# Know your *SimplySAVE Advantage* SBI Card

SBI card

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# Get familiar with your 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. Your individual 16 digit card number

C. 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.

D. The Network logo

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

E. EMV Chip

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

## On the reverse of your card, you will find

F. The Network hologram.

G. Magnetic Strip: contains encoded information.

H. Signature Panel: please sign on this as soon as you receive your card. This identifies the card as yours and prevents misuse by any other person. Your signature on this

panel would imply your consent to abide by the terms & conditions governing the use of your card.

I. SBI Card Helpline.

J. Three digit CVV Number.

## Exclusive Features

**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 VISA 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 and 24-Hour VISA Global Customer Assistance Services available across the world in case of any emergency.

If your card is lost or stolen during travel outside India, VISA Global Customer Assistance Services provides you with emergency assistance.

**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 outstanding 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 million VISA/MasterCard ATMs across the globe, including over 43,000 SBI ATMs in India.

## 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 VISA 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. Incase 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 facility. Just transfer the balances from any of your other Credit Cards to your SBI Credit Card and enjoy Balance Transfer Plans suited to your financial needs. Get a Balance Transfer in just 3 days for all other Visa Cards and 5-7 working days for Non Visa cards. To avail this facility, the amount transferred should be a minimum of ₹5,000 and maximum of upto 75% of your available credit limit on the 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 of a low-rate of interest. To avail this facility just call the SBI Card helpline or book online on www.sbicard.com within 10 days of your purchase.

## How does it work?

First choose an outlet which is part of the Simple 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?

- EMI Amount = Transaction Amount/Tenure
- Earn Regular Reward points even on EMI transactions
- No Documentation and
- On-the-spot approvals.

## What are the charges?

- You may be charged a one-time processing fee along with the first EMI or this could be at no extra cost to you depending on the offer. Please visit sbicard.com or the participating merchant outlet for more details.
- You can view the list of participating merchant outlets and terms & conditions log onto sbicard.com

## 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 !

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.

Disclaimer: SBICPSL, SBI Cards and Payment Services Limited (Formerly known as SBI Cards and Payment Services Private Limited) is a corporate agent of Royal Sundaram General Insurance Co. Limited, SBI General Insurance Company Limited & SBI Life Insurance Company Limited Vide IRDAI registration code – CA0075

Insurance is the subject matter of Solicitation. Royal Sundaram IRDAI Registration Number -102, SBI Life IRDAI Registration Number – 111, SBI General IRDAI Registration Number – 144

SBI Life
Apne liye. Apno ke liye.

SBI general INSURANCE
SURAKSHA AUR BHAROSA DONO

Royal Sundaram
General Insurance

# Convenience of Technology

## Connect with us

SBI Card is now on Facebook, Twitter & YouTube to connect with you and make your life Simple. Stay connected with us to know your SBI Card better - our Features & Offerings, Hot Deals & Services for you, Card Security, Card Eligibility, Common Card Terms & more.

| @sbicard_connect | @sbicard | @SBICard_Connect | @sbicard | @sbi-card | Send 'Hi' to 9004022022 | Connect with us |
|---|---|---|---|---|---|---|

## Website

Discover the power of convenience with 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 for Balance Transfer, FlexiPay and Encash
- Pay utility bills online with 100+ billers
- Pay your SBI Card bill online
- Apply for Add-on card
- Apply for e-statements
- Hotlist stolen/lost card
- Request for an ATM Pin

### View more

- Spend Analyzer - Tool that helps you analyse your card spends category wise
- Instant card account summary
- Access your card statements for upto 12 months
- Real-time unbilled transaction details
- Card payment history for upto last 12 months

- Real-time Reward Points summary
- View and download rewards catalogue
- Customized hot deals on your card

## Manage more

- Enhance credit limit online
- Request for duplicate card statement
- Track booked offers
- Track dispatch status of credit card
- Update your email id & mobile no. instantly

## To register, follow this simple 5 step process:

1. Click on the First time user
2. Enter your 16 digit SBI Credit Card Number

   XXXXXXXXXXXXXXXXXXXX

   Expiry Date MM YY CVV

   Submit

3. Your One Time Password will be sent to your registered mobile no. and email id instantly
4. Login with your SBI Card Number and the password provided

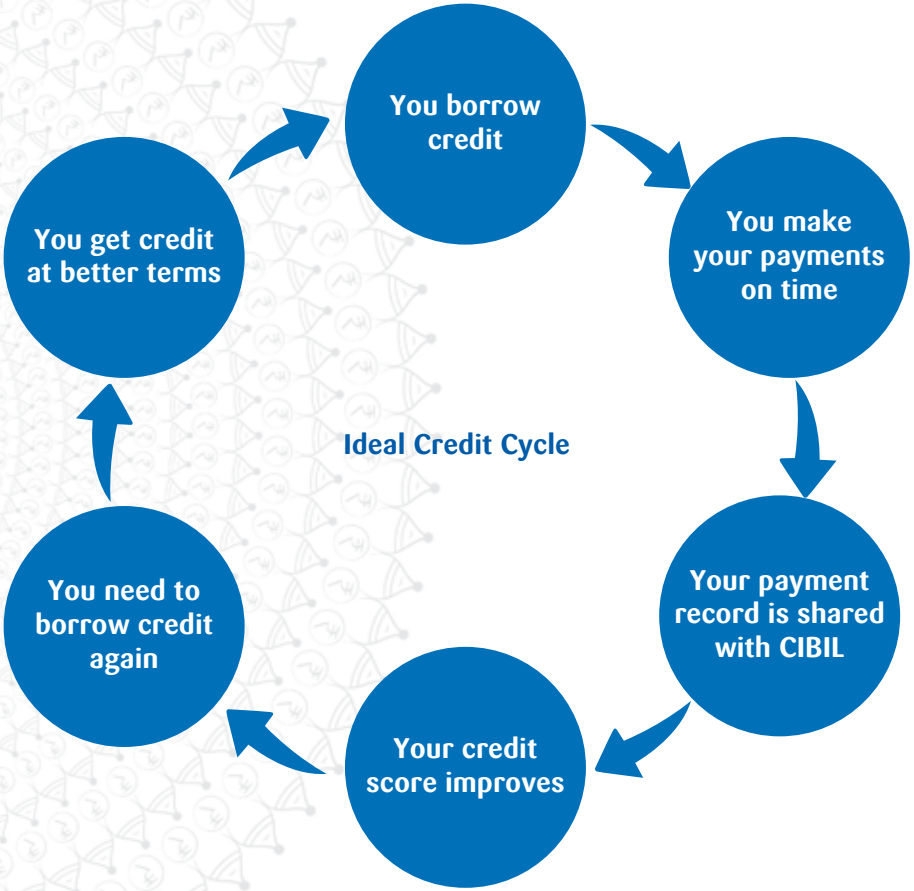
SBI Card Number

Password

Login

# Use Credit Responsibly

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 the 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 indicate past delinquency and can 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 for enabling you for smooth and faster access to affordable credit in the 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.
- 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 your "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
- Deal with companies you know and trust
- Pay attention to late payments, calls or letters from credit agencies, and denied or revoked credit. These are all signs that your credit history may be in jeopardy!

### Don'ts

- Do not pay late
- Do not sign a credit contract until you read and understand it
- Don't go over the 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 debit consolidation without closing existing accounts
- Do not miss reviewing your monthly statements
- Do not close credit cards in an improper manner, it can hurt your credit score

## Secure your Card

### 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 or the VISA Helpline abroad to report the loss so that we can block your account immediately
- 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 *SimplySAVE Advantage* SBI Card 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 - Reward Points

Cash Advance, Balance Transfer, Encash, Flexipay and Fuel Transactions are not included in the Reward Point program (Fuel MCCs Excluded: 5172, 5541, 5542, 5983).

Maximum Cap of 5,000 Reward Point/Month - Cumulative 10X Reward Points accrued on Dining, Movies, Departmental Store & Grocery spends for your *SimplySAVE Advantage* SBI Card will have a maximum cap of 5,000 Reward Points per month. After the cap limit of 5,000 Reward points is achieved, 1 Reward Point for every Rs.100 spent, as per the card policy, will continue to accrue.

Currently, with your *SimplySAVE Advantage* SBI Card, you earn 10 Reward Points for every Rs.100 spent on Dining, Movies, Groceries & Departmental Stores and 1 Reward Point per Rs.100 spent on other categories.

With effect from 01 Mar 2022, you will earn 10 Reward Points for every Rs.150 spent on Dining, Movies, Groceries & Departmental Stores and 1 Reward Point per Rs.150 spent on other categories. T&C

W.e.f. 01 Apr 2024, accrual of Reward Points on Rent Payment transactions with *SimplySAVE Advantage* SBI Card will be discontinued. Rent Payment transactions shall be identified under Merchant Category Code (MCC) 6513, on best effort basis.

W.e.f. 01 Jun 2024, accrual of Reward Points on Govt Related transactions with *SimplySAVE Advantage* SBI Card will be discontinued. Government related transactions shall be identified under Merchant Category Codes (MCC) 9399 and 9311, on best effort basis.

## Terms & Conditions - Reward Points Redemption

Minimum of 2000 Peward Points are required for redemption.

## Terms & Conditions - Fuel Surcharge Waiver

Maximum Fuel Surcharge waiver of Rs. 100 per month for transactions between Rs.500 & Rs.3000 (exclusive of all applicable taxes).

# Frequently Asked Questions (FAQs)

### Does the Fixed Deposit (attached with the lien) continue to earn interest?

» Yes, the Fixed Deposit in this case continues to earn the applicable rate of interest, till it is invoked by the bank for non-payment of dues on the SBI Card.

### Can the Cardholder break the Fixed Deposit against which the Lien has been attached?

» Yes, by following this procedure:

- Clear all outstandings on the card;
- Once there is Nil balance outstanding on the SBI Card, call the SBI Card Customer Helpline and place a request for card cancellation
- Once, the request has been received, SBICPSL will send an authorization letter to the SBI branch to remove the lien on the FD.

### How long does it take for the lien to be removed and the money be released?

» The lien removal will happen 30 days after the date of full & final settlement of the SBI Card outstandings.

Please note: It will take 30 days from the date of settlement and not from the date of request for cancellation

### In case of inability of the Cardholder to clear the out-standing on the card, will the Fixed Deposit be impacted?

» Yes, in case of consistent non-payment of the credit card dues beyond 90 days, the same will be deducted from the cardholder's fixed deposit (against which the lien is marked)

# Contactless Credit Card FAQs

## 1. What is a Contactless Credit Card?

Contactless Credit Card powered by Visa payWave 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 Contactless Credit Card work?

Step 1: Look for the Visa payWave 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 ₹5,000 for a single transaction.

## 3. What are the benefits?

Contactless payment functionality powered by Visa payWave 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 Visa payWave card has its own, unique, built-in, secret key, which is used to generate a unique code for every Visa payWave 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 ₹5,000 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 ₹5,000 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 ₹5,000.

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

   You can look for the Universal Contactless symbol at the POS machine at merchant outlets. Also please visit www.sbicard.com for details of merchants enabled for Visa payWave contactless payment acceptance.

6. **Can I use my 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 or any Card not Present Transactions including 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.

10. **What happens if my contactless card is stolen – can it be misused?**

    Immediately report the loss of your Credit Card to SBI Card to prevent any misuse. Please call our helpline or visit SBI Card App / Website to block your credit card. Safeguards are in place to mitigate misuse of lost or stolen card by fraudster. The limit for Contactless Card transaction without entering the PIN is ₹5,000, above which the transaction needs PIN for authorization. Please note that your maximum liability on any given date will be limited to available credit limit on your card.

# Cash Points

## What Is a Cash Point?

» A Cash Point is a point you earn whenever you use your *SimplySAVE Advantage* SBI Card.

## How is a Cash Point different from a Reward Point?

» Traditionally Reward Points refer to points you can redeem only on items in a Rewards Catalogue. Cash Points can be redeemed to pay the outstanding balance on your credit card account and also exchanged for attractive gifts from the Rewards Catalogue.

## How much do I need to spend to earn Cash Points?

» You will earn 1 Cash Point every ₹100 spent on your SBI Card.

## How much is a Cash Point worth?

» If you have 2000 Cash Points in your account, you can use them to pay ₹500 from your credit card balance.

## How do I encash my Cash Points?

» To encash your Cash Points just call the helpline numbers given below and ask the Customer Service Executive to credit your Cash Points. It's as simple as that.

## What are the minimum Cash Points needed to encash?

» You can start encashing your Cash Points after you have earned 2000 Cash Points.

## KNOW US BETTER

Call us: 39 02 02 02 (prefix local STD code) or
1860 180 1290/1860 500 1290
E-Mail: customercare@sbicard.com
Visit: www.sbicard.com
Write to us: SBICPSL, Post Bag No. 28, GPO, New Delhi-110001

# EMV Chip Card

## What is EMV?

- EMV stands for “Euro Pay, mastercard, Visa”.
- These three companies jointly sponsor the global standard for payment card transactions.
- This is designed to ensure global acceptance.

## What is a Chip Card?

- A Chip Card is a plastic payment card with an embedded microchip.
- It stores encrypted confidential information such as the cardholder's account number and PIN.
- It enables the card to hold and update multiple applications and data securely, perform calculations and do much more.

## Why EMV?

- Chip-enabled transactions are easier and quicker, hence more convenient for the customer.
- They provide enhanced security against counterfeiting and skimming.
- It also provides the option of hosting multiple applications on the same card resulting in more features and benefits on the card.

Please note that SBI Cards and Payment Services Limited (“SBICPSL”) which expression shall mean and hereinafter also referred to as “SBI Card” is incorporated as a limited company under the provisions of the Indian Companies Act, 1956. SBICPSL is accordingly a distinct legal entity from the State Bank of India. SBICPSL is responsible for issuance of SBI Credit Cards and for providing such related financial services and accordingly SBICPSL along with its direct affiliate(s) is alone responsible for resolving all disputes and differences in relation to SBI Credit Cards without reference to the State Bank of India.

# Terms and Conditions

# Cardholder Agreement



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 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 MasterCard/VISA 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 MASTERCARD/VISA symbol 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 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 and 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 branches of State Bank of India, Automated Teller Machines (ATMs) 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 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. Minimum Amount Due = Total GST + EMI amount + 100% of Fees/ Charges + 5% of [Finance Charge (if any), Retail Spends and Cash Advance (if any)] + Overlimit Amount (if any).

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 fora 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) Payments will be applied towards the Charges on the Card Account in the following order:

(I) In repayment of unpaid fees;

(ii) In repayment of service charges;

(iii) In repayment of membership fee (Joining/Annual);

(iv) In repayment of late payment fee;

(v) In repayment of chequedishonoured fee;

(vi) In repayment of collection expenses;

(vii) In repayment of over limit fee;

(viii) In repayment of interest debited to the Card Account;

(ix) In repayment of Charges;

(x) In repayment of any Charges incurred but not yet billed, and thereafter at the discretion of SBICPSL.

(e) 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.

(f) 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 "SBI Card may, at its sole discretion and in accordance to its internal policy and procedures or on request from the Card Holder may waive/reverse interest, fees or other charges which had been charged or levied by it to the Card Holder"

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 SBI Cards 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 SBI Cards 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 overseas, he/she may either report the occurrence to SBICPSL or report the loss through the mastercard/VISA Global Emergency Assistance Services. In case the Cardholder uses the mastercard/VISA Global Emergency Assistance Services then the charges would be applicable as provided in the cardholder guide.

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 hereinbefore 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 e-mail and must confirm the same by mail or fax.

**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. REWARD POINT PROGRAM**

11.1 (a) 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 Cards and Payment Services Private Limited ("SBICPSL") from time to time. Points accumulated on such SBI Card can be exchanged for a wide variety of rewards.

(b) "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) belonging to Promoted Category successfully entered into using the Card and not charged back.

(c) "Promoted Category" means a category of transactions promoted from time to time by and/ or subject to sole discretion of SBICPSL.

(d) The promoted categories for *SimplySAVE Advantage* SBI Card unless otherwise intimated are:

Departmental Stores, Groceries, Dining & Movies. Spends made on any other category (as defined by Merchant Category Code MCC) using *SimplySAVE Advantage* SBI Card and would not be entitled for any cash back.

(e) The promoted categories defined from time to time shall have the same meaning as ascribed to the categories by VISA/Mastercard/RuPay 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, in order for the transaction to be eligible.

(f) The sub categories and their respective MCCs under each of Promoted categories include the following:

• Departmental Stores & Groceries (Effective 15th March, 2017, accelerated Reward Points will not be applicable on transactions at following merchants: Metro Cash & Carry and Walmart.

Normal Reward Point accrual will still be applicable on transactions done at afore-mentioned merchants.)

I. Departmental Stores: 5311

ii. Grocery Stores & Supermarkets: 5411

• Dining

i. Eating Places and Restaurants: 5812

ii. Drinking Places: 5813

iii. Fast Food Restaurants: 5814

• Movies

i. Motion Picture Theaters: 7832

(g) The category of purchase will be decided on the basis of the Merchant Category Code (MCC) for the merchant establishment where the purchase is made. SBICPSL reserves the sole right to decide on whether a purchase meets the eligibility criteria as listed above.

(h) The category of purchase (as listed in card guide) have been mapped to Merchant category Code (MCC) based on VISA/Mastercard/RuPay guidelines and standards. SBICPSL is NOT liable for any disputes that arise due to differences in merchant category code mapping maintained by acquiring banks.

(i) Cardholder is requested to validate Merchant Category Code (MCC) from the merchant before making swipe on his card. Only the above listed MCCs shall entitle the cardholder for cash back on his card.

(j) Reward Points on promoted categories as defined in section 11 of Terms and Conditions, will be subject to a capping of 5,000 Reward Points per calendar month. After reaching this monthly cap, the cardholder will accrue 1 Reward Point per Rs.150 on eligible transactions done in promoted categories.

(k) SBICPSL will inform the Card Member / Account Holder about the Promoted Categories from time to time by indicating the same on the statement of the Card Account.

(l) Returned purchases, disputed or unauthorized/fraudulent transactions, finance charges, card account fees and charged back transactions would not be considered for Reward Point under this program..

(m) The Cardholders and the Add on cardholder, by signing on the application form for the "*SimplySAVE Advantage* SBI Card" expressly agree that SBICPSLs decision on eligibility and correctness of the Reward Point given to be final and binding on them.

(n) SBI Card computation of Reward Point shall be final, conclusive and binding on cardholders and will not be liable to dispute or question at any time.

(o) Spend Category Specific: a. Departmental Stores & Groceries: The cardholder will get reward points in all standalone departmental stores and grocery outlets and these do not include grocery or departmental stores operating within large format stores or shopping malls.

(p) SBICPSL has the right to include more Promoted Category/Merchant Category Code or exclude certain existing categories / Merchant Category Codes from the product proposition.

(q) The Cardholder shall earn 1 (one) Point for every eligible ₹150 charged to his/her *SimplySAVE Advantage* SBI Card for Domestic as well international transactions. The Reward Point Program can be changed /modified without prior notice. Reward Points are not applicable on Cash Withdrawals, Balance Transfers, Flexipay and Petrol spends.

The Reward Point Program can be changed /modified without prior notice. Reward Points are not applicable on Cash Withdrawals, Balance Transfers, Flexipay and Petrol spends.

(r) For *SimplySAVE Advantage* SBI Card All spending charged to the SBI Card under the Program will be eligible to earn Points except the following:
- balance transfers
- financial charges (e.g., late payment fee, dishonoured cheque charges, service fee, transaction charges)
- disputed transactions
- cash advances
- any purchases at petrol pumps/service stations

(s) A Cardholder cannot accrue Points for any charge incurred prior to his/her Enrolment Date

(t) 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.

(u) The Points do not constitute property of the Cardholder and are not transferable by operation of law or otherwise to any other person or entity.

(v) Adjustments will be made to the Points if there are any credits, including those arising from returned goods or services or billing disputes. If a disputed transaction is resolved in favor of the Cardholder or where a transaction is reversed, proportionate Points will also be reversed and credited to the Cardholder. On redemption, the Points would automatically be subtracted from the Points accumulated in the Cardholder's account.

(w) Points accumulated that are not redeemed by the Cardholder for rewards within 12 months of his/her Enrolment Date can be carried over for another Enrolment Year. Any Points not used by the end of second such year after Enrolment shall lapse and be forfeited.

(x) SBICPSL will notify the Primary Cardholder in the monthly statement of account in respect of then SBI Card of the number of Points accumulated immediately preceding the closing date for the said monthly statement.

(y) Reward 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 will be forfeited. In the event of voluntary closure of Card by the cardholder, the points accumulated on his/her SBI card account can be redeemed within 30 days of closure of the card, else the points will lapse automatically. In the event of cancellation of the Card for any other reason than voluntary closure, all the points accumulated will stand forfeited, but may be reinstated at the discretion of SBICPSL if the use of Card is reinstated.

(z) SBICPSL's decision on computation of Points will be final, conclusive and binding on the Cardholder.

11.2 Eligibility

(a) The Program is open to holders of SBI Platinum Card, *SimplySAVE* SBI Card, SBI Silver & More Card,SBI Doctors Card and SBI Employee Card (“SBI Card/s”) whose accounts are valid and in good standing and any other Card so determined by SBICPSL. This program is not open to *SimplySAVE Advantage* SBI Card, SBI NRI Platinum Card, SBI CSB Card - Silver and SBI Dena Bank Secured Card.

(b) The Points earned by an Additional Cardholder will accrue to the account of the Primary Cardholder.

11.3 Enrolment

(a) Participation in the Program is voluntary.

(b) The Cardholder may opt out of the Program by sending intimation (telephonic or written) to SBICPSL.

(c) The Cardholder may continue to use his/her SBI Card as he/she normally does.

(d) The Annual Fee for participation in the Program may be as determined by SBICPSL from time to time.

(e) Enrolment Date - shall mean the date of launch of the Program for the existing Cardholders and the account set up date by SBICPSL for the new Cardholders.

(f) Enrolment Year - shall mean "any twelve-month period" commencing on the Enrolment Date.

11.4 Points

(a) The Cardholder shall earn 1 (one) Point for every eligible ₹100 charged to his/her SBI Silver & More Card ,SBI Doctors Card and SBI Employee Card. The Cardholder shall earn 1 (one) Point for every eligible ₹50 charged to his/her SBI Platinum Card for Domestic as well international transactions. The Cardholder shall earn 1 (one) Point for every eligible ₹125 charged to his/her *SimplySAVE Advantage* SBI Card for Domestic as well international transactions.

For SBI SpiceJet Cardholders: The Cardholders will earn 5 (Five) Reward Points on every ₹100 spent to buy SpiceJet tickets on www.spicejet.com with SBI SpiceJet Card. The cardholder will also earn 1 reward point for every ₹100 spent on other retail purchases. The Reward Point Program can be changed/modified without prior notice. Reward Points are not applicable on Cash Withdrawals, Balance Transfers, Flexipay and Petrol spends. SBI Card and SpiceJet contribute reward points on SBI SpiceJet Card jointly as per the ratio decided and SBICPSL is not liable for the reward points offered by the partner.

For SBI Vishal Mega Mart Cardholders: The Cardholders shall earn 5 (Five) Reward Points on every eligible ₹100 spend on his/her SBI Vishal Mega Mart Card inside Vishal Mega Mart stores. On incremental spends above ₹7500/- at Vishal Mega Mart stores, cardholders will earn 8 Reward Points for every ₹100 spend. On other retail transactions (excluding VMM stores) cardholder's will earn 1 Reward Point on every eligible ₹100 spend on his SBI Vishal Mega Mart Card. The Reward Point Program can be changed/modified without prior notice. Reward Points are not applicable on Cash Withdrawals, Balance Transfers, Flexipay and Petrol spends. SBI Card and Vishal Mega Mart contribute the reward points on SBI Vishal Mega Mart Card jointly as per the ratio decided and SBICPSL is not liable for the reward points offered by the partner.

(b) For SBI Silver & More Card, SBI Doctors Card and SBI Employee Card All spending charged to the SBI Card under the Program will be eligible to earn Points except the following -

- balance transfers
- cash advances
- financial charges (e.g., late payment fee, dishonoured cheque charges, service fee, transaction charges)
- disputed transactions
- any purchases at petrol pumps/service stations

(c) For SBI Platinum Card All spending charged to the SBI Card under the Program will be eligible to earn Points except the following -

- balance transfers

- financial charges (e.g., late payment fee, dishonouredcheque charges, service fee, transaction charges)
- disputed transactions
- cash advances
- any purchases at petrol pumps/service stations

(d) For *SimplySAVE Advantage* SBI Card All spending charged to the SBI Card under the Program will be eligible to earn Points except the following -
- balance transfers
- financial charges (e.g., late payment fee, dishonoured cheque charges, service fee, transaction charges)
- disputed transactions
- cash advances
- any purchases at petrol pumps/service stations

(e) A Cardholder cannot accrue Points for any charge incurred prior to his/her Enrolment Date.

(f) Points accumulated by a Cardholder on an SBI Card cannot be combined or used in conjunction with Points of his/her other SBI Card at the time of redemption or transferred to any other customer loyalty program unless otherwise notified by SBICPSL.

(g) The Points do not constitute property of the Cardholder and are not transferable by operation of law or otherwise to any other person or entity.

(h) The Points accrued do not have cash or any monetary value.

(I) Adjustments will be made to the Points if there are any credits, including those arising from returned goods or services or billing disputes. If a disputed transaction is resolved in favour of the Cardholder or where a transaction is reversed, proportionate Points will also be reversed and credited to the Cardholder. On redemption, the Points would automatically be subtracted from the Points accumulated in the Cardholder's account.

(j) Points accumulated that are not redeemed by the Cardholder for rewards within 12 months of his/her Enrolment Date can be carried over for another Enrolment Year. Any Points not used by the end of second such year after Enrolment shall lapse and be forfeited.

(k) SBICPSL will notify 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.

(l) In the event the SBI Card is voluntarily closed by the Cardholder, the Points accumulated on his/her SBI Card can be redeemed within 6 months 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. If the SBI Card is blocked or suspended by SBICPSL for any reason whatsoever, then the Points accumulated shall stand forfeited but may be reinstated at the discretion of SBICPSL if use of SBI Card is reinstated.

(m) SBICPSL's decision on computation of Points will be final, conclusive and binding on the Cardholder.

11.5 Redemption

(a) The SBI Card must not be overdue, suspended, blocked, cancelled or terminated by SBICPSL at the time of the redemption request.

(b) The Points accrued can only be redeemed by the Primary Cardholder, and not by an Additional Cardholder.

(c) The Points may be redeemed at participating merchant establishments for a variety of rewards, as detailed in the Program catalogue and other mailers issued by SBICPSL from time to time, e.g., merchandise, shopping, dining, travel, entertainment, fee waivers, financial services, credit card upgrades. The Points cannot be exchanged for cash or credit or used to obtain cash advances, or used against payment for any charges incurred on the SBI Card.

For SBI SpiceJet Cardholders: Reward points are redeemable only against SpiceJet ticket vouchers as per terms and conditions of SpiceJet limited. Minimums of 1000 reward points are required for redemption. SpiceJet Voucher of ₹500 value would be given against every 1000 reward point redeemed. For SBI Vishal Mega Mart Cardholders : Reward points are redeemable only at Vishal Mega Mart Stores as per the terms and conditions of the stores. A minimum of 500 Reward Points is required for redemption in lieu of ₹250 VMM Gift Voucher. The Reward Point Program can be changed/modified without prior notice.

(d) The Cardholder will have to fill in a redemption request form and mail it to SBICPSL or call the nearest SBI Card Customer Service Centre. The Cardholder can also access the website www.sbicard.com for his/her redemption request.

(e) SBICPSL will mail a redemption certificate/voucher to the Cardholder approximately six to eight weeks' after receiving the redemption request from the Cardholder.

(f) SBICPSL is not liable for any delay or loss in delivery of the redemption certificates/vouchers or rewards.

(g) Redeemed rewards are not exchangeable for other rewards, or refundable, replaceable, or transferable for cash or credit under any circumstances, nor can these be re-converted back to Points. Once exchanged for another partner loyalty program, if any, Points cannot be transferred back.

(h) All rewards are subject to availability and certain restrictions may apply. The redemption procedure and the additional terms and conditions for each reward are set forth in the redemption certificates/vouchers issued to the Cardholder.

(I) Any additional meals, transportation, accommodation arrangements, courier or other costs incurred in connection with redemption of any reward will be the sole responsibility of the Cardholder.

(j) Issuance of a redemption certificate for dining, travel or hotel accommodation does not constitute a reservation. The Cardholder is responsible for making all reservations and notifying the participating merchant establishments of the reward(s) he/she is going to redeem.

(k) Other benefits on the SBI Card which are activated by use of the SBI Card do not apply to goods or services received as rewards under the Program.

11.6 General

(a) Fraud and abuse relating to earning and redemption of Points in the Program will result in forfeiture of the Points as well as termination of the SBI Card account.

(b) Information supplied by a Cardholder on redemption of rewards may be used by SBICPSL or its merchant establishments for administrative and/or marketing purposes.

(c) Any taxes or other liabilities or charges payable to the Government or any other authority or body or any other participating merchant establishment which may arise or accrue to a Cardholder by redemption as aforesaid or otherwise as result of the Program shall be to the sole account of the Cardholder.

(d) SBICPSL reserves the right to cancel, change or substitute the rewards or reward conditions or the computation of Points or terms and conditions of the Program at any time. SBICPSL can suspend

or terminate the Program at any time it deems necessary. In such a case, SBICPSL will intimate the Cardholders and give them an option to redeem the accumulated Points.

(e) SBICPSL makes no warranties or representations, either expressed or implied, with regard to the type, quality or fitness of the goods and services provided by the participating merchant establishments under the Program. Merchandise, where applicable, will be accompanied by warranty information from the manufacturer and any claims must be directed solely to the manufacturer.

(f) Any dispute concerning goods or services received as rewards under the Program shall be settled between the Cardholder and the participating merchant establishment which supplied the goods or services. SBICPSL will bear no responsibility for resolving such disputes or for the dispute itself.

(g) 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 Agreement.

(h) SBICPSL acts in good faith in response to any oral or electronic instruction or inquiry 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 and the Cardholder shall indemnify and hold SBICPSL harmless in respect thereof.

(I) All queries in relation to the Program may be addressed to -

The Manager - Customer Services
SBI Cards and Payment Services Limited
P.O.Bag 28-GPO, New Delhi - 110 001

12. **New Additional Card under Pre-approved Program (Get New Card)**

(a) SBICPSL, at its sole discretion, may provide an offer to selected customers for a pre-approved New Additional Card (hereinafter referred to as New Card). Under this offer, an existing primary cardholder can avail another segment of SBI Credit Card instantly, along with the existing SBI Credit Card, without any additional documentation if no address change is requested. For cases where address change is also requested by the Cardholder, the New Card application shall be processed only after the receipt of the valid document/s for address proof within four (4) days of submitting the request. In case the address change is not executed successfully, SBICPSL reserves the right to decline the request for New Card so applied.

(b) The Credit Limit of this New Card shall be as chosen by the Cardholder (as per his / her eligibility) during the application process. For this purpose, the total Credit Limit of the Cardholder's existing credit card will be re-allocated between the New Card and the existing credit card by the Cardholder. In case the cardholder has a Credit Limit Increase offer available, the same shall be necessarily availed at the time of application being processed and the cardholder has to re-allocate the increased Credit Limit. Subsequent to New Card issuance, Cardholder can manage the Credit Limit utilization on each Card individually by accessing the "Manage Card Usage" section on SBI Card Website and SBI Card App. The Credit Limit and Cash Limit of the New Card will be distributed in the same ratio as the Credit Limit and the Cash Limit of the existing Card.

(c) Post issuance of New card, any changes in the Credit Limit allocation between the existing Card and the New Card can be done by the Cardholder by reaching out the SBI Card Helpline and placing a Limit Transfer Request.

(d) Auto debit and/or Auto sweep shall be activated, if mandated as per the policies of SBICPSL, through an e-sign process using Aadhaar based OTP authentication during the application process of the New Card on SBI Card website or SBI Card App.

(e) An Annual fee as shown at the time of application submission will be levied upon opening of the New Card Account and will be billed in the first statement of account of the New Card.

(f) The Primary Cardholder will be liable for all charges incurred on the Primary Credit Card and the New Card/s issued.

(g) The charge slip or a payment requisition or requisition or an electronic record resulting from or generated by the use of the card will amount to an unconditional undertaking by the Cardholder to pay SBICPSL the amount stated therein and the Cardholder agrees that a copy of the periodic billing statement sent to the Cardholder by post or E-mail, at the E-mail ID provided by the Cardholder will be final and conclusive evidence of Cardholder's liability for the charges stated therein.

(h) Cardholder authorizes sharing of any of his/her information for purposes such as marketing and offering of various products and services of SBICPSL or any of the product(s) of its Group Companies, subsidiaries, affiliates, associates of co-brand partner.

(i) Cardholder also authorizes SBICPSL to send SMS alerts on marketing / account related information on his/her registered mobile phone number. All documents submitted in support of the application shall become the sole and absolute property of SBICPSL and shall be treated in accordance with all applicable Laws and Rules established in India.

(j) Cardholder is fully aware and understands the regulations governing the use of the card outside India and his/her obligations under the Foreign Exchange Management Act, 1999 and other applicable guidelines issued by Reserve Bank of India(RBI) / applicable authority from time-to-time.

(k) Cardholder undertakes that his/her and additional cardholder(s) use of the Card shall be in strict compliance with Foreign Exchange Management Act, 1999 and other applicable Directions issued by Reserve Bank of India , else the Card may be cancelled at the instance of RBI and / or SBICPSL in the event the Primary Cardholder or the additional cardholder(s) are not in compliance with the usage restriction, foreign exchange entitlements and other applicable regulations. Cardholder shall bring the same to the notice of SBICPSL in writing forthwith. Cardholder accords the above consent notwithstanding the issuance / non-issuance, maturity of the card(s) or its discontinuance by the Cardholder.

(l) Cardholder shall contact the SBI Credit Card Helpline in case of any doubts / clarifications.

(m) Cardholder also gives specific consent to block and deactivate any of his/her credit cards and its aligned accounts in all circumstances where at any instance the Cardholder commits default in timely payments of outstanding on any of such credit cards issued by SBICPSL to the Cardholder.

(n) Cardholder understands that he/she will be issued a New Card as per the selection made by him/her at the time of application submission, to which the Cardholder hereby gives full and free consent to SBICPSL and Cardholder further undertakes that subsequently he/she shall not raise any demure, protest and/or contest with regard to any matter connected therewith. Cardholder confirms that he/she has provided their consent for application submission and has fully understood all accompanying terms and conditions of his/her SBI Credit Card.

(o) In all events of payments not being paid by the due date, SBICPSL reserves the right to carry out follow ups by means of personal visits, post, fax, telephone, E-mail, SMS and/or engaging third party to remind, follow-up and collect due payments in any manner deemed fit by SBICPSL keeping the intent in view.

(p) 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 E-mail and must confirm the same by mail or fax.

(q) This is without prejudice to other rights of SBICPSL to collect outstanding dues to be exercised in accordance with law. The Primary Cardholder hereby confirms that he/she would be the beneficial owner of the SBI Credit Card in accordance with existing RBI regulations. Cardholder hereby undertakes to comply with all directives from SBICPSL in his/her capacity as the beneficial owner of the SBI Credit Card, if and when such credit card is issued by SBICPSL to the Cardholder upon approval of his/her SBI Credit Card application.

(r) Cardholder agrees to have read and understood all SBICPSL policies regarding data privacy and security procedures published on its web site www.sbicard.com and acknowledges all its content.

(s) Cardholder understands that SBICPSL may engage, hire, use the services of agent(s) and/or any third party(ies) for the purpose of providing marketing or sales related services or any other related services in relation to its products on its behalf and the Cardholder may be required to deal with such agents/third parties/service providers with respect to such product/services.

(t) In case of any dispute, decision of SBICPSL shall be final and binding.

(u) SBICPSL reserves the right to modify or change any or all of these terms and conditions at its sole discretion without prior notice.

(v) These terms & conditions shall be governed and interpreted as per the laws of India and any dispute relating to these terms & conditions shall be subjected to exclusive jurisdiction of the courts of Delhi.

***"New Additional Card"*** shall mean an additional primary credit card for an existing cardholder, who has become eligible for a new segment of SBI Credit Card subject to meeting the requirements of SBI Card.

# Terms & Conditions Usage of SBI Card on Token Requestors

# 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.

# Know us better

### By Phone
For more information, call
1860 180 1290/1860 500 1290
or 39 02 02 02 (prefix local STD code)
Please keep your card handy

### By e-mail
Write to us at customercare@sbicard.com for any queries on your card account

### By Letter
Write to us at SBICPSL, Post Bag No. 28, GPO, New Delhi – 110001

### By Web
Log onto sbicard.com

Ver: FY 22_06