurred and all other obligations under the terms and conditions of this Cardholder Agreement until the Card Account is repaid in full.
- 6.8 SBICPSL may, at its sole discretion and in accordance to its internal policy and procedures or on request from the Cardholder may waive / reverse interest, fees or other charges which had been charged or levied by it to the Cardholder.
- 6.9 Notwithstanding anything inconsistent contained in any other clause of the Cardholder Agreement / Most Important Terms & Conditions (MITC), it is further stipulated that if the cardholder does not pay the minimum amount due for a period of 180 days, then the Credit Card services being provided by SBICPSL under this Agreement shall stand terminated, however the Cardholder shall continue to be liable for any

unpaid sum as on the 180th day plus any finance charges / delayed payment interest that SBICPSL may, at its sole discretion and option and in accordance to its various internal policies and procedures, levy for the period post 180 days after the payment due date.

## **7. LOST OR STOLEN CARDS**

- 7.1 In the event the Card, Card number or the PIN is lost, stolen or misused by another person, the Cardholder must report the occurrence to SBICPSL. Although loss, theft or misuse may be reported by any means, the Cardholder must confirm to SBICPSL in writing immediately after reporting the loss/theft/misuse to the police. A copy of the police complaint/First Information Report (FIR) must accompany the written confirmation.
- 7.2 If the Cardholder loses his/her Card, he/she may report the occurrence to SBICPSL on the helpline number 18605004000.
- 7.3 SBICPSL is neither liable nor responsible for any transactions incurred on the card account prior to the time of reporting of the loss of the card, and the card member will be wholly responsible and liable for the same. However it is stipulated that after receipt of proper notification of the loss by SBICPSL by any means preferably on call or in writing, the card member shall have no financial liability. Furthermore, in addition to notifying SBICPSL about the loss or theft of the card, the card member must report any thefts of cards to police and other investigating authorities and lodge a First Information Report ("FIR").
- 7.4 The Cardholder will not be liable for transactions made on the Card after receipt by SBICPSL of the written notice of the loss/theft/misuse.
- 7.5 On the loss of the Card, SBICPSL may at its sole discretion issue a replacement Card at a fee. In the event the Cardholder subsequently recovers the Card, the recovered Card must not be used and must be cut in half diagonally and returned immediately to SBICPSL and adequate care taken to prevent its misuse.
- 7.6 The Cardholder is responsible for the security of the Card, Card number and the PIN and shall take all steps towards ensuring the safekeeping thereof. In the event SBICPSL determines that the aforementioned steps are questionable (on account of the Cardholder's negligence, malafides, etc.), financial liability on account of the lost, stolen or misused Card/Card number/PIN shall be borne by the Cardholder and could result in cancellation of the Card Account.
- 7.7 As per Reserve Bank of India (RBI) mandate, dated 06 Jul'17 on Customer Protection - Limiting Liability of Customers in Unauthorised Electronic Banking Transactions, a policy is designed to ensure customer protection relating to unauthorized credit card transactions. The same is updated on SBI Card's website under "Customer Grievance Redressal Policy". The policy is based on the principles of transparency and fairness in treatment of customers.

## **8. TERMINATION**

- 8.1 The privileges of the Card may be suspended and the Card cancelled by SBICPSL, either temporarily or permanently, at any time as provided in clause 3 herein before in its absolute discretion and without giving notice thereof to the Cardholder or assigning any reason therefore. SBICPSL may list the cancelled Cards in a Cancellation Bulletin/Alert/Hot List, etc. that the Card(s) issued on the Card Account have been cancelled. The Cardholder shall agree to surrender the Card to SBICPSL or its representative, upon being requested to do so either by SBICPSL or its representative. The Cardholder must not use the Card after it has expired or has been suspended or cancelled and shall continue to be fully liable for the Charges incurred after its expiry/suspension/cancellation.
- 8.2 The Cardholder can close his/her Card Account at any time by terminating this Agreement by a written notice to SBICPSL accompanied by the return of the Card cut in half diagonally and with full settlement of all Outstanding on the Card Account.

- 8.3 Upon termination of this Cardholder Agreement for any reason whatsoever, whether at the instance of the Cardholder or SBICPSL, the Cardholder shall remain liable for all Charges incurred by the use of the Card and all amounts/Outstanding shall be due and immediately payable.
- 8.4 The Cardholder specifically acknowledges that once the Card Account is closed and privileges (including any benefits and services) of the Card stand withdrawn, reinstatement of the same is neither automatic, nor attendant and will take place solely at the discretion of SBICPSL. The Cardholder also acknowledges that the aforementioned takes precedence over any communication in this context that the Cardholder might receive during the normal course.
- 8.5 The Card Account is liable to be suspended / cancelled on instruction from any government /regulatory body. All amounts Outstanding on the Card Account shall be deemed to have immediately become due on such instructions from government/ regulatory bodies as the case may be and SBICPSL shall be entitle to recover the same in accordance with the relevant laws in force.

## 9. MISCELLANEOUS

- 9.1 SBICPSL, at its sole discretion, can appoint agents for recovery of any Outstanding on the Card or initiate any other action allowed by law for recovery of all monies owing to SBICPSL.
- 9.2 The Cardholder shall be liable for all costs associated with the collection of dues, legal expenses and decretal amounts with interest, should it become necessary to refer the matter to any agent or where legal recourse for enforcement of payment has been taken.
- 9.3 The Cardholder expressly recognizes and accepts that SBICPSL shall be absolutely entitled to sell, assign or transfer in any manner (including through the drawing of a negotiable instrument or otherwise) in whole or in part and on such terms as SBICPSL may decide (including reserving a right to SBICPSL to proceed against the Cardholder on behalf of any purchaser, assignee or transferee) the Outstanding and dues of a Cardholder to any third party of SBICPSL's choice without reference to or without written intimation by SBICPSL to the Cardholder and any such sale, assignment or transfer shall bind the Cardholder to accept such third party as a creditor exclusively or as a joint creditor with SBICPSL, but with the right to SBICPSL to continue to exercise all powers hereunder on behalf of such third party and to pay over such Outstanding and dues to such third party or to appropriate the same, as SBICPSL may decide. Any costs incurred by SBICPSL towards enforcement of its rights and recovery of Outstanding and dues shall be debited to the account of the Cardholder.
- 9.4 Where SBICPSL acts on good faith in response to any oral or electronic instruction or inquiry by the Cardholder in respect of any matter in relation to the Card, the Cardholder will not be entitled to claim or allege any loss, damage, liability, expense etc., attributable, directly or indirectly, to any such good faith action of SBICPSL and the Cardholder agrees to hold SBICPSL harmless in respect thereof.
- 9.5 The total Outstanding on the Card Account, together with the amount of any Charges effected but not yet charged to the Card Account, will become immediately due and payable in full to SBICPSL on bankruptcy or death of the Primary Cardholder and the Card Account shall immediately stand cancelled.  
The Primary Cardholder's estate will be responsible for settling any Outstanding on the Card Account and should keep SBICPSL indemnified against all costs including legal fees and expenses incurred in recovering such Outstanding. Pending such repayment, SBICPSL will be entitled to continue to levy finance charges at its prevailing rate.
- 9.6 The Cardholder hereby authorizes SBICPSL or its representatives to contact his/her employer, banker or any other source to obtain and/ or verify any information or otherwise that may be required.
- 9.7 SBICPSL reserves the right to add to or change these terms and conditions and revise policies, benefits and features offered on the Card at any time, without limitation to changes which affect existing balances,



finance charges or rates and methods of calculation. The Cardholder will be notified of any such changes. By keeping or using the Card after notification, the Cardholder is deemed to have agreed to the amendment/change. If the Cardholder does not agree with any amendment of the terms and conditions or any other change related to the Card or benefit made available on the Card, he/she may cancel the Card by cutting it in half diagonally and returning both halves to SBICPSL.

- 9.8 If required by law to do so or if considered necessary to do so for proper management of credit or business risk, SBICPSL reserves the right to disclose any and all Cardholder information, including default in any payments, to any court of competent jurisdiction, quasi judicial authority, law enforcement agency, relevant wing of the Central Government or State Government, Cardholder's employer, State Bank of India, any other card issuer, credit reference agency, financial institution or any company which is an affiliate or associate or parent or subsidiary of SBICPSL. The Cardholder acknowledges that information on usage of credit facilities by customers are also exchanged amongst banks and financial institutions which provide credit facilities and the Card may be cancelled on receipt of any adverse market information in relation to the Cardholder without any liability on SBICPSL to disclose any details thereof to the Cardholder.
- 9.9 The Cardholder authorises disclosure of his/her Card Account information by SBICPSL to any third party engaged to provide any service in connection with operation of the Card Account and/or marketing of various services. The Cardholder agrees to SBICPSL sending, from time to time, marketing offers and/or promotional mailers to him/her at his/her postal or e-mail address, unless he/she has specifically opted not to so receive, in which event SBICPSL will be entitled reasonable time to stop sending such offers.
- 9.10 The Cardholder hereby agrees that the Card application and copies of all documents submitted in support thereof and for the ongoing operation of the Card Account by the Cardholder to SBICPSL are and shall remain the sole and exclusive property of SBICPSL, and SBICPSL shall not be obliged to return the same to the Cardholder upon his/her request or upon termination of this Agreement.
- 9.11 In the event that the Cardholder delays or is unable to settle the Outstanding on the Card in terms of this Agreement, SBICPSL is hereby authorised by the Cardholder to set-off and adjust any such Outstanding against any amount that may be payable by SBICPSL, in any capacity, to the Cardholder on any account whatsoever.
- 9.12 The Cardholder agrees that SBICPSL may send him/her reminders from time to time for settlement of any Outstanding on his/her Card Account by post, fax, telephone, e-mail, cellular phone, SMS messaging and / or engage third parties to remind, follow up and collect his/her Outstandings on the Card Account.
- 9.13 The Cardholder agrees to comply with all applicable laws and regulations from time to time which govern or may be affected by the use of the Card.
- 9.14 The forbearance, delay or failure on the part of SBICPSL to exercise any right under this Agreement shall not operate as waiver of such a right nor preclude any further exercise of that right.
- 9.15 Without in any way limiting the above, SBICPSL shall not be liable or responsible to the Cardholder for any loss, damage, expense, claim or liability arising directly or indirectly out of:
  - (a) any defect or deficiency in any goods and services purchased on the Card or availed as a benefit, privilege or facility attached to the Card;
  - (b) refusal by or inability of a Merchant Establishment to honour or accept the Card;
  - (c) non or malfunctioning of any Terminal Device, Website, Server Client machine;
  - (d) handing over of the Card by the Cardholder to any unauthorised person;
  - (e) any statement made by any person requesting return of the Card or any act performed by any person in conjunction therewith;

- (f) any injury to the credit, character and reputation of the Cardholder alleged to have been caused by the repossession of the Card and/or request for its return;
- (g) SBICPSL complying with any request made by the Additional Cardholder in relation to the Card Account;
- (h) the exercise of any right by SBICPSL seeking surrender the Card prior to the expiry of the date mentioned on the face of the Card whether such demand and surrender is made and /or asked by SBICPSL or any person or Terminal Device;
- (i) exercise of SBICPSL's right to terminate any Card;
- (j) decline of any charge by SBICPSL because of the Cardholder exceeding his/her foreign exchange entitlements or usage restrictions as prescribed by RBI guidelines issued from time to time; and
- (k) if any demand or claim for settlement of Outstanding dues from the Cardholder is made by SBICPSL or any other person for and on behalf of SBICPSL, the Cardholder acknowledges that such an act shall not amount to an act of defamation or an act prejudicial to or reflecting upon the character of the Cardholder in any manner.

- 9.16 The Cardholder is aware of all security risks, including possible third party interception of any of his/her transactions and statements of account on the Internet and the contents of his/her transactions or statements of account becoming known to third parties. The Cardholder agrees and undertakes that he/she shall not hold SBICPSL liable therefore in any way. The use and storage of any information, including without limitation, the Card number, PIN, password, account information, transaction activity, account balances and any other information available on the Cardholder's Internet access device or computer is at his/her own risk and responsibility.
- 9.17 Any notice given by SBICPSL hereunder will be deemed to have been received by the Cardholder within 7 days of posting to the Cardholder's address last notified in writing to SBICPSL or, where specifically requested, within 24 hours of sending the same via e-mail at the e-mail address specified by him/her. Any notice may also be sent by fax or communicated verbally and confirmed in writing by post or fax. SBICPSL shall not be held accountable for delays in receipt of notices by post. In the event of any change in the Cardholder's e-mail and/or employment and/or office and/or residential address and/or telephone numbers, the Cardholder shall inform SBICPSL promptly in writing or by email and must confirm the same by mail or fax.
- 9.18 The value proposition of the co-brand product may be funded jointly by SBI Card and the co-brand partner basis the financial arrangement between both the parties. Accordingly, there may be fee and revenue sharing between the two parties.

## **10. Governing Law and Arbitration**

- 10.1 The Cardholder Agreement shall be governed by the laws of India and the courts of Delhi.
- 10.2 Any dispute, difference and/ or claims arising out of in connection with or in relation to this Agreement, shall be settled by arbitration in accordance with the provisions of the Arbitration and Conciliation Act, 1996 and any subsequent statutory amendment, if any, to the Act , by a sole arbitrator, whose appointment shall be made at the instance and discretion of the SBICPSL. The arbitrator appointed shall be competent to decide whether any matter or dispute or difference referred to the arbitrator falls within the purview of arbitration as provided for in this clause and/or should be decided under the Arbitration and Conciliation Act, 1996.
- 10.3 Any arbitration award granted shall be final and binding on the Parties. The venue and seat of the Arbitral Tribunal shall be at New Delhi.
- 10.4 This Clause 10 shall survive termination of the Cardholder Agreement.



## 11. Rewards Program:

1. The SBI Card Rewards Program ("the Program") allows eligible SBI Cardholders ("Cardholder/s") to accumulate points ("Points") from spending on their SBI Card, as determined by SBI Card and Payment Services Limited ("SBICPSL") from time to time.
2. The Points earned by an Additional Cardholder will accrue to the account of the Primary Cardholder
3. Definitions:
  - "Rewards" means the Reward Points, subject to certain limits mentioned below, provided by SBICPSL on the Card Account based on Eligible Transactions.
  - "Eligible Transaction" means a transaction (not being cash withdrawal, cash advance, loan or any other category of transactions as may be decided from time to time by SBICPSL at its sole discretion) successfully entered into using the Paytm SBI Card / Paytm SBI Card SELECT and not charged back. Specific exclusions are mentioned in the Terms below (Refer to "Terms & Conditions: General Conditions")
  - "Promoted Category" means a category of transactions either promoted as part of the value proposition as "Accelerated Rewards Category" or promoted from time to time by and/or subject to sole discretion of SBICPSL
  - The promoted categories defined from time to time shall have the same meaning as ascribed to the categories by Networks under their respective Merchant Category Codes. (i.e.) The franchisees have listed qualifying criteria for merchant establishments to qualify to be listed under a specified category (like departmental stores, groceries etc.)  
The merchant establishment needs to have accordingly qualified and hence listed in the Promoted Category, for the transaction to be eligible for the specific Reward Points mentioned in the Terms and Conditions.

### 11.1 General Terms & Conditions:

1. Rewards Accumulation will be as per the T&C mentioned in section 2 (Points Accumulation under the Program)
2. Cardholders will be eligible for Percentage valueback will be earned by Cardholders in the form of Reward Points on minimum transaction size of Rs. 100 each.
3. Fraud and abuse relating to earning and redemption of points in the program will result in the forfeiture of the points as well as termination of the SBI credit card account. SBICPSL or its merchant establishments for administrative and/or marketing purposes may use information supplied by a Cardholder on the redemption of rewards.
4. In case any Reward Points have been wrongfully availed or erroneously awarded and if the same have been redeemed, then it can be adjusted back as statement debit on the card account.
5. The Reward Points that are accrued on your Card account shall be immediately forfeited on the occurrence of any of the following events:
  - The Cardholder fails to make the Payment on the card which is due for a period greater than 90 days.
  - The Cardholder fails to make payment of the outstanding dues on its Card Account and opts for settlement of the outstanding payment due on the Card account.
  - The Cardholder is found to be involved in a fraud on its own Card account after an investigation is carried out by SBICPSL.
  - The Cardholder's failure to comply with the regulatory norms.
  - In the event of death of the Cardholder.

6. In the event that the Cardholder does not initiate any transaction on his card for a period of 13 consecutive months, the Reward Point balance shall be forfeited at the end of the 13th month.
7. In the event that the Cardholder misses two consecutive payments, the rewards points that were accrued during the first cycle for which payment was not made will be forfeited.
8. In the event of a voluntary closure of the Card account by the Cardholder, the unutilized Reward Point balance shall be forfeited after a period of 30 days from the date of closure of the Card Account.
9. Any taxes or other liabilities or charges payable to the government or any other authority or any participating merchant establishment which may arise or accrue to a cardholder by redemption as aforesaid or otherwise as a result of the program shall be to the sole account of the cardholder.
10. SBICPSL reserves the right to cancel, change or substitute the rewards or the rewards conditions or the computations of points or terms and conditions of the program anytime. SBICPSL can suspend or terminate the program any time it deems necessary. In such a case SBICPSL will intimate the cardholder and give them an option to redeem the accumulated points.
11. Gifts/e-Gift Vouchers once redeemed by the cardholder, shall not be cancelled.
12. In the event of no availability of a Product, SBICPSL shall have right to send an alternate model offered by the brand which shall be of same or more value.
13. SBICPSL makes no warranties or representations either expressed or implied with regard to the type, quality or fitness of the goods and services provide by the participating merchant establishment under the program.
14. The Program does not in any way amend the Cardholder agreement between SBICPSL and the cardholder and any term referenced but not defined herein may be interpreted in accordance with the cardholder greement.
15. In case of any dispute, decision of SBICPSL shall be final and binding.
16. Any disputes arising out of with respect to this Program shall be subject to arbitration under the Indian Arbitration and Conciliation Act, 1996 including any statutory amendments carried thereof. Arbitration shall be conducted by a sole arbitrator appointed by SBICPSL for this purpose and the award of the arbitrator shall be final and binding on the cardholder and SBICPSL. The place of arbitration shall be at New Delhi and the language of arbitration shall be English.
17. The Program shall be governed by and construed under the laws of India and the parties to a dispute shall subject themselves to the jurisdiction of courts of Delhi.
18. SBICPSL acts in good faith in response to any oral or electronic instruction or enquiry by the Cardholder in respect of any matter in relation to this program and fulfillment of any reward. The cardholder will not be entitled to claim or allege any loss, damage, liability, expense etc. attributable directly or indirectly, to any such good faith action of SBICPSL. All queries to the program may be addressed to:

**The MANAGER Customer Services**  
**SBI Cards and Payment Services Limited**  
**P.O. Bag No 28**  
**New Delhi**

## Points Accumulation under the Program:

### Terms & Conditions:

1. Cardholders will be eligible for Percentage valueback will be earned by Cardholders in the form of Reward Points on minimum transaction size of Rs. 100 each.
2. Valueback Eligibility:
  - Paytm SBI Card SELECT cardholders are eligible for 5% Valueback on all Travel, Movies and Mall purchases through Paytm App
  - Paytm SBI Card cardholders are eligible for 3% Valueback on all Travel, Movies and Mall purchases through Paytm App
  - Both, Paytm SBI Card & Paytm SBI Card SELECT Cardholders are eligible for 2% Valueback on all other purchases through Paytm App
  - Paytm SBI Card & Paytm SBI Card SELECT Cardholders are eligible for 1% Valueback everywhere else
3. The accelerated categories will be defined basis the Paytm's Merchant Identification Number (MID) or Terminal Identification Number (TID) for each category on a best effort basis, as defined by Paytm. SBICPSL will have the obligation to promptly add any MID / TID as informed by Paytm for accelerated Rewards. However, SBICPSL retains the right to not add such MIDs / TIDs for retrospective transactions
4. In case of Paytm SBI Card SELECT, welcome benefit worth Rs. 750 is provided to the cardholder upon card activation (i.e. completion of one settled retail transaction on card account) in the form of Reward Points
5. All UPI transactions made using Paytm SBI Card and Paytm SBI Card SELECT will accrue 1% Valueback
6. Reward Points will not be applicable for spends done on any Wallet Load (Paytm or any other App) as well as fuel spends (MCC 5172, 5541, 5542, 5983)

### Terms & Conditions: General Conditions

1. Under the Rewards Program, following charges/ transactions / activities are not eligible for accruing Points:
  - Balance Transfers, Balance Transfers on EMI.
  - Cash advances (Domestic and Foreign)
  - Easymoney
  - Encash
  - Dial a Draft
  - ATM Withdrawals
  - Financial charges (e.g. late payment fees, dishonored cheque charges, service fees, transaction charges)
  - e-Wallet loading transactions identified under MCCs 6540 and 6541 on best effort basis w.e.f 1st July 2020.
  - Purchases at petrol pumps/service stations
  - Any charge incurred prior to his/her enrollment date
2. Identification of eligible & non-eligible transactions on merchants for the purpose of Accelerated Rewards shall be done by SBICPSL on a best effort basis
3. Transactions identified under MCCs 6540 and 6541 will not earn Reward Points. The MCC parameters considered for identification are defined by Network partners (Visa, MasterCard and Rupay).
4. The Reward Points awarded for the following transactions /activities, will be reversed:

- Transactions pertaining to returned goods or services.
  - Billing disputes; i.e., In case a customer raises a dispute with SBICPSL regarding the happening of a particular transaction for which he/she has been awarded Reward Points and the dispute has been settled in favor of the customer, then SBICPSL shall reverse the points awarded to the customer with respect to the transaction.
  - Flexipay w.e.f 20th November 2020;
  - Merchant EMI i.e. EMI availed at the time of purchase at Merchant establishment or websites, w.e.f 20th November 2020;
5. In the event of Foreclosure of Flexipay/ Merchant EMI, no Reward Points will be credited back in any scenario.
  6. All identification of eligible & non-eligible transactions regarding Rewards by SBICPSL are on a best effort basis & may be subject to technical glitches.
  7. SBICPSL will mail the primary cardholder in the monthly statement of account in respect of the SBI card of the number of points accumulated immediately preceding the closing date for the said monthly statement.
  8. The points do not constitute property of the cardholder and are not transferable by operation of law or otherwise to any person or entity.
  9. Points can only be accumulated for a period of 24 months from the date of the accrual of Reward Point under the rewards program. Any points not used by the end of the stipulated 24 months shall lapse and be forfeited.
  10. In the event the SBI Card is voluntarily closed by the cardholder, the points accumulated on his/her SBI card account can be redeemed within 30 days of closure, otherwise these will automatically lapse. In the event of cancellation of the SBI Card for any other reason, all the points accumulated will stand forfeited, but may be reinstated at the discretion of SBICPSL if the use of SBI Card is reinstated.
- 11.2 Points Redemption under the Program – General Terms & Conditions:
1. The SBI Card must not be overdue, suspended, blocked, canceled or terminated by SBICPSL at the time of redemption request.
  2. Reward redemption is not applicable on cardholder accounts where cardholder had not furnished updated KYC for periodical updation.
  3. The points accrued can only be redeemed by the Primary Cardholder and not by an Additional Cardholder (Add On Card).
  4. Points accumulated by a cardholder on an SBI card cannot be combined or used in conjunction with points of his/her other SBI cards at the time of redemption or transferred to any other customer loyalty program unless otherwise notified by SBICPSL.
  5. Redeemed Rewards are not exchangeable for other rewards or refundable. Once exchanged for any partner loyalty program, points cannot be transferred back. All Rewards are subject to availability and certain restrictions may apply. The redemption procedure and additional terms and conditions for each item are set forth in the redemption certificates/vouchers issued to the cardholder.
  6. Other SBI card benefits which are activated by use of the SBI card do not apply to goods or services received as rewards under the program.
  7. The number of Reward Points earned on spends may differ on different segments of credit cards and SBICPSL reserves the right to decide the Reward Points required by the Cardholder to avail the Reward Catalog offerings for each segment of credit cards offered by SBICPSL.

### Delivery of Gifts:

SBICPSL reserves the right not to accept returns or change of correct and functional goods/services after a complete delivery has been made to the correct mailing address and accepted by the Cardholder. Any additional meals, transportation, accommodation arrangements, couriers or other costs incurred in connection with redemption of any reward will be the sole responsibility of the cardholder. Quality of goods/services is the sole responsibility of suppliers / manufacturers in accordance with their warranty and services terms and conditions if any.

The fulfillment agency will make such delivery within 15 Calendar days of receipt by SBICPSL of the redemption request on a best-effort basis. In case of goods shortage or upon expiration of the rewards catalogue, the delivery may be subjected to certain delay. All delivery disputes will be entertained within 30 days from the date the request has been made for the redemption.

SBICPSL is not liable for any delay or loss or damage of goods in delivery of redeemed Gifts.

The fulfillment agency will try to deliver your redeemed item/s as early as possible but in view of the COVID 19 pandemic outbreak, delivery may be delayed or impacted. Inconvenience is deeply regretted.

In case the gift received is damaged/incorrect/incomplete, the Cardholder shall get in touch with SBI Card Customer care at 1860 180 1290, 1860 500 1290, 39 02 02 02 (prefix local STD code) or 1800 180 1290 or click here to email us within 02 days of receipt of the same. In case the Cardholder fails to inform the issues within the given period of 2 days, then SBICPSL shall have the right to reject to entertain such grievances from the Cardholder.

### Negative Reward Points:

1. The modifications to the Reward policy regarding 'negative Reward Point' will be effective from 20th November 2020.
2. Any negative balance in the rewards account of the Cardholder will be considered as an outstanding due to the Cardholders Account and as such the credit card account cannot be closed.
3. The negative Reward Points shall be adjusted (without any further prior notice) against any new Reward Points earned by the Cardholder until the entire negative reward balance has been adjusted, against the specific Reward Program under which such accumulation of Rewards / Cashback has been done
4. In case a Cardholder having negative rewards points intends to voluntarily close the credit card account, then the equivalent value of such negative Reward Points will be automatically converted to statement debit and required to be paid by the Cardholder along with any other dues.
5. In case a Cardholder having negative rewards points intends to flip to any other card category / segment, then the equivalent value of such negative Reward Points will be automatically converted to statement debit and required to be paid by the Cardholder along with any other dues.

### 11.3 Terms & Conditions: Super Saver Membership

#### General Terms and Conditions:

1. Enjoy complimentary Super Saver Membership
2. Super Saver Membership is provided upon card activation i.e. post first settled retail transaction on cardholder account
3. The Super Saver Membership and Welcome Benefit of Rs. 750 Valueback (Only for Paytm SBI Card SELECT cardholders) will be awarded to the customer within 30 working days of first transaction settlement

Following are the terms and conditions ("Terms") for Super Saver Subscription. These Terms are between Cardholder and One97 Communications Limited and/or its affiliates ("Paytm") and governed by

respective rights and obligations of Paytm. Please note that Cardholder's use of the Paytm website and Super Saver Subscription are also governed by the agreements listed below (details available for reference on <https://paytm.com/about-us/our-policies/#tandc>), as well as all other applicable terms, conditions, limitations, and requirements on the Paytm website, all of which (as changed over time) are incorporated into these Terms. With signing up for Super Saver Subscription, Cardholder agrees to accept the terms, conditions, limitations and requirements including and not limited to the below -

- Paytm Terms & Conditions
- Paytm Privacy Policy

For having a better understanding of the type of the services & offers available as part of Super Saver Subscription please refer <https://paytm.com/offer/paytmfirst/>

#### Membership Plan

- Complimentary Super Saver Membership is provided to Paytm SBI Card and Paytm SBI Card SELECT Cardholders upon card activation i.e. post first settled retail transaction on Cardholder Account
- Also, Paytm SBI Cardholders are eligible for a complimentary Super Saver Membership on renewal on achieving annual milestone retails spends of Rs. 1 Lakh
- Membership Plan shall be valid for a period of 12 months from its date of activation for Cardholder. For example, if Cardholder has activated the plan on 10th of January 2020, the membership will end on 10th of January 2021.
- Membership Plan will be terminated after the end of 12 months.
- Cardholder can choose to avail Membership Plan and subscribe for auto renewal on an annual basis only and it shall be automatically renewed upon the expiry of the 12 months period. For example, if Cardholder has activated the plan on 10th of January 2020, then the membership will be automatically renewed on 10th of January 2021
- Cardholder shall have the option to cancel Super Saver Subscription Auto Renewal any time or elect to auto-renew his/her membership on different plan (if any) which is offered solely at the discretion of Paytm
- The 12 months Membership Plan is being made purely on a best effort basis
- Nothing contained herein amounts to a commitment by Paytm to launch or offer, similar or other Super Saver Membership plans
- The offers extended in the Super Saver Membership are by different third parties. Paytm is not responsible for the third party offers. Therefore, Paytm may change and/or remove the offerings in the Super Saver Membership from time to time at its sole discretion.
- Paytm reserves the right to amend these and the terms and conditions of Super Saver Membership including the price changes from time to time.
- Super Saver Membership Subscription cannot be cancelled, however, Paytm reserves the sole discretion to do so on a case to case basis.

#### 11.4 Super Saver Subscription Auto Renewal Cancellation

The auto renewal of the Super Saver Membership shall be annual. Cardholder may cancel the subscription to Super Saver Membership auto renewal anytime before the renewal period begins.

#### Other Limitations

- Paytm & SBICPSL reserve the right to accept or refuse membership in their respective discretion.
- Paytm & SBICPSL may send Cardholder email and other communications related to Super Saver Membership (regardless of any settings or preferences related to your Paytm account).

- Cardholder may not transfer or assign his/her Super Saver Membership or any Super Saver Membership benefits, including promotion codes for First memberships or benefits, except as allowed in these terms.
- Super Saver Members are not permitted to purchase products for the purpose of resale, rental, or to ship to their customers or potential customers using First benefits.
- Some Super Saver Membership benefits may require certain purchase thresholds, have quantity or shipping address limitations, or require members to meet specified criteria in order to access them.
- From time to time, Paytm may choose in its sole discretion to add or remove Super Saver Membership benefits.

### Agreement Changes

Paytm may in its own discretion change these Terms, Paytm's Conditions of Use and Privacy Notice, or any aspect of Super Saver Membership, without notice to Cardholder. If any change to these terms is found invalid, void, or for any reason unenforceable, that change is severable and does not affect the validity and enforceability of any remaining changes or conditions. CARDHOLDER'S CONTINUED MEMBERSHIP AFTER PAYTM CHANGES THESE TERMS CONSTITUTES CARDHOLDER'S ACCEPTANCE OF THE CHANGES.

### Termination by Paytm

Paytm may terminate Cardholder's First membership at their respective discretion without notice and will not be liable to refund any amount to the Cardholder for the same. Paytm may terminate the Cardholder's Membership in relation to conduct that Paytm determines, in its discretion, violates these Terms or any applicable law, involves fraud or misuse of the First membership, or is harmful to Paytm's interests or another user.

### Limitation of Liability

IN ADDITION TO OTHER LIMITATIONS AND EXCLUSIONS IN PAYTM'S CONDITIONS OF USE, PAYTM'S TOTAL LIABILITY, WHETHER IN CONTRACT, WARRANTY, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE, WILL NOT EXCEED THE LAST MEMBERSHIP FEE CARDHOLDER PAID. THIS LIMITATION OF LIABILITY WILL APPLY TO THE FULLEST EXTENT PERMITTED BY LAW AND WILL SURVIVE CANCELLATION OR TERMINATION OF YOUR FIRST MEMBERSHIP.

### Disputes

In the event of any dispute arising out of or in relation to this Terms and Conditions, including any question regarding to its existence, validity or termination, Cardholder shall first seek settlement / resolution of that dispute through the grievance redressal cell with Paytm. If within 14 days of grievance redressal, Cardholder feels that he/she did not get a satisfactory response from Paytm Cardholder shall approach for mediation / conciliation with Paytm and which shall be carried out at Paytm's premises in accordance with the mediation rules.

Any dispute or claim, not settled by mediation / conciliation and relating in any way to these Terms or Cardholder's use of Super Saver Membership, will be resolved by binding arbitration, under the Arbitration and Conciliation Act (amended) and Indian Arbitration Rules shall apply.

To begin an arbitration proceeding, Cardholder must send a letter requesting arbitration and describing his/her claim to Paytm and the arbitration will be conducted by under its rules. Paytm and Cardholder agree that any dispute resolution proceedings will be conducted only on an individual basis. Paytm and Cardholder also both agree that Cardholder or Paytm and Cardholder may bring suit in court to enjoin infringement or other misuse of intellectual property rights.

### 11.5 Cyber Fraud Insurance

- a. Paytm SBI Card and Paytm SBI Card SELECT Cardholders are covered up to Rs. 1,00,000 & Rs. 2,00,000 of financial loss incurred due to fraudulent usage of your Credit Card. This protects the cardholder against the misuse of his/her Credit Card



- b. In case of loss / damage of your Paytm SBI Card or Paytm SBI Card SELECT you will have to apply for a replacement card and pay the fee as applicable at that time. This protection is insured by ICICI Lombard General Insurance Company Ltd. SBI Card and Payment Services Limited ("SBI Card") is only acting as a group policy administrator for this particular policy. SBI Card does not accept any responsibility for ICICI Lombard's actions or decisions. SBI Card holds no warranty & makes no representation about claims processing. ICICI Lombard is liable for claims processing as per the terms and conditions of this policy. Conditions apply
- c. General Conditions
- Gross Negligence is not covered
  - Any claim due to deliberate breach of law would not be payable
  - Only chip & pin based cards are covered under this policy
  - Claims should be reported within 45 days from fraud transaction date. Additionally, cardholder needs to provide all relevant inputs for SBICPSL & ICICI Lombard's investigation
- d. Key Exclusions
- Lost Card Liability:
  - Reporting Period: 3 days pre-reporting and 7 days post-reporting
  - PIN based transaction (ATM, Telephone) are not covered
  - Pre-Delivery Fraud and loss in transit is not covered
  - Any claim due to violation of law is not payable
- e. The Insured must cancel his/her Card as soon as practicable, but in any event not more than 3 days, after receipt of notification of the unauthorized access or theft
- f. All losses arising from breach of 2nd level authorizations are not covered
- g. FIR has to be mandatorily submitted in case of lost card in India. For lost cases happened in foreign location, instead of FIR, cardholder needs to provide all relevant inputs for SBICPSL & ICICI Lombard's investigation
- h. Claim should be intimated to ICICI Lombard within 45 days from date of fraudulent transaction. Additionally, cardholder needs to provide all relevant inputs for SBICPSL & ICICI Lombard's investigation
- i. All supporting claim documents to be submitted within 60 days of claim intimation to ICICI Lombard subject to at least partial documents being received within 60 days from claim registration
- j. Claim documents to be submitted within 60 days of claim intimation to ICICI Lombard subject to partial document is received within 60 days from claim intimation date else claim will be rejected in view of claim documents not received
- k. Internet Banking Frauds is defined as fraudulent transactions being made on the internet by use of lost/stolen cards.
- (a) Counterfeit Cards
- Skimming - Any Fraudulent Use of Paytm SBI Card or Paytm SBI Card SELECT where property, labor or services are sold and delivered by a merchant to an individual purporting to be the cardholder using telephone, fax machines, postal services or a computer based system or network
  - Counterfeit Card shall mean a Paytm SBI Card or Paytm SBI Card SELECT which has been embossed or printed so as to pass off as a Card issued by the SBICPSL which is subsequently altered or modified or tampered without consent of the SBICPSL
  - Any losses arising due to SBICPSL server hacking or data breaching at bank will not be covered under the policy



- Losses arising out of duplicate or counterfeit cards as issued by the SBICPSL created without the Paytm SBI Card and Paytm SBI Card SELECT Cardholder's knowledge
- The Insured must cancel his/her card as soon as practicable, but in any event not more than 3 days, after receipt of notification of the unauthorized access or theft
- Reporting Period - 3 days pre-reporting and 7 days post-reporting
- Claims should be reported within 45 days from fraud transaction date. Additionally, cardholder needs to provide all relevant inputs for SBICPSL & ICICI Lombard's investigation
- Claim documents to be submitted within 60 days of claim intimation to ICICI Lombard subject to partial document is received within 60 days from claim intimation date else claim will be rejected in view of claim documents not received

#### (b) Online Fraud Protection

- Phishing/ account takeover - Any fraudulent loss or damage arising due to Information obtained by Unauthorized Access to sensitive information such as usernames, passwords and any card details by masquerading as a trustworthy entity in an electronic communication which is not owned, operated or contracted by the Insured or SBICPSL
- The policy covers all online fraudulent utilization of Credit Cards using the authorized CVV (Card Verification Value Code) issued to the Cardholder by the SBICPSL
- Reporting Period - 3 days pre-reporting and 7 days post reporting
- Password based transactions are not covered.
- All losses arising from breach of 2nd level authorizations are not covered.
- The Insured must cancel his/her Card as soon as practicable, but in any event not more than 3 days, after receipt of notification of the unauthorized access or theft.
- Any losses arising due to SBICPSL server hacking or data breaching at bank will not be covered under the policy.
- Losses arising out of duplicate or counterfeit cards as issued by SBICPSL created without the Cardholder's knowledge.
- Insurer will not make any payment for any claim directly or indirectly arising from, or occasioned by, or due to:
  - Loss incurred by the cardholder because of misuse of debit card at any site not having
  - authorized Verisign Security status or any other equivalent security status at any point in time for the entire period of the insurance.
  - Any failed/ duplicate/ declined transactions by host website/ authorized bank
  - Any errors made by the host Website/ authorized bank.
- Internet Banking Frauds is defined as fraudulent transactions being made on the internet by use of lost/stolen cards
- Claims should be reported within 45 days from fraud transaction date. Additionally, cardholder needs to provide all relevant inputs for SBICPSL & ICICI Lombard's investigation
- Claim documents to be submitted within 60 days of claim intimation to ICICI Lombard subject to partial document is received within 60 days from claim intimation date else claim will be rejected in view of claim documents not received
- Claims Procedure: In the event of a loss.
  - File a police report "FIR" within 24 hours of discovering unauthorized charges or ATM withdrawals.
  - Report the theft or loss or fraud on your Credit Card, unauthorized charges made when Credit Card is in

your possession to SBI Card within 24 hours of discovering such theft or loss.

- Call ICICI Lombard at 1800 2666 to register a claim within 15 days of loss or counterfeit of card.
- Fill up, sign and submit the signed claim form to ICICI Lombard along with list of documents, within 30 days of making the original claim on the below address:

ICICI Lombard General Insurance Co. Ltd

PA- Cards Claims

Plot No. 12, ICICI Bank Towers,

Near Wipro Circle Nanakramguda,

Gachibowli, Hyderabad-500032

- Claim can be intimated, documents can be uploaded and status tracking can be done on the below link - <https://www.icicilombard.com/IL-Health-Care/Customer/ClaimIntimationOnlineTracking>

#### 11.6 Terms & Conditions: Domestic Lounge

- Paytm SBI Card SELECT Cardholders are eligible for 4 domestic lounge access in a year capped to 1 access per quarter
- Refer Visa Lounge Program Terms and Conditions on [https://www.visa.co.in/en\\_in/visa-offers-and-perks/visa-airport-lounge-access-program/114566](https://www.visa.co.in/en_in/visa-offers-and-perks/visa-airport-lounge-access-program/114566)
- Visa reserves the right at any time, without prior notice to add, alter, modify or change list of lounges under this program applicable for Paytm SBI Card SELECT

#### 11.7 Terms & Conditions: Priority Pass

- Cardholder(s) can request for Priority Pass through customer helpline numbers: 1860 180 1290/1860 500 1290 or 39020202 (Prefix Local STD code).
- Priority Pass will be delivered to your billing address within 10 days of receipt of request.
- The standard membership of the Priority Pass Program is provided only to the primary Cardholder of Paytm SBI Card SELECT ("SBI Cardholder").
- Membership details and charges are as given below;

Particulars	Domestic Priority Pass Lounges (Within India)	International Priority Pass Lounges (Within India)	International Priority Pass Lounges (Outside India)
Membership Fee <sup>^</sup>	Complimentary	Complimentary	Complimentary
Complimentary Visits	-	-	-
Visit Charges	USD 27+ Applicable Taxes per visit	USD 27+ Applicable Taxes per visit	USD 27+ Applicable Taxes per visit
Guests Charges	USD 27+ Applicable Taxes per visit	USD 27+ Applicable Taxes per visit	USD 27+ Applicable Taxes per visit

<sup>^</sup> Membership fees is complimentary for first two cardholder membership years

- There are no complimentary visits for Paytm SBI Card SELECT cardholders.

- Charges for Priority Pass usage will be levied directly in the Cardholder's statement post 30 to 60 days of the visit.
- Exchange rate applied to the charge would be the Exchange rate applicable on the day of the debit to the cardholder's card account and not as on date of usage of the Priority Pass.
- Lounge access is conditional upon presentation of a valid Priority Pass card only and Paytm SBI Card SELECT would not be accepted on behalf of Priority Pass card.
- On presenting the Priority Pass card in the lounges, an imprint/electronic swipe of the card would be done to take the time of visit for the cardholder and the accompanying guests.
- In the event of Cardholder cancelling or not renewing his/her SBI Card account the Priority Pass Membership ceases to exist for the Cardholder.
- Priority Pass Card is not transferable and cannot be used by anyone other than the Primary Cardholder.
- The Priority Pass Card is not a payment card or a proof of credit worthiness of the Cardholder and attempts to use the same are not permitted.
- All participating lounges are owned by third party operators.
- The Cardholder needs to abide by the rules and regulations of the visited lounge.
- The lounge access is subject to the Terms and Conditions of Priority Pass and can be changed from time to time without prior notification to the Cardholder.
- To avoid overcrowding, participating lounges may reserve the right to fix a maximum stay policy.
- Neither participating lounges are obligated to announce flights nor SBICPSL/Priority Pass Group of Companies shall be held responsible for direct/indirect loss arising to the cardholder or their guests failing to board the aircraft on time.
- Lounge access is subject to the Cardholder holding a valid ticket of travel on the same day in an airline flying out of the airport in which the lounge is present.
- The provision of free alcoholic drinks is at the discretion of each lounge operator and in some cases may be limited. In such cases the cardholder is liable to pay for additional consumption.
- Accompanying children are subject to full guest fee unless otherwise stated in the lounge listing.
- Any infant who causes upset to other users may be asked to vacate the lounge facility.
- SBICPSL or Priority Pass Ltd. would not be responsible for any dispute arising between the cardholder and/or the guest with the third party lounge operator.
- SBI Card reserves the right to alter, change or withdraw the feature at any time without due notice to the Cardholder.
- SBI Card or Priority Pass are not responsible for the non-availability or loss arising due to non-availability of lounge or associated services.
- Lost/Stolen and damaged Priority Pass plastics need to be intimated to SBI Card for a fresh card to be issued.
- For complete terms and conditions, please visit [www.prioritypass.com](http://www.prioritypass.com).

#### 11.8 Terms & Conditions: Milestone Gift Voucher

- By availing this offer benefits by conducting a financial transaction, the Cardholder provides consent to all terms and conditions herein including for sharing of all personal. Transactional and other related information for the purpose of this Offer.
- As part of the product feature, a Cardholder may become eligible for milestone gift voucher of Rs. 2000 and Rs. 4000 after achieving annual milestone retail spends of Rs. 4 Lakhs and Rs 6 lakhs for the eligible

year, respectively.

- For the purposes of this Offer, an eligible year is defined as the year in which the fee is paid for by the Cardholder. Example: In case a card account is opened on 1st June 2012, the period for the eligible year would be 1st June 2012 to 31st May 2013.
- All eligible Paytm SBI Card SELECT cardholders will be able to choose any one of the following Electronic Gift Voucher (EGV) Options worth Rs. 2,000 and Rs. 4,000 Milestone Gift: Hush Puppies/Bata and Pantaloons
- SBICPSL reserves the right to cancel, change or substitute the Gift Voucher Terms and Conditions at any time. SBICPSL can suspend /terminate/replace any brand currently available for Milestone Gift Voucher as mentioned in the point above without any further notice. Steps for Redeeming Milestone Gift Voucher: Paytm SBI Card SELECT Cardholder would be sent an SMS to his/her registered mobile number confirming the eligibility for the Gift Voucher. The options available to the Cardholder for redemption of Electronic Gift Voucher (EGV) would be detailed in this SMS. On receipt of this SMS, Cardholder can either call the SBI Card call center or send an SMS for the chosen option as directed in the SMS within 6 months of receipt of the SMS. Once the choice is communicated by the Cardholder, the opted EGV will be sent via an SMS to his/her registered mobile number.
- i. Notwithstanding anything to the contrary, it is stipulated that the customer account should be in good standing to be eligible for Gift Voucher meaning that for any reasons the Credit Card should not be suspended, blocked, inactive to be eligible for gifts under this Program.
- ii. The voucher is offered by partnership establishment under a commercial arrangement with the product/service provider. SBICPSL has no liability towards quality of goods and or services received by the Cardholder redeeming the vouchers.

Please note that the welcome E- Gift voucher holds a validity of up to 6 months. The validity will not be extended further.

### Hush Puppies/Bata

The detailed booking process and terms & conditions are listed below.

- The holder of the Instant Gift Voucher is deemed to be the beneficiary.
- Beneficiary should announce the intent of using the Instant Gift Voucher before making a purchase.
- Only valid Instant Gift Voucher at the sole discretion of BATA shall be accepted for redemption.
- Maximum of "three" Instant Gift Vouchers can be used against one bill.
- Partial redemption is allowed but no refund or credit note would be issued against an unused or partially used Instant Gift Voucher.
- Instant Gift Voucher cannot be revalidated once expired.
- BATA or its affiliates are not responsible on account of the beneficiary sharing the Instant Gift Voucher number and the Voucher getting redeemed on that account.
- The Brand may ask for a valid Government identity proof at the time of redeeming the Instant Gift Voucher.
- Instant Gift Vouchers will be accepted across all outlets mentioned, but BATA at its sole discretion may add or remove an outlet from the list without giving any prior notice.
- BATA makes full efforts to accept all Instant Gift Vouchers but on account of technical / administrative reasons, an outlet may refuse to accept vouchers.
- This Instant Gift Voucher cannot be redeemed on specific block out dates, BATA may add or delete any date on its sole discretion.

- BATA or any of its partners would not be liable for any form of compensation etc. on account of an outlet not being able to accept Instant Gift Voucher. The customer would be liable to settle the bill.
- If an Instant Gift Voucher gets blocked on account of technical issue, it would get activated in 72 hours.
- Any dispute should be referred to the company from where the Instant Gift Voucher has been received, decision of the company shall be final.
- Please contact Shop Manager for any acceptance issue and if issue is still not resolved, you can call SBI Card helpline.

#### Pantaloons

The procedure for redeeming the EGV is as follows:

- Walk into any Pantaloons store within India.
- Show the SMS containing the EGV code to the cashier at the time of payment to avail discount. Customer Terms and Conditions:
- This Electronic Gift Card (E-GC) is redeemable at all Pantaloons outlets across India. For list of Stores visit <https://www.pantaloons.com/content/store-locators-9>
- This E-GC is not valid at shop-in-shops and on Jewellery.
- This E-Gift card is redeemable only once and only by the bearer. This E-Gift card needs to be used in full.
- This E-Gift card is valid for a period of up to 180 days from the date of activation.
- Multiple EGVs can be used in the same bill.
- In case the value of the merchandise exceeds the value of E-Gift Card, the difference shall be paid by the bearer. No refunds / credit note shall be issued for unused part of the E-Gift card.
- Protect the E-Gift card number and PIN to avoid misuse. Pantaloons shall not assume any liability in case the E-GC PIN gets stolen/compromised, Pantaloons shall neither replace the E-GC nor refund cash.
- Once the E-Gift card is issued, Pantaloons will not entertain any request for cancellation.
- Any exchange by the bearer will be considered a valid discharge of Pantaloons' liability.
- Pantaloons reserves the right to alter any / all the terms and conditions of this E-Gift card any time without prior notice.
- This E-GC has been issued subject to the terms of the Company. Litigation, if any, is subject to jurisdiction of courts in Mumbai.
- For any issues related to GCs please reach to the following contact details: Phone Number: 1800 419 4438 (All days 9am to 11pm IST); OOE-mail: [support@woohoo.in](mailto:support@woohoo.in)

#### 11.10 Terms and Conditions: Fuel Surcharge

- Paytm SBI Card SELECT: 1% Fuel Surcharge waiver for each transaction between ₹500 and ₹4000. Maximum Surcharge waiver of ₹250 per statement cycle, per credit card account.
- Paytm SBI Card: 1% Fuel Surcharge waiver for each transaction between ₹500 and ₹3000. Maximum Surcharge waiver of ₹100 per statement cycle, per credit card account
- Fuel Surcharge is applicable for transactions done for MCCs 5172, 5541, 5983

# TERMS & CONDITIONS USAGE OF SBI CARD ON TOKEN REQUESTORS

Applicable to Mobile Credit Card stored in the SBI Card App/Token Requestor mobile application of your Eligible Device, for making following type of transactions, wherever applicable: (1) Tap to Pay NFC enabled POS Transactions (2) Scan & Pay Bharat QR code based Payments at online & offline merchants (3) Payments on services built within Token Requestor mobile application (4) Online Payments at several Online Merchants.

**IMPORTANT** – Before you store and use your Mobile Credit Card, please read these Terms and Conditions, MITC and the Cardholder Agreement carefully. By storing and using your Mobile Credit Card, you will be considered to have accepted these Terms and Conditions, MITC and the Cardholder Agreement and will be bound by them. The terms used in these Terms and Conditions are defined at the end.

## 1. Terms and Conditions supplement Cardholder Agreement

- (a) The Cardholder Agreement applies to your Mobile Credit Card as well. References in the Cardholder Agreement to "Card" and "Card Transactions" include your Mobile Credit Card and your Mobile Credit Card Transactions respectively.
- (b) These Terms and Conditions supplement the MITC, Cardholder Agreement and, together, they govern your Mobile Credit Card. If there is any inconsistency between the provisions of these Terms and Conditions and the provisions of the Cardholder Agreement for usage of SBI Card on token requestor/for the purpose of tokenisation, the provisions of these Terms and Conditions shall prevail.

## 2. Registering, storing and activating Mobile Credit Card

- (a) You may store a digital version of your Credit Card (i.e. Mobile Credit Card) in the Token Requestor for payment feature on your Eligible Device only if your SBI Credit Card is of a type and/or card scheme designated by us from time to time and is in good standing.
- (b) SBI Card allows the user to register for certain types of SBI Credit Cards on Token Requestor which will be defined from time-to-time. All extant instructions of RBI on safety and security of card transactions, including the mandate for Additional Factor of Authentication (AFA) shall be followed.
- (c) You should follow the instructions of Token Requestor payment feature (including installation of the latest operating system for your Eligible Device), and the registration and verification flow in order to register and store the Mobile Credit Card in your Mobile Wallet.
- (d) By registering a Mobile Credit Card on Token Requestor, you consent to us sending SMS message to you for verification and activation purpose, if applicable, based on your registered mobile phone number last recorded with us. If the phone number last recorded with us is not the phone number of your Eligible Device, the SMS message will be sent to the phone number last recorded with us but not to your Eligible Device. If we do not have record of your phone number, we cannot send SMS message to you in which event you will need first update your correct phone number with SBI Card and then follow the steps again to register, store and activate your mobile credit card.
- (e) Add on cards and corporate cards are not eligible for making mobile based contactless transactions. SBI Card may allow use of these cards in future, with or without informing its customers.
- (f) The Cardholder authorizes SBI Card to receive Cardholder's information (such as Billing Pin Code, Device Details – ID, IP Address, Location, Wallet ID, etc.) from Token Requestor, if applicable, to provide services in connection with operation of his/her card account.

*\*Note: Cardholders will have to switch on specific transaction level controls to make purchases. However, registration requests for any token requestor/wallets will be allowed even if transaction level controls are switched off at the time of making a registration request.*

### 3. Card holder's responsibility

- (a) Please take appropriate security measures including the following to avoid any risk which may arise from or in connection with your mobile credit card. SBI Card is not liable for any such loss.
  - i. Safeguard your Eligible Device and Token Requestor and keep them under your personal control at all times
  - ii. DO NOT allow anyone else to use or log on to your Eligible Device and Token Requestor
  - iii. DO NOT store anyone else's fingerprint or biometric credentials in your Eligible Device for the purpose of operation of mobile credit card.
  - iv. DO NOT choose obvious numbers as Device Passcode (such as date of birth, telephone number, number with same digits or other that can be easily guessed or identified by shoulder surfing) or tell anyone else your Device Passcode or write down or keep your Device Passcode close to your Eligible Device
  - v. DO NOT install or launch SBI Card App in a smartphone or other device with any pirated, hacked, fake or unauthorised application or where the software lockdown has been overridden (such as a "jailbroken" or "rooted" smartphone or device)
  - vi. Change the Device Passcode regularly and use alphanumeric code for Device Passcode
  - vii. Remove the Mobile Credit Card from the SBI Card App upon termination of your Mobile Credit Card
- (b) You are fully responsible for any disclosure of your SBI Credit Card Details, Device Passcode or other security details relating to your Eligible Device, Token Requestor and Mobile Credit Card to any other person, even if such disclosure is accidental or unauthorised. You are required to bear all risks and consequences of your Token Requestor and Mobile Credit Card being used by unauthorised persons or for unauthorised purposes.
- (c) You have to use an Eligible Device of a type or model specified by Token Requestor from time to time to register, store and use Mobile Credit Card in your Mobile Wallet. Token Requestor have the right to vary the type or model or withdraw an existing type or model of Eligible Device at any time without prior notice.
- (d) You require Internet connection, compatible telecommunications equipment and mobile phone service plan (if applicable) in order to register, store and use your Mobile Credit Card.

### 4. Card Account and credit limit

- (a) SBI Credit Card in its plastic card form and in its digital version (i.e. Mobile Credit Card) constitute one and the same Card and share the same Card Account.
- (b) All Mobile Credit Card Transactions will be billed to card statement of the SBI Credit Card. There will not be a separate statement for your Mobile Credit Card.
- (c) Your SBI Credit Card in plastic card form and your Mobile Credit Card share the credit limit of the same Card Account. There will not be a separate credit limit for your Mobile Credit Card.

### 5. Transaction Limits

- (a) Cardholder can manage the following transaction limits for payment feature on Token Requestor using 'Manage Payments' section on SBI Card Website and SBI Card Mobile App for transactions like NFC, Bharat QR, In-app, MST, etc.: (1) Daily count of tokenized transactions, (2) Per tokenized transaction spend limit.
- (b) Daily counter of tokenized transaction will be refreshed as per Indian Standard Time between mid-night to early morning.



- (c) To use the Token Requestor you must turn on the POS usage on your SBI Credit Card using the 'Manage Payments' section on SBI Card Website and SBI Card Mobile App.

#### **6. Mobile Credit Card Transactions, ATM Transactions & Cash Advance Details**

- (a) You may make Mobile Credit Card Transactions where Token Requestor's payment feature is accepted for payment. We will not be responsible if any retailer refuses to accept your Mobile Credit Card.
- (b) You cannot use your Mobile Credit Card for cash withdrawals or cash advance at ATM or over the counter. Your Mobile Credit Card may also be subject to certain transaction limits (for example, payment amount) imposed by regulator, retailers or payment terminals.
- (c) Your Mobile Wallet may not be accepted at all places where your SBI Credit Card is accepted.

#### **7. Limitation of our liability**

- (a) The limitation of our liability for mobile credit card is governed by the Cardholder agreement, Most Important terms and Conditions (MITC) document and SBI Card Grievance Redressal policy.
- (b) We are not liable to refund you for any unauthorised transactions where you fail to take appropriate security measures including those provided in Clause 3(a), Clause 7(a) and Clause 10.
- (c) SBI Card shall not be liable in any manner for any loss caused to the customers for the actions, omissions and negligence of a Token Requestor.

#### **8. Loss, theft or misuse**

Report promptly

- (a) You must tell SBI Card straight away using the telephone numbers on the back of your SBI Credit Card, on designated SBI Card helpline numbers if you notice or suspect any loss, theft, unauthorised possession, control or use of your Mobile Credit Card or Eligible Device, or if you believe someone else has used your Mobile Credit Card or Eligible Device, or has discovered the security details of your Eligible Device, Token Requestor or Mobile Credit Card or the security of your SBI Credit Card, Mobile Credit Card, Token Requestor or Eligible Device has been compromised in any other manner.

Your liability for unauthorised transactions shall be governed by SBI Card Grievance Redressal Policy which covers liability of the customers in unauthorised credit card transactions.

However, please note that the limit DOES NOT APPLY (and you will be liable for the full amount) if:

- i. You have knowingly (whether or not voluntarily) permitted any other person to use your SBI Card App or Mobile Credit Card or Eligible Device; or
- ii. You have acted fraudulently or with gross negligence in using or safeguarding your SBI Card App, Mobile Credit Card or Eligible Device. Your failure to follow any of the security measures recommended by us from time to time regarding the use or safekeeping of your Token Requestor, Mobile Credit Card or Eligible Device may be treated as your gross negligence.

#### **9. Fees and charges**

- (a) All applicable interest, fees and charges that apply to your SBI Credit Card will also apply to the Mobile Credit Card.
- (b) You will bear all fees, charges and expenses imposed by any mobile phone service provider, telecommunications provider, retailer or for making transactions using your Mobile Wallet and the Mobile Credit Card.

#### **10. Termination of Mobile Credit Card**

- (a) You shall follow the instructions of the Token Requestor to remove your Mobile Credit Card from the

Token Requestor payment feature should you wish to terminate the Mobile Credit Card. Termination of the Mobile Credit Card will not terminate the SBI Credit Card in plastic card form unless you also terminate it in accordance with the Cardholder Agreement.

- (b) We have the rights to suspend, restrict or terminate your SBI Credit Card under the Cardholder Agreement. These rights will be extended to your Mobile Credit Card. Your Mobile Credit Card will be suspended, restricted or terminated at the same time if your SBI Credit Card is suspended, restricted or terminated under the Cardholder Agreement.
- (c) We will also have the right to suspend, restrict or terminate the use of a Mobile Credit Card if your Mobile Wallet has been suspended, restricted or terminated by the Mobile Wallet Provider for any reason, or if you have made a report to us under Clause 7(a).
- (d) Upon termination of physical Credit Card whether by you or by us, you must remove the Mobile Credit Card from your SBI Card App/Token Requestor App based on the instructions provided. You should contact SBI Card if you have any question on how to remove the SBI Card App or the SBI Card App from your Eligible Device.
- (e) You are responsible for all Mobile Credit Card Transactions whether or not authorised by you unless and until you have removed the Mobile Credit Card from your SBI Card App and Eligible Device upon termination.

## 11. Variation of these T&Cs

We have the right to vary these Terms and Conditions from time to time with or without notice. You will be bound by a variation unless your Mobile Credit Card is terminated by you and removed from the Token Requestor/SBI Card app and Eligible Device in accordance with Clause 10 before the date on which that variation takes effect.

## 12. Governing law, jurisdiction and version

- (a) These Terms and Conditions are governed by and will be construed according to laws of India.
- (b) You submit to the non-exclusive jurisdiction of the Delhi courts.

## 13. Questions/ complaints

If you have any questions or complaints about your SBI Credit Card, then please contact us at the telephone number on the back of your Card, available on SBI Card Website.

## Definitions

- **Token Requestor** or **Mobile Wallet** is a mobile software application which works on the tokenization technology. It allows the Mobile Credit Card to be registered and stored to make payments using Eligible Device in several ways such as (1) Tap to Pay NFC enabled POS Transactions (2) Scan & Pay Bharat QR code based Payments at online & offline merchants (3) Payments on services built within Token Requestor mobile application (4) Online Payments at several Online Merchants. Token Requestor may or may not support all types of payment use cases as mention. Examples where SBI Card is live on Token Requestors include Samsung Pay, SBI Card Mobile App, and Google Pay.
- **Tokenization** refers to replacement of actual card details with an unique alternate code called the “token”, which shall be unique for a combination of card, token requestor and device.
- **Card Account** means the Card Account referred to in the Cardholder Agreement.
- **Cardholder Agreement** means the cardholder agreement governing the supply and use of SBI Credit Card.

- **Device Passcode** means the access passcode of your Eligible Device and SBI Card App.
- **Eligible Device** means such model of smartphone, tablet or other device (such as laptop, desktop, watch etc.) with in which a Mobile Credit Card can be registered and stored, as designated by us from time to time.
- **Mobile Credit Card** means a digital version of your SBI Credit Card which you store in the Token Requestor on your Eligible Device.
- **Mobile Credit Card Transaction** means any transaction effected by using your Mobile Credit Card.



24x7 Help section on Paytm app

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