

Terms & 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 SBICPSL 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 & Payment Services Limited (formerly known as SBI Cards & Payment Services Private 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 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. 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 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. The minimum payment due from the Cardholder each month will consist of (a) the monthly payment - this amount is payable by the due date shown on the relevant monthly statement of account and will be 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) - these amounts are payable immediately. W.e.f. 15th March 2024, In case 5% of (Finance Charge + Retail Spends and Cash Advance) is less than Finance Charges then MAD calculation will be Total GST + EMI amount + 100% of Fees/Charges + 100% of Finance Charges + 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 for 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 here in before.

(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 received against the Card holder's card outstanding will be adjusted against GST, EMI Amount, Fees/Charges, Finance Charges, Retail Spends and Cash Advance in that order

(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 Cards 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.

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 entitled 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,

9.18 This is a co brand product and hence there may be fee and revenue sharing between SBI Card and the co-brand partner

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 Reward Point Program The Reward Point Program allows eligible SBI Cardholder(s) to accumulate points from spending on their SBI Credit Card as determined by SBICPSL from time to time.

(a) The accelerated categories defined from time to time shall have the same meaning as ascribed to the categories by VISA/RuPay under their respective Merchant Category Codes.(i.e.) The franchisees have listed qualifying criteria for merchant establishments in order 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 accelerated Category, in order for the transaction to be eligible for the accelerated Reward Points.

(b) The sub categories and their respective MCCs under each of accelerated Reward Points include the following: Departmental Stores & Groceries

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

(c) The SBI Card Rewards Program ("the Program") allows eligible SBI Cardholder(s) to accumulate point(s) from spending on their SBI Card, as determined by SBI Cards & Payment Services Limited ("SBICPSL") from time to time. Points accumulated on such SBI Card can be exchanged for a wide variety of rewards.

11.2 Eligibility

(a) The Program is open to holders of SBI Card Signature Cardholders, whose accounts are valid and in good standing and any other Card so determined by SBICPSL.

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

11.3 Points

(a) SBI Card Signature Cardholders shall earn 2 Reward Points for every ₹100 charged to his/her SBI Card Signature.- Cardholder shall earn total of 10 Reward Points for every ₹100 spent on the following categories: - 1. Dining 2. Departmental stores 3. grocery(b) For SBI Card Signature all spending charged to the SBI Card under the Program will be eligible to earn Points except any purchases at petrol pumps/ service stations (MCCs : 5172, 5541, 5542, 5983) and for other exclusions, please refer to the Shop-and-Smile Rewards Program T&Cs at <https://www.sbicard.com/en/tnc.page>.

Reward Points on accelerated categories as defined in section 11 of Terms and Conditions, will be subject to a capping of 10,000 Reward Points per calendar month. After reaching this monthly cap, the cardholder will accrue 2 Reward Points per Rs.100 on eligible transactions done in accelerated categories. For rest of the applicable Shop and Smile Reward Program clauses and T&Cs, please refer link <https://www.sbicard.com/en/tnc.page>

Welcome Gift Terms & Conditions

1. This offering is from SBI Cards and Payment Services Limited ("SBICPSL") as a product offer for its Signature variant of Credit Cardholders ("Cardholder") as may be communicated by SBICPSL via various medium chosen by it.
By availing this offer benefits by conducting a financial transaction, the Cardholder provides consent to all terms and conditions herein including for sharing of all personal, Transactional and other related information for the purpose of this Offer.
2. As part of the product feature, a Cardholder may become eligible for a welcome gift after paying the membership fee for the eligible year.
3. For the purposes of this Offer, an eligible year is defined as the year in which the fee is paid for by the Cardholder. Example: In case a card account is opened on 1st June 2012, the period for the eligible year would be 1st June 2012 to 31st May 2013.
4. All eligible SBI Signature cardholders will be able to choose any one Gift from any of the following Electronic Gift Voucher (EGV) Options worth Rs. 5000 as Welcome Gift:
Yatra, Hush Puppies / Bata, Aditya Birla Fashion Limited, Pantaloon and Shoppers Stop.
5. SBICPSL reserves the right to cancel, change or substitute the Welcome Gift Terms and Conditions at any time. SBICPSL can suspend /terminate/replace any brand currently available for Welcome Gift as mentioned in the point above without any further notice.

Steps for Redeeming Welcome Gift: SBI Platinum Cardholder would be sent an SMS to his/her registered mobile number confirming the eligibility for the Gift. The options available to the Cardholder for redemption of Electronic Gift Voucher (EGV) would be detailed in this SMS. On receipt of this SMS, Cardholder can either call the SBI CARD call center or send and SMS for the chosen option as directed in the SMS within 6 months of receipt of the SMS. Once the choice is communicated by the Cardholder, the opted EGV will be sent via an SMS to his/her registered mobile number.

i. Notwithstanding anything to the contrary, it is stipulated that the customer account should be in good standing to be eligible for Gift meaning that for any reasons the credit card should not be suspended, blocked, inactive to be eligible for gifts under this Program

ii. The voucher is offered by partnership establishment under a commercial arrangement with the product/service provider. SBICPSL has no liability towards quality of goods and or services received by the Cardholder redeeming the vouchers.

Terms & Conditions – Yatra.com

The detailed booking process and terms and conditions are listed below:

The procedure for redeeming the EGV is as follows:

1. Go to www.Yatra.com
2. Select your desired flight/hotel/holiday/bus and proceed to the payment section.
3. In the Payment section please enter the EGV code in the "Enter Promo Code" section and click on Apply.
4. The total amount to be paid will get reduced according to the EGV value.
5. The rest of the payment for the transaction has to be done using SBI Signature/Signature Contactless Card

Customer Terms and Conditions:

1. These EGVs are valid for 6 months from the date of Issue. (Validity will be mentioned)
2. These EGVs are valid for booking on – Flights (Domestic/International), Hotels (Domestic), Buses (Domestic) Holidays (Domestic/International) only at Yatra.com.
3. EGVs are valid for ONE time transaction only.
4. EGVs are cumulative. However, cumulative redemption is possible Offline only.(through Yatra Call Center)
5. EGVs can be used Online for making booking of Flights (Domestic/International), Buses/ Hotels (Domestic) Individually
6. EGVs for Buses (domestic) can be redeemed online only
7. Holidays (domestic/international) will be redeemed offline by calling 0124 – 3040700/707 between 10AM to 7PM on all days including Saturdays and Sundays.
8. The Customer has to apply / quote the unique voucher number at the time of booking to avail the benefits.
9. Any applicable convenience fee/processing fee/excess tour cost/ government taxes shall be payable by the Customer at the time of booking (Only if the package cost exceed the voucher value)
10. If a EGV is lost or stolen, Yatra will not be liable for replacement or compensation.
11. This EGV cannot be clubbed with any other ongoing offer discount/cash back/promotion run by Yatra.com.
12. No additional Discount / reduction in the price will be entertained other than the offer mentioned on the EGVs.
13. If a purchase is equal to the value of the EGV, then customer will have to pay Re.1 to complete the transaction.
14. If a purchase is less than the value of the EGV, then customer can avail the discount maximum upto the value of the purchase only. Balance EGV amount will be forfeited and customer will have to pay Re.1 to complete the transaction.
15. If a purchase is more than the value of the EGV, then balance amount can be paid via SBI Credit Card

(only for the BIN Numbers as shared by SBI Card) or Consumer can pay balance amount through another EGV through offline mode of redemption only (in case Consumer has more than one EGV) e.g. if Consumer wishes to redeem a EGV against the booking of Rs. 5,500 then he can use a Rs. 5,000/- EGV and the balance amount of Rs. 500/- can be paid by /SBI Credit Card or by using another EGV (offline mode of redemption).

16. Confirmation of any booking will be subject to availability at the time of booking and will be governed by the standard booking terms & conditions of Yatra.com.

17. Yatra.com is not liable to pay for any difference in fare/tariff between date of redemption request placement and date of using EGV during booking.

18. No change or cash can be taken in exchange of this EGV.

19. In case of cancellations, EGV amount will be used for next booking once after deducting the standard cancellation charges. Customer will need to call 0124-3040700/707 for cancellation and re-booking

20. All the terms and conditions of EGV as given hereof and standard terms and conditions, user agreement, privacy policy (subject to change) of Yatra.com as mentioned in the website www.yatra.com and the terms and conditions of the respective airline/ hotel /resort/other service provider shall be applicable on the Customer.

21. Any legal disputes, whatsoever regarding any aspect of the promotion shall be handled in the jurisdiction of the courts in Gurgaon, Haryana only.

Terms & Conditions – Hush Puppies / Bata

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

The procedure for redeeming this voucher is as follows:

1. The holder of the Instant Gift Voucher is deemed to be the beneficiary

2. Beneficiary should announce the intent of using the Instant Gift Voucher before making a purchase

3. Only valid Instant Gift Voucher at the sole discretion of BATA shall be accepted for redemption

4. Maximum of "three" Instant Gift Vouchers can be used against one bill

5. Partial redemption is allowed but no refund or credit note would be issued against an unused or partially used Instant Gift Voucher

6. Instant Gift Voucher cannot be revalidated once expired

7. BATA or its affiliates are not responsible on account of the beneficiary sharing the Instant Gift Voucher number and the Voucher getting redeemed on that account

8. The Brand may ask for a valid Government identity proof at the time of redeeming the Instant Gift Voucher

9. Instant Gift Vouchers will be accepted across all outlets mentioned, but BATA at its sole discretion may add or remove an outlet from the list without giving any prior notice

10. BATA makes full efforts to accept all Instant Gift Vouchers but on account of technical / administrative reasons, an outlet may refuse to accept vouchers

11. This Instant Gift Voucher cannot be redeemed on specific block out dates, BATA may add or delete any date on its sole discretion

12. BATA or any of its partners would not be liable for any form of compensation etc on account of an outlet not being able to accept Instant Gift Voucher. The customer would be liable to settle the bill

13. If an Instant Gift Voucher gets blocked on account of technical issue, it would get activated in 72 hours

14. Any dispute should be referred to the company from where the Instant Gift Voucher has been received, decision of the company shall be final

15. Please contact Shop Manager for any acceptance issue and if issue is still not resolved, you can call SBI Card helpline.

Terms & Conditions- Aditya Birla Fashion Retail Limited (Planet fashion, Louis Philippe, Van Heusen, Allen Solly, Peter England, Simon carter)

1 The EGV is freely transferable and redeemable for the amount mentioned on EGV for any product/merchandise at following Brands of Aditya Birla Fashion and Retail in India – Louis Philippe, Van Heusen, Allen Solly, Peter England, Planet Fashion, Simon Carter - as per List of Stores shared by Company with SBI;

2 EGV can be redeemed only at Company's exclusive brand outlets (EBO) and not at its value store (VS), departmental stores, multi brand outlets (Except Planet Fashion) or online websites of the Company

3 Validity of the voucher/ EGVs would be 7 months. The validity period shall not be extended under any circumstances.

4 The EGV needs to be presented to the cashier at the store before final billing of your purchase(s).

5 The EGV balance is redeemable against purchase of merchandise only and cannot be redeemed for cash.

6 In case the value of the merchandise exceeds the value of the EGV the difference must be paid by cash, credit card or debit card.

Terms & Conditions- Aditya Birla Fashion Retail Limited (Planet fashion, Louis Philippe, Van Heusen, Allen Solly, Peter England, Simon carter)

1 The EGV is freely transferable and redeemable for the amount mentioned on EGV for any product/merchandise at following Brands of Aditya Birla Fashion and Retail in India – Louis Philippe, Van Heusen, Allen Solly, Peter England, Planet Fashion, Simon Carter - as per List of Stores shared by Company with SBI;

2 EGV can be redeemed only at Company's exclusive brand outlets (EBO) and not at its value store (VS), departmental stores, multi brand outlets (Except Planet Fashion) or online websites of the Company

3 Validity of the voucher/ EGVs would be 7 months. The validity period shall not be extended under any

circumstances.

4 The EGV needs to be presented to the cashier at the store before final billing of your purchase(s).

5 The EGV balance is redeemable against purchase of merchandise only and cannot be redeemed for cash.

6 In case the value of the merchandise exceeds the value of the EGV the difference must be paid by cash, credit card or debit card.

7 In case the value of the merchandise is less than the value of the EGVs, the difference will not be refunded in cash.

8 EGVs can be redeemed only once on any of the brand outlets.

9 Multiple vouchers can be clubbed in the same transaction.

10 Voucher denominations would be Rs 1500 and 2500.

11 No duplicate will be issued if the EGV is lost or misplaced.

12 Vouchers can be blocked if they are not used. SBI Card would send a request to vouchagram for any such requests and these may be issued afresh.

13 EGVs get activated by default once they are triggered to SBI nominated Email Ids.

Terms and Conditions: Shoppers Stop

The procedure for redeeming the EGV is as follows:

1. Walk into any Westside store within India

2. Show the SMS containing the EGV code to the cashier at the time of payment to avail discount.

3. The last 6 digits of the EGV is the authorization PIN.

Customer Terms and Conditions:

1. Walk into any Westside store within India

2. Show the SMS containing the EGV code to the cashier at the time of payment to avail discount.

3. The last 6 digits of the EGV is the authorization PIN.

Customer Terms and Conditions:

1. E-Gift voucher is redeemable for merchandise at website www.shoppersstop.com, Shoppers Stop, Shoppers Stop Airport Stores, HomeStop&Mothercare* (*Operated by Shoppers Stop Limited) within India.

2. Purchase of Mobiles, Mobile Phone Accessories, Cameras, mp3 players, laptops, 22K & 24K Gold Jewelry & Gold Coins of any jewelry brand is not allowed through this E Gift Voucher.

3. E-Gift Voucher is not redeemable for cash or credit nor can be exchanged for a gift voucher/Gift card.

4. E-Gift Voucher cannot be reloaded.

5. E-Gift Voucher is valid for a period of 1 year from its date of issue.

6. If the E Gift Voucher is lost or stolen, neither will a new E-Gift Voucher will be issued nor will the money be reimbursed in any manner.

7. Shoppers Stop Limited shall not be liable and responsible for any unauthorized and/or fraudulent purchase/s made using this E Gift Voucher. The holder of this E Gift Voucher shall be solely responsible for the safe custody of the E Gift Voucher and the credentials mentioned on it.

8. No duplicate E-Gift Voucher will be Issued.

9. E-Gift Voucher is property of Shoppers Stop Limited to whom it should be returned on request.

10. Shoppers Stop reserves the right to amend the terms & conditions at its discretion without prior notice.

11. Dispute/s subject to Mumbai Jurisdiction.

Signature customers are eligible for the below Milestone Reward Points:

Annual Spend Level	Bonus Reward Points
2 Lakh	10,000
3 Lakh	10,000
4 Lakh	10,000
5 Lakh	20,000

Annual Period for Annual Spend Level - The Annual Period for the same is defined from the date of card/account opening - E.g. If a customer has got his card/account opened on 1st October 2013, then the Annual Period would be from 1st October 2013 to 30th September 2014. The subsequent annual years would be on the same format - 2nd year: 1st October 2014 to 30th September 2015 and so on.

The customers who have achieved the defined Annual Spend Slab are credited with the respective Bonus Reward Points within a maximum of 21 days from the date of achievement of the Spend Slab. Each eligible customer is sent a confirmation sms post achievement of the defined Annual Spend Level confirming the credit of the Bonus Reward Points to the customer acc

Terms and Conditions: Pantaloons

The procedure for redeeming the EGV is as follows:

1. Walk into any Pantaloons store within India.
2. Show the SMS containing the EGV code to the cashier at the time of payment to avail discount.

Customer Terms and Conditions:

1. This Electronic Gift Card (E-GC) is redeemable at all Pantaloons outlets across India. For list of Stores visit <http://pantaloons.com/store/store-locator>.
2. This e-GC is not valid at shop-in-shops and on Jewellery.
3. This E-Gift card is redeemable only once and only by the bearer. This E-Gift card needs to be used in full.
4. This E-Gift card is valid for a period of up to 180 days from the date of activation.
5. Multiple EGVs can be used in the same bill.
6. In case the value of the merchandise exceeds the value of e-Gift Card, the difference shall be paid by the bearer. No refunds / credit note shall be issued for unused part of the E-Gift card.
7. Protect the E-Gift card number and PIN to avoid misuse. Pantaloons shall not assume any liability in case the e-GC PIN gets stolen/compromised, Pantaloons shall neither replace the e-GC nor refund cash.
8. Once the E-Gift card is issued, Pantaloons will not entertain any request for cancellation.
9. Any exchange by the bearer will be considered a valid discharge of Pantaloons' liability.
10. Pantaloons reserves the right to alter any / all the terms and conditions of this E-Gift card any time without prior notice.
11. This E-GC has been issued subject to the terms of the Company. Litigation, if any, is subject to jurisdiction of courts in Mumbai.
12. For any issues related to GCs please reach to the following contact details:

Phone Number: 800-103-7527 (10am - 10pm)

Terms & Conditions for the Signature Book of Rewards:

The SBI Signature Book of Rewards Program ("the program") allows SBI Signature ("Cardholder/s") to redeem points for various Gifts or Gifts Vouchers.

Points Redemption:

The cardholder can redeem the earned Reward Points by calling the SBI Card helpline 39020202 (prefix local STD Code) or 1860 180 1290.

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

The points accrued can only be redeemed by the primary card holder and not by an Additional Cardholder.

The Points may be redeemed at participating merchant establishment for a variety of rewards, as detailed in the program catalogue and other mailers issued by SBICPSL from time to time.

SBICPSL will mail the redemption certificate/voucher/gift to the cardholder within 10-15 days on a best-effort basis after receiving the redemption request from the Cardholder.

Kindly note that Gift vouchers should be utilized within expiry dates mentioned on the voucher. Gift Vouchers will not be revalidated.

SBICPSL is not liable for any delay or loss in delivery of redemption certificates/vouchers or gifts.

Redeemed Rewards are not exchangeable for other rewards or refundable. Once exchanged for any partner loyalty program, points cannot be transferred back. All Rewards are subject to availability and certain restrictions may apply. The redemption procedure and additional terms and conditions for each item are set forth in the redemption certificates/vouchers issued to the cardholder.

In case the enclosed gift is damaged/incorrect/incomplete, please feel free to get in touch with our helpline at 39020202 (prefix local STD Code) or 1860 180 1290 within 5 days of receipt of the same.

Any additional meals, transportation, accommodation arrangements, couriers or other cost incurred in

connection with redemption of any reward will be the sole responsibility of the cardholder.

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

Other SBI credit card benefits which are activated by use of the SBI card do not apply to goods or services received as rewards under the program.

Delivery :

SBICPSL reserves the right not to accept returns or changes of goods/services after a complete delivery has been made to the correct mailing address and accepted by the Cardholder. Quality of goods/services is guaranteed by suppliers / manufacturers in accordance with their warranty and services terms and conditions if any.

The fulfillment agency will make such delivery within 10-15 days of receipt by SBICPSL of the redemption request on a best-effort basis. In case of goods shortage or upon expiration of the rewards catalogue, the delivery may be subjected to certain delay. All delivery disputes will be entertained within 30 days from the date the request has been made for the redemption.

Other Conditions:

Fraud and abuse relating to earning and redemption of points in the program will result in the forfeiture of the points as well as termination of the SBI card account. SBICPSL or its merchant establishments for administrative purpose may use information supplied by a Cardholder on the redemption of rewards.

Any taxes or other liabilities or charges payable to the government or any other authority or any participating merchant establishment which may arise or accrue to a cardholder by redemption as aforesaid or otherwise as a result of the program shall be to the sole responsibility of the cardholder.

SBICPSL reserves the right to cancel, change or substitute the rewards or the rewards conditions or the computations of points or terms and conditions of the program anytime. SBICPSL can suspend or terminate the program any time it deems necessary. In such a case SBICPSL will intimate the cardholder and give them an option to redeem the accumulated points.

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 establishment under the program.

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.

SBICPSL does not endorse the quality of the services and any queries or complaints pertaining to the quality of the service will have to be taken up directly with participating merchant establishment.

a) In case of any query regarding the product/services Cardholder needs to contact the participating merchant establishment.

b) Cardholders are not bound in any way to participate in this Offer. Any such participation by the Cardholder is voluntary and the same is being made purely on a best effort basis.

c) Any disputes arising out of this Programme shall be subject to arbitration under the Indian Arbitration and Conciliation Act, 1996 including any statutory amendments carried thereof. Arbitration shall be conducted by a sole arbitrator appointed by SBICPSL for this purpose and the award of the arbitrator shall be final and binding on the cardholder and SBICPSL. The place of arbitration shall be New Delhi and the language of arbitration shall be English. Existence of a dispute, if any, shall not constitute a claim against SBICPSL.

SBICPSL acts in good faith in response to any oral or electronic instruction or enquiry by the Cardholder in respect of any matter in relation to this program and fulfillment of any reward. The cardholder will not be entitled to claim or allege any loss, damage, liability, expense etc. attributable directly or indirectly, to any such good faith action of SBICPSL. All queries to the program may be addressed to:

The MANAGER Customer Services

SBI Cards and Payment Services Private Limited

P.O. Bag No 28

New Delhi

SBI Credit Card Protection – SBI Credit Card Signature is protected against unauthorized charges in case it is lost or stolen or even if your Credit Card is still in your possession and unauthorized charges are made using your SBI Credit Card information, you will have to call the 24 – hour SBI Card Customer Helpline Number in India to report the loss, accordingly we can block your card immediately. The SBI Credit Card Signature covers up to 100,000 of financial loss incurred due to fraudulent usage of your Credit Card (Lost Card, Counterfeiting/Skimming/ Phishing and Online Fraud). This protects you against the misuse of your Credit Card for up to 48 hours prior to your first reporting of the event and 7 days post reporting of the event to us. In case of loss / damage of your SBI Credit Card Signature you will have to apply for a replacement card and pay the fee as applicable at that time. This protection is insured by United India Insurance Co. Ltd. SBI Card and Payment Services Limited (“SBI Card”) is only acting as a group policy administrator for this particular policy. SBI Card does not accept any responsibility for United India Insurance Co. Ltd actions or decisions.

SBI Card holds no warranty & makes no representation about claims processing. United India Insurance Co. Ltd is liable for claims processing as per the terms and conditions of this policy. Conditions apply

Key exclusions: The company will not make any payment in respect of -

1. Any loss or damage arising out of any Card transactions which have occurred after the loss of Card has been reported to the Bank.

2. Any loss or damage arising out of Card transactions authorized using PIN issued to the Cardholder by the Bank.

3. Any loss or damage arising out of Internet Based transaction- PIN based (ATM, Telephone), Pre-delivery fraud and loss in transit, Any claim due to violation of law.

4. The Company will not make any payment for any claim directly or indirectly arising from, or occasioned by, or due to:

- Loss incurred by the cardholder because of misuse of credit card at any site not having authorized VeriSign Security status or any other equivalent security status at any point in time for the entire period of the insurance

- Any failed/ duplicate/ declined transactions by host website/ authorized bank

- Any errors made by the host Website

5. General Conditions: Gross negligence is not covered. Any claim due to deliberate breach of law is not payable.

6. Online Fraud Protection: Password based transactions are not covered; All losses arising from breach of 2nd level authorizations are not covered

Claims Procedure: In the event of a loss.

1. File a police report “FIR” within 24 hours of discovering unauthorized charges or ATM withdrawals.

2. Report the theft or loss or fraud on your Credit Card, unauthorized charges made when Credit Card is in your possession to SBI Card within 24 hours of discovering such theft or loss.

3. Call SBI Card helpline 18601801290 or 39020202 (prefix local STD Code) to register a claim within 15 days of loss or counterfeit of card.

4. Fill up, sign and submit the signed claim form to us along with list of documents, within 30 days of making the original claim:

Step-by-Step Claim Process:

1. Initial Claim Intimation:

➤ The operating team of SBI Cards and Payment Services Limited Team must immediately inform to the point of contact of Howden, through email, about the incident as soon as possible.

➤ Required Information for Claim Intimation:

Customer Name

Card Number where fraud occurred

Card Expiry Date

Card Logo

Card Type/Variant

Fraud Amount

Fraud Date

Date of Intimation of Fraud to Insurance

Suspect/Merchant Name

City of Fraud

Type of Fraud

2. Claim Notification to Insurance Company:

The operating team of SBI Cards & Payment Service Limited must follow for handling claims related to Lost Cards, Counterfeiting/Skimming, Phishing, and Online Fraud Protection. Here's a more detailed breakdown of the procedure:

Claim Receipt: - When a customer or cardholder reports a claim related to the above-mentioned fraudulent activities (Lost Card, Counterfeiting, Skimming, Phishing, Online Fraud), SBICPSL should immediately acknowledge the receipt of the claim.

Investigation: SBICPSL is required to investigate the claim within 45 days from the date the claim is received. The investigation may involve verifying transaction details, assessing the fraud type, and communicating with the customer for any additional information.

Investigation Completion: - Once the investigation is concluded, the SBI Team must prepare a

detailed report that includes findings and conclusions about the fraudulent activity.

Intimation to Howden/Insurance Company: After the investigation, the SBICPSL Team needs to inform Howden/Insurance company about the loss. This intimation should ideally be done immediately following the submission of investigation report or as part of the claim registration process.

Claim Registration & Processing: - Howden or the respective Insurance company will then proceed to register the claim and process it, following their own procedures for fraud-related claims.

The key objective here is ensuring that all parties (SBICPSL, customer, Howden and the insurance company) act within the stipulated timelines and complete necessary documentation to allow for smooth claim registration and settlement.

3. Surveyor Appointment:

The insurance company may, or may not, appoint a surveyor on case-to-case basis depend on the internal discussion within 72 hours.

The surveyor will be selected from the agreed panel listed in the policy schedule.

If a surveyor is appointed, details will be informed to SBI Card Team accordingly.

4. Document Submission:

Howden will share a list of required documents with the SBI Cards and Payment Services Limited Team on receipt of the claim intimation.

As per the policy conditions, claim documents to be submitted within 60 days of claim intimation to Insurance company subject to partial document is received within 60 days from claim intimation date else claim will be rejected in view of claim documents not received.

5. Document Scrutiny:

Howden will review and verify the documents, if any discrepancy is identified, Howden would inform the SBI Card team.

On receipt of complete claim documentation, Howden will submit the documents to the surveyor or insurance company for claim finalization.

Important Notes:

Claims should be intimated by the SBI Cards and Payment Services Limited Team through email only. If Howden receives a claim directly from a cardholder/customer, it will forward the claim to the SBI Cards and Payment Services Limited Team for verification before proceeding.

The SBI Cards and Payment Services Limited Team must then inform Howden to continue or discontinue the claim process along with their Bank Investigation Report.

As per the Policy conditions, claim should be intimated to Insurance company within 45 days from date of fraudulent transaction and Bank Investigation Report to be submitted immediately after claim registration or at the time of claim registration. Here the date of registration means date of intimation to insurance company.

Claim documents to be submitted within 60 days of claim intimation to Insurance company subject to partial document is received within 60 days from claim intimation date else claim will be rejected in view of claim documents not received.

LIST OF DOCUMENTS FOR CARD LAIBILITY COVERS: In order to proceed with the processing of the claim, SBI Cards & Payment Service Limited have to arrange and submit the following documents/requirements to Howden within the stipulated timeline outlined in the policy schedule.

1. Bank's Investigation Report / FCU Report – To be provided by the SBI Cards Team over email or letterhead
2. Bank Statement showing unauthorized transactions and shadow credit/reimbursement/reversal by the bank
3. Claim Form duly filled in and signed & stamped by the Insured/Claimant
4. Copy of Customer's Complaint letter to the Bank
5. Copy of Affected Credit Card Photographs (Front & Back) for Card present/online transactions
6. FIR has to be mandatorily submitted in case of lost card in India. For lost cases happened in foreign location, instead of FIR, Bank's investigation report of bank can be accepted.
7. Copy of Complete Passport copy, if loss at international location

Please submit the hard copies of the required documents to the following address: Howden Insurance Brokers India Pvt Ltd, 6th Floor, Peninsula Chambers, Peninsula Corporate Park Ganpatrao Kadam Road, Lower Parel Mumbai 400 013

POINT OF CONTACT FROM HOWDEN INSURANCE BROKERS PVT LTD

Name	Email ID	Mobile No.	Profile	
Alpesh Bhavsar	alpesh.bhavsar@howdenindia.com	9096114755	First Point of Contact	
Dipesh Kariath	dipesh.kariath@howdenindia.com	7977536940		
Priyanka Deshmukh	priyanka.deshmukh@howdenindia.com	9004197400	Escalation 1	
Sakshi Singh	sakshi.singh@howdenindia.com	9082001942	Escalation 2	
Sudeep Sudevan	sudeep.sudevan@howdenindia.com	9820840257	Escalation 3	

SBI Cards and Payment Services Ltd.
P.O. Bag No. 28, New Delhi - 110 001
Please visit our website at : www.sbicard.com