# Know your South Indian Bank *SimplySAVE* SBI Card

SOUTH INDIAN Bank

SBI card

# Index

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

E. EMV Chip
   SBI Cards offers you additional security through the EMV chip enabled cards.

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


F. The VISA 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 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.

## Easy Money Facility

Now you can avail a cheque any time at your doorstep by just making a phone call to the SBI Card Customer Helpline. Use 'Easy Money' facility and avail money against your cash limit for planning a holiday or buying a TV. You can avail a cheque for a minimum of ₹5000 and maximum of upto 75% of your available cash limit on the SBI Credit Card. Processing Fee would be charged as applicable.

## Simple Easy Money Installment

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

### 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 INSURANCE With Us, You're Sure

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.

Connect with us

Facebook/SBICard | Twitter/SBICard_Connect | YouTube/SBICardConnect

## 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, Encash and Easy Money
- 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
- 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

XXXXXXXXXXXXXXXXXXXXXX

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

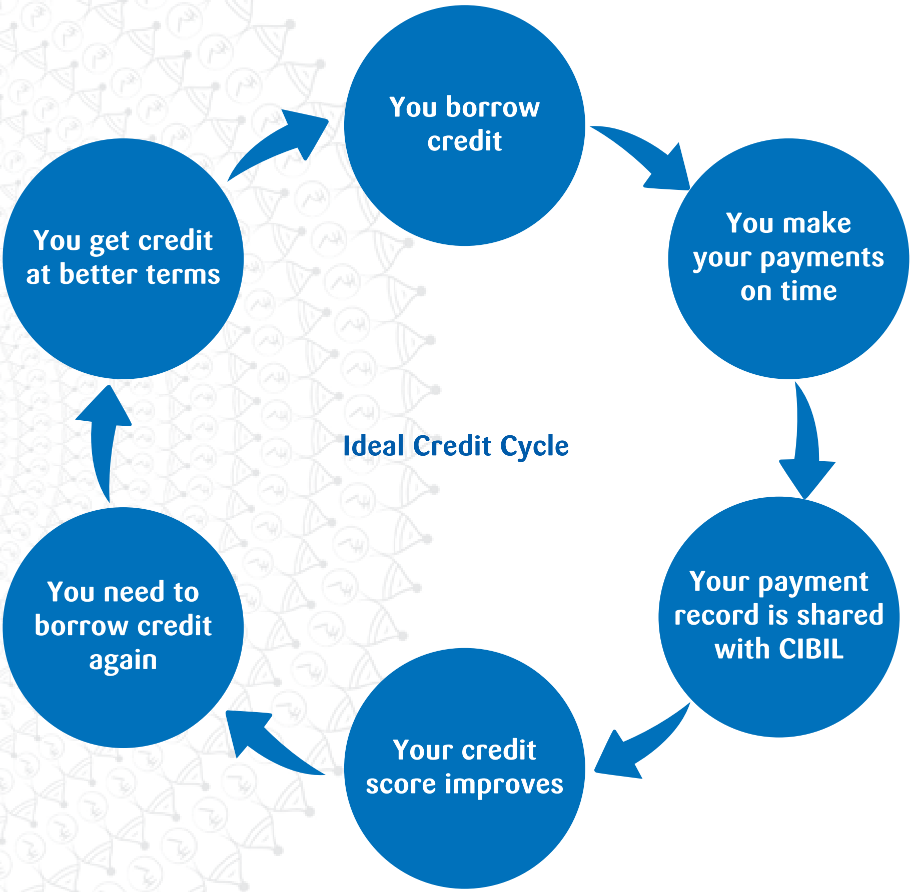
Password

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 SBI Card will be sent to you automatically 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 - Welcome Offer

**(Get 2000 Bonus Points on spends of Rs. 2000 within 60 days of receiving card)**

1. The SBI Card Offer ("Offer") from SBI Cards and Payment Services Ltd. ("SBICPSL") is open to select residents of India holding a valid and current SBI Credit Card ("Card") i.e., with no outstanding of more than 30 days ("Cardholder")
2. Offer is valid on total purchase of Rs.2000 or more done within 60 days of receiving the card. Offer is not valid on Cash Withdrawals, Balance Transfer and Easy Money Draft spends.
3. This offer is valid only for South Indian Bank *SimplySAVE* SBI Card with Year 1 Joining Fee of Rs.499.
4. Offer is valid for new SBI Cards only and is not applicable for Upgraded, Re-Issued, Replaced and Renewed Cards.
5. Bonus Points will be credited to the SBI Card account within 60 days of eligible transaction(s).
6. Maximum 2000 Points can be availed per SBI Card account as a part of this offer.
7. Bonus Points are given only to the Cardholders who are eligible as part of this Program on their SBI Credit Card. All decisions of SBICPSL about eligibility of cardholders for benefits under this Program are final, absolute and binding on all Cardholders.
8. There is a separate Reward Redemption fee made applicable on every redemption request and the same may be communicated to the Cardholder at the time of redemption, if and when the occasion arises.
9. This Offer is a stand-alone Offer and the benefits offered under this Offer cannot be clubbed together and/or in any way be cumulated with any other offer of SBICPSL in any manner, or form.
10. Any disputes arising out of this Offer 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.
11. Cardholders are not bound in anyway to participate in the Offer. Any such participation is voluntary and the same is being made purely on a "best effort basis".
12. SBICPSL reserves the right to modify or change any of the terms and conditions applicable to the Offer at any time without prior notice.

## Terms & Conditions - Reward Points

Cash Advance, Balance Transfer, Encash, Flexipay and Fuel Transactions are not included in the Reward Point program.

## 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)

# 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 ₹2,000 for a single transaction.

Look → Wave → Go

## 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 ₹2,000 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 ₹2,000 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 ₹2,000.

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.

# Cash Points

## What Is a Cash Point?

» A Cash Point is a point you earn whenever you use your South Indian Bank *SimplySAVE* 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 for every ₹100 spent on your South Indian Bank *SimplySAVE* 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.

# Most Important Terms & Conditions

## SBI Cards - Most Important Terms & Conditions

### 1. *FEES AND CHARGES

#### A. Annual Fees & Renewal Fees

There are annual fees and renewal fees applicable on the SBI Credit Card (SBI Card). Annual fee is a one-time charge and renewal fee is charged every year. These fees may vary from Cardholder to Cardholder, and for different card variants. These shall be as communicated to the Cardholder at the time of applying for the credit card. These fees, as applicable, are directly charged to the Cardholder account and the same would be billed in the card statement of the month in which it is charged. There may be separate fees for Additional Cards issued to the Primary Cardholder.

#### B. Cash Advance Fees

The Cardholder can use the Card to access cash in an emergency from domestic /international ATMs. A transaction fee would be levied on all such withdrawals and would be billed to the Cardholder in the next statement. A transaction fee of 2.5% or Rs. 500 whichever is higher at domestic ATMs and 2.5% or Rs. 500, whichever is higher at international ATMs will be levied. The transaction fee is subject to change at the discretion of SBI Cards and Payment Services Limited, SBICPSL (formerly known as SBI Cards and Payment Services Private Limited). All cash advances also carry a finance charge equal to charges on revolving credit (please refer schedule of charges) from the date of withdrawal until the date of full payment.

#### C. Cash Payment fees

The Cardholder can walk into select SBI Bank branches or SBI Associate Bank branches and pay SBI Card dues by mentioning the Credit Card number & Amount in the pay-in slip and depositing the same at the branch counter. An instant payment acknowledgment receipt will be provided after paying your bill. This service is available at Rs.199 + all applicable taxes.

## D. Charges

i. Charges and fees, as may be applicable from time to time, are payable by Cardholders for specific services provided by SBICPSL to the Cardholder or for defaults committed by the Cardholder with reference to his Card account

ii SBICPSL retains the right to alter any charges or fees from time to time or to introduce any new charges or fees, as it may deem appropriate, with due intimation to cardholders.

## E. Interest Free Grace Period

The interest free credit period could range from 20 to 50 days subject to submission of claims by the merchant. However, this is not applicable if the previous month's balance has not been cleared in full or if the Cardholder has availed of cash from any ATM.

## F. Finance Charges (Service Charges)

Finance Charges are payable at the monthly interest rate on all transactions including unpaid EMI installments from the date of transaction in the event of the Cardholder choosing not to pay his balance in full, and on all cash advances taken by the Cardholder, till they are paid back. If the Cardholder makes partial or no payment of Total amount due (TAD) before Payment due date (PDD); i.e. the Customer has outstanding balance from previous months and in the current month, full payment of Total amount due is made before Payment due date then Finance charges will be levied on the closing balance till the payment date. The current rate of finance charges is upto 3.50% per month [42% per annum] from the transaction date and is subject to change at the discretion of SBI Cards and Payment Services Limited (SBICPSL). Finance charges, if payable, are subject to levy of applicable taxes and are debited to the Cardholder's account till the outstanding on the card is paid in full. The minimum amount of Finance Charge levied on all transactions in the event of the Cardholder choosing not to pay his balance in full within payment due date, and on all cash advances taken by the Cardholder will be Rs 25 each, exclusive of applicable taxes.

a. Finance charges on cash advances are applicable from the date of transaction until the payment is made in full.

Example 1 - Card Statement date – 15th of every month.

Transaction done between 16th June'19 – 15th July'19

1. Retail Purchase of Rs. 5000 – On 20th June'19
2. Cash Withdrawal of Rs. 7000 – On 10th July'19

Assuming No Previous Balance carried forward from the 15th June 2019 statement, the cardholder will get his 15th July statement showing Rs.12,000 of transactions along with 5 days of finance charges at the rate applicable on the Rs.7,000 cash withdrawal. The cardholder needs to make payment against the outstanding by 5th August 2019, i.e. 20 days from the Statement Date, for anything between the entire amount or Minimum Amount Due. Please note that any payment made against your Credit card outstanding, would first be cleared against your Minimum Amount Due (which is inclusive of all applicable taxes, EMI on Loan plans+5% of Total outstanding), fees and other charges (if any) followed by Balance Transfer balance (if any), retail balance (if any) and would be adjusted against your Cash Balance (if any) last. Finance charges will be levied from the previous statement date unless in the case of non-interest levied outstanding retail balance, where the finance charge is levied from the date of the transaction. In case the statement outstanding has no cash balance and has not been carried forward from a previous statement and the retail balance outstanding on the statement date is paid in full by the payment due date, No Finance Charges are levied on such balances.

Example 2 – Card Statement date – 2nd of every month.

Transaction done between 3rd Jan'19 – 2nd Feb'19

1. Retail Purchase of Rs. 10000 – On 5th Jan'19
2. Online Purchase of Rs. 30000 – On 15th Jan'19

Assuming no previous balance carried forward from the 2nd Jan 2019 statement, the cardholder will get his 2nd Feb statement showing Rs. 40,000 transactions. The cardholder needs to make payment against the outstanding by 22nd Feb 2019, i.e. 20 days from the Statement Date, for anything between the entire amount or the Minimum Amount Due. In case the statement outstanding has no cash balance and has not been carried forward from a previous statement and the retail balance outstanding on the statement date is paid in full by the payment due date, No Finance Charges are levied on such balances.

**Making only the minimum payment every month would result in the repayment stretching over the years with consequent interest payment on your outstanding balance.** For e.g. on a transaction of Rs. 5,000 if Minimum Amount Due is paid every month (subject to a minimum amount of Rs. 200 every month), it will take up to 44 months for entire outstanding amount to be paid in full.

Example 3 – Card Statement date – 2nd of every month.

Transaction done between 3rd March '19 – 2nd April '19

(1) Annual fee of Rs. 500 – On 5th March '19

(2) Applicable taxes of Rs. 90 – On 5th March '19

(3) Online Purchase of Rs. 6000 – On 15th March '19

Assuming no previous balance carried forward from the 2nd March 2019 statement, the cardholder will get his 2nd April statement showing Rs. 6,590 transactions. The cardholder needs to make payment against the outstanding by 22nd April 2019, i.e. 20 days from the Statement Date, for anything between the entire amount or Minimum Amount Due.

Assuming the cardholder makes the payment of Minimum Amount Due of Rs. 415, (5% of Total outstanding) + applicable taxes on 22nd April 2019, rounded off to nearest decimal point, finance charges would be levied at the effective rate and added to the total outstanding. Considering the effective rate of 3.50% p.m., finance charge calculation will be done as follows:

On the balance of Rs. 500 (5th March to 22nd April) for 49 days:

(3.50*12)*(49/365)*90/100= Rs.5.07

On the applicable taxes of Rs. 90 (5th March to 22nd April) for 49 days: (3.50*12)*(49/365)*90/100= Rs.5.07

On the balance of Rs. 6000 (15th March to 22nd April) for 39 days:

(3.50*12)*(39/365)*6000/100= Rs. 269.26

On the balance of Rs. 6,175 (22nd April to 2nd May) for 10 days:

(3.50*12)*(10/365)*6175/100= Rs. 71.05

Total Interest charged = Rs. 373.57

Sum of Outstanding purchase amount, Interest charges, Fees and Charges, if any, and applicable taxes would reflect as the Total amount due in the statement dated 2nd May assuming the card holder does not make any transactions between 3rd April '19 – 2nd May '19.

If the cardholder keeps making the Minimum Amount Due (5%) payment every month and also keep paying the interest amount he would clear the outstanding in 20 months (100%/5% = 20).

If the Cardholder makes partial or no payment of Total amount due(TAD) before Payment due date (PDD); i.e. the Customer has outstanding balance from previous months and in the current month, full payment of Total amount due is made before Payment due date then Finance charges will be levied on the closing balance till the payment date.

Example 4: Card Statement date – 2nd of every month.

Transactions done between 3rd Dec'18 – 2nd Jan'19

1) Retail Purchase of Rs. 500 – On 15th Dec'18
2) Online Purchase of Rs.600 – On 20th Dec'18

Assuming no previous balance carried forward from the 2nd December 2018 statement, the cardholder will get his 2nd Jan statement showing Rs. 1100 transactions and Total amount due of Rs. 1100. The cardholder needs to make payment against the outstanding by 22nd Jan 2019, i.e. 20 days from the Statement Date, for anything between the entire amount or Minimum Amount Due.

Assuming the cardholder makes partial payment of Rs. 500, on 22nd-Jan 2019, finance charges would be levied at the effective rate and added to the total outstanding. Considering the effective rate of 3.50% p.m., finance charge calculation will be done as follows:

On the balance of Rs. 500 (15th Dec to 22nd Jan) for 39 days:

(3.35*12) * (39/365) *500/100 = Rs. 21.48

On the balance of Rs. 500 (15th Dec to 22nd Jan) for 39 days:

(3.50*12) * (39/365) *500/100 = Rs. 22.43

On the balance of Rs. 600 (20th Dec to 22nd Jan) for 34 days:

(3.50*12) * (34/365) *600/100 = Rs. 23.47

On the balance of Rs 600 (22nd Jan to 2nd Feb) for 10 days

(3.50*12) * (10/365) *600/100 = Rs. 6.90

Total Interest Charged = Rs. 52.80

Transactions done between 3rd Feb’19 – 2nd Mar’19

1) Beginning balance of Rs. 652.80 – On 3rd Feb’19
2) Retail Purchase of Rs. 1000 – On 5th Feb’19
3) Online Purchase of Rs. 3000 – On 15th Feb’19

Assuming previous balance of Rs. 652.80 carried forward from the 2nd Feb 2019 statement, the cardholder needs to make payment against the outstanding by 22nd Feb 2019, i.e. 20 days from the Statement Date, for anything between the entire amount or Minimum Amount Due.

Assuming Cardholder makes complete payment by 15th Feb i.e. within Payment due date. Considering the effective rate of 3.50% p.m., finance charge calculation will be done as follows:

On the Balance of Rs. 652.80 (3rdFeb – 15th Feb) for 12 days:

(3.50*12) *(12/365) * 652.80/100 = Rs. 9.01

Total Interest Charged = Rs. 9.01

Sum of Outstanding purchase amount, Interest charges, Fees and Charges, if any, and all applicable taxes would reflect as the Total amount due in the statement dated 2nd March.

**G.Late Payment Charges**

- **NIL for Total Amount due from Rs.0-Rs.500;**
- **Rs. 400 for Total Amount due greater than Rs. 500 & up to Rs. 1000;**
- **Rs. 750 for Total Amount due greater than Rs. 1000 & up to Rs. 10,000;**
- **Rs. 950 for Total Amount due greater than Rs. 10.000 & up to Rs. 25,000**
- **Rs. 1100 for Total Amount due greater than Rs. 25,000 & up to Rs. 50,000**
- **Rs. 1300 for Total Amount due greater than Rs. 50,000**

**An additional Late Payment Charge of Rs. 100 will be levied on missing payment of Minimum Amount Due (MAD) by the due date for two consecutive cycles. This charge will continue to be levied for every payment cycle until the MAD is cleared.**

Example 1 - Card Statement date – 2nd of every month.

Transaction done between 3rd Jan'16 – 2nd Feb'16

(1) Retail Purchase of Rs. 5000 – On 5th Jan'16

(2) Online Purchase of Rs. 5000 – On 15th Jan'16

Assuming no previous balance carried forward from the 2nd Jan 2016 statement, the cardholder will get his 2nd Feb statement showing Rs. 10,000 transactions. The cardholder needs to make payment against the outstanding by 22nd Feb 2016, i.e. 20 days from the Statement Date, for anything between the entire amount or Minimum Amount Due.

If the cardholder does not make the payment of the Minimum Amount Due or more by 22nd Feb 2016, he would be charged a Late Payment Charge of Rs. 750 (Rs. 750 for greater than Rs.1000 & up to Rs. 10,000).

Example 2 - Card Statement date – 2nd of every month.

Transaction done between 3rd Feb'16 – 2nd Mar'16

1. Retail Purchase of Rs. 2000 – On 8th Feb'16
2. Online Purchase of Rs. 2500 – On 19th Feb'16

Assuming no previous balance carried forward from the 2nd Feb 2016 statement, the cardholder will get his 2nd March statement showing Rs. 4500 transactions. The cardholder needs to make payment against the outstanding by 22nd March 2016, i.e. 20 days from the Statement Date, for anything between the entire amount or the Minimum Amount Due.

If the cardholder does not make any payment by 22nd March 2016, he would be charged a Late Payment Charge of Rs. 750 (Rs. 750 for greater than Rs.1000 & up to Rs. 10,000)

**H. Over Limit Fees**

As a service gesture SBI Card may approve certain transactions attempted by the cardholder which are over and above the credit limit, please note that if the outstanding amount exceeds the credit limit, an over-limit fee of 2.5 % of the over-limit amount or Rs. 600, whichever is higher will be levied. Over-limit status may also be applied because of fees and/or interest charges.

**I. Payment Dishonor Fees**

In case of a Payment Dishonor, cardholder will be charged payment dishonor fee of 2% of Payment Amount subject to minimum charges of Rs. 500

**J. Other charges:**

- Card Replacement Fee: Rs. 100/- – Rs. 250/- (1500/- for Aurum)
- Cheque Payment Fee: Rs 100
- Statement Retrieval Fee: Rs 100/- per statement for statements more than 2 months' old
- Foreign Currency Transaction fee: 3.5% (For All Cards Except Elite & Aurum) 1.99%(For Elite & Aurum Cardholders Only)

The exchange rate used to convert Foreign Currency transaction into INR will be determined by VISA/MasterCard, as the case may be, basis the exchange rates governed by them on the date the transaction is settled with SBI Card, which may not be the same date on which the transaction was made. The Foreign currency transaction fee will be applied on the INR converted amount shared by VISA/MasterCard.

- Dynamic & Static Currency Conversion Markup Fee: 3.50% (For All Cards Except Elite & Aurum) 1.99% (For Elite & Aurum Cardholders Only) (Only for transactions greater than or equal to Rs. 1000)

  All transaction carried out in Indian Currency at an international location or at merchants which are located in India but registered overseas.
- Network Change Fee: Rs. 200 per successful network change (without upgrade or downgrade)
- Credit Limit Increase Fee – Rs. 200 per successful increase in credit limit on customer request

**K. Risk Based Finance Charges:**

Effective 01 June 2021, The Cardholder will be charged a revised interest rate of 3.65% per month (43.8% per annum) if the Minimum Amount Due is not paid by the due date twice in a 12-month period. This revised rate will be applicable for a period of 12 months before it is reviewed again. When the Minimum Amount Due or more is paid by the due date for at least 11 times in the next 12 months, the interest rate charged will be revised back to the original rate applicable. This change is valid only for unsecured retail cards except Shaurya SBI Card.

Below illustrations will explain how the interest is calculated: Assume that the Minimum Amount Due has not been paid by the due date twice in last 12-month period. Hence, the interest rate will be revised from regular 3.50% p.m. (42% APR) to the interest rate in case of Default of 3.65% p.m. (43.8% APR). Previous dues are paid in full and there is no amount outstanding in the Card Account.

Illustration 1:

Statement Date: 1st May, 2022, Due Date: 21st May, 2022

Retail Purchase of Rs.5,000 on 20th April, 2022

Retail Purchase of Rs.10,000 on 25th April, 2022

On 1st May, the statement is generated with Total Amount Due (TAD) of Rs.15,000 and Minimum Amount Due (MAD) of Rs. 750

Payment Due Date is on 21st May 2022

Retail Purchase of Rs. 2,000 on 29th May 2022

Considering the effective rate of 3.65% p.m., finance charge calculation for 1st June 2022 statement will be done as follows:

On Retail Purchase of Rs.5,000 for 12 days (20th April to 1st May): (3.65*12)*(12/365)*5000/100 = Rs.72

On Retail Purchase of Rs.10,000 for 7 days (25th April to 1st May): (3.65*12)*(7/365)*10000/100 = Rs.84

On Total Amount Due of Rs.15,000 for 31 days (2nd May to 1st June): (3.65*12)*(31/365)*15000/100 = Rs.558

On Retail Purchase of Rs. 2,000 for 4 days (29th May to 1st June): (3.65*12)*(4/365)*2000/100 = Rs.9.6

Thus the total interest charged on 1st June 2022 will be Rs. 723.60 plus applicable taxes (Late Payment charges will also be applicable here).

Illustration 2:

Statement Date: 2nd March, 2022, Due Date: 22nd March, 2022

Card Statement date – 2nd of every month.

Transaction done between 3rd March 2022 – 2nd April 2022

Annual fee of Rs. 500 on 5th March 2022

Applicable taxes of Rs. 90 on 5th March 2022

Online Purchase of Rs. 6000 on 15th March 2022

On 2nd April, the statement is generated with Total Amount Due (TAD) of Rs.6,950 and Minimum Amount Due (MAD) of Rs. 415

Payment Due Date is on 22nd April 2022

Assuming the cardholder makes the payment of Minimum Amount Due of Rs. 415, on 22nd April 2022, rounded off to nearest decimal point, finance charges would be levied at the effective rate and added to the total outstanding. Considering the effective rate of 3.65% p.m., finance charge calculation for 2nd May 2022 statement will be done as follows:

On the balance of Rs. 500 (5th March to 22nd April) for 49 days: (3.65*12)*(49/365)*500/100= Rs. 29.4

On the applicable taxes of Rs. 90 (5th March to 22nd April) for 49 days: (3.65*12)*(49/365)*90/100= Rs.5.29

On the balance of Rs. 6000 (15th March to 22nd April) for 39 days: (3.65*12)*(39/365)*6000/100= Rs. 280.8

On the balance of Rs. 6,175 (22nd April to 2nd May) for 10 days: (3.65*12)*(10/365)*6175/100= Rs. 74.1

Thus the total interest charged on 2nd May 2022 will be Rs.389.59 plus applicable taxes (Late Payment charges will also be applicable here). Sum of Outstanding purchase amount, Interest charges, Fees and Charges, if any, and applicable taxes would reflect as the Total amount due in the statement dated 2nd May assuming the card holder does not make any transactions between 3rd April 2022 – 2nd May 2022.

If the cardholder keeps making the Minimum Amount Due (5%) payment every month and also keep paying the interest amount he would clear the outstanding in 20 months (100%/5% = 20).

Assuming that the cardholder clears the MAD payment within the due date 11 times in the 12 months post interest rate revision, the interest rate will revert to the original rate of 3.5% per month (42% per annum). For illustrations of calculation at this rate, please refer to Section F (‘Finance Charges’) of the Most Important Terms & Conditions Assuming that the cardholder misses the MAD payment more than once in the next 12 months post APR revision, the interest rate will continue to remain at 3.65% per month (43.8% per annum) for another 12 months.

2. ***LIMITS**

Credit Limit and Cash Limit are assigned to Cardholders based on internal SBICPSL credit criteria (Add-On cardholders share the same limits as that of the Primary Account Holder). These limits are communicated to the cardholder at the time of card delivery. The Credit Limit and Cash Limits are communicated to the Cardholder in every statement. The Available Credit Limit (i.e. the Credit Limit available for use) at the time of the statement generation is provided as a part of the statement. SBICPSL will review the Cardholder account periodically, and increase or decrease the Cardholder credit limit based on internal criteria. Cardholders seeking to have their credit limit increased can do so by writing to SBICPSL and providing financial documents declaring their income. SBICPSL, at it's sole discretion and based on such new documents provided, may increase the Credit Limit of the Cardholder.

**3. *BILLING AND STATEMENT**

a) SBICPSL will send the Cardholder a monthly statement showing the payments credited and the transactions debited to the Cardholder's Account since the last statement, provided the card has been active during the said period. SBICPSL will either mail a statement of transactions in the card account to the mailing address it has on record, or send a statement through email to the email id on record, on a pre-determined date.

b) Credit Cards offer the Cardholder a revolving credit facility. The Cardholder may choose to pay only the Minimum Amount Due printed on the statement and such payment should be sent before the Payment Due Date, which is also printed on your statement. The balance outstanding can be carried forward to subsequent statements. The Cardholder can also choose to pay the Total Amount Due or any part of the amount above the Minimum Amount Due. Any unpaid Minimum Amount Due of the previous statements will be added to the Cardholders Current Minimum Amount due in addition to the outstanding exceeding the Cardholders Credit Limit.

Minimum Amount due shall be 5% of outstanding amount or Rs. 200 (whichever is greater) plus all applicable taxes and EMI (only in case of EMI based products). Overlimit (OVL) 12 amount shall also be included in the MAD in case cash or credit limit is exceeded. Any unpaid MAD of the previous statements, if any, shall also be included in the

Minimum Amount Due.

c) Payments made towards the card outstanding are acknowledged in subsequent statements.

Any dispute regarding input tax credit or any other matter pertaining to taxes shall be communicated to Credit Card Issuer within 30 days from the date of issuance of the Statement

d) Payments received against the Cardholder's card outstanding will be adjusted against all Minimum Amount Due (which is inclusive of all applicable taxes + EMI on Loan plans + 5% of Total Outstanding), Fees & Other Charges, Interest charges, Balance Transfer Outstanding, Purchase Outstanding and Cash Advance in that order.

Card Holder would be responsible for providing correct and timely information for enabling Credit Card Issuer to undertake appropriate GST compliances which would in turn enable card holder to take input tax credit of supplies made by the Credit Card Issuer. Card issuer shall not be responsible for any loss of input tax credit or delay in availment of input tax credit to the card holder on account of incorrect information provided by card holder or due to any act or omission by card holder.

e) Payments towards the Card account may be made in any of the following ways:

By logging onto www.sbicard.com and using Paynet option to make payment through netbanking or your SBI ATM cum debit card.

By mailing a Cheque or draft to the mailing address provided in the reverse of the statement.

By dropping a Cheque or draft into any of the SBI Card drop boxes placed in your city or in designated State Bank of India branches.

The Cheque/draft should be made payable to "SBI Card Number xxxxxxxxxxxxxxxx".

NACH: Payments can be made through the National Automated Clearing (NACH) in select cities.

f) SBI Card Offers various mode of making payments of bill outstanding, the same is illustrated at the back of the monthly statement and SBI card website.

Any advance received from card holder shall treated as being an advance towards future spends and not against any charges/fees.

g) Billing Disputes: All contents of statements will be deemed to be correct and accepted by the Cardholder unless within 25 days of the Transaction Date the Cardholder informs SBICPSL of any discrepancies, and these discrepancies are found to be true by SBICPSL. On receipt of such information, SBICPSL may reverse the charge on temporary basis. If on completion of subsequent investigations, the liability of such charges is to the Cardholder's account, the charge will be reinstated in a subsequent statement.

h) Customer Grievance Redressal: All grievance escalations should be marked to the Nodal Officer, at PO Bag 28 - GPO, New Delhi - 110001 or e-mail at Nodalofficer@sbicard.com

i) Contact Particulars:

From All Phones : 39 02 02 02 ( Prefix STD code of your city while calling from mobile)

or 1860 180 1290/1860 500 1290/1800 180 1290

For SBI Railway Credit Card: Contact SBI Railway Credit Card Helpline from anywhere in India

From All Phones : 39 02 12 12 ( Prefix STD code of your city while calling from mobile) From BSNL/MTNL : 1800 180 1295/1860 500 1295

Correspondence: Through mail, by writing to The Manager - Customer Services, SBI Cards and Payment Services Ltd., DLF Infinity Towers, Tower C, 12th Floor, Block 2, Building 3, DLF Cyber City Gurugram-122002 (Haryana) India www.sbicard.com or at PO Bag 28 - GPO, New Delhi - 110001

Through email by writing in at customercare@sbicard.com

j) No merchant refund/cashback/credit due to transactions converted to EMI / cancelled transactions / reversals / promotional cashback will be considered as a payment towards the outstanding of the card.

## 4. *DEFAULT

In the event of default, the Cardholder will be sent reminders from time to time for settlement of any outstanding on the card account, by post, fax, telephone, e-mail, SMS and/or engage third parties to remind, follow up and collect dues. Any third party so appointed, shall adhere fully to the code of conduct on debt collection.

Before reporting default status of a credit card holder to a Credit Information Company which has obtained Certificate of Registration from RBI and of which the SBICPSL is a member, we will provide a months' notice to the card holder.

It may further be noted, that if a card holder, post being reported as defaulter, clears his/her dues, then SBICPSL would withdraw the defaulter status from the Credit Information Company. Such changes may take 45-60 days to reflect in customer's credit report.

Terms and Conditions governing Credit Card facilities shall be applicable to the Supplementary /Add on Cardholder as well.

SBICPSL submits the Cardholder's data to a Credit Information Company every month in the prescribed format. Credit Information Company uploads the submitted data onto their server within 30 days' time.

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 repayments, SBICPSL will be entitled to continue to levy finance charges at its prevailing rates.

## 5 TERMINATION/REVOCATION OF THE CARDHOLDERSHIP

a) The Cardholder may end the Agreement at any time by writing to SBICPSL or calling in to the SBI Card Helpline, and by cutting the card(s) diagonally. All the cards including the add-on cards will be terminated basis the written request. Termination will be effective after payment of all amounts outstanding on the card account. No annual, joining or renewal fees shall be refunded on a pro-rata basis.

b) SBICPSL may also restrict, terminate or suspend the use of The Cardholder Account at any time without prior notice if SBICPSL reasonably believe it necessary for business or security reasons and/ Or at the request of any law enforcement agency, and/or any government authority and/or under the laws & regulations which apply to SBICPSL & its customer.

SBICPSL can suspend the facility on the Credit Card, if the Cardholder defaults on the payment due or exceeds the credit limit extended. The Card must not be used after the Agreement ends or while use of Card Account is suspended.

c) In such a situation, the Cardholder must (subject to any default or other notice required by law) immediately pay SBICPSL the total outstanding Balance on the Account. This includes all amounts due to SBICPSL under the Agreement, including all transactions and other amounts not yet charged to the Account. The Cardholder Account will not be considered as closed until the Cardholder has paid all such due amounts.

**6. LOSS/THEFT/MISUSE OF CARD**

a) The Cardholder should contact SBICPSL as soon as possible at the SBI Card Helpline if the Primary or any Additional credit card is misplaced, lost, stolen, mutilated, not received when due or if he/she suspects that the credit card is being used without the Cardholder's permission. Once a card is reported lost, it should not, under any circumstance be used if found by the Cardholder subsequently, and the Cardholder should cut the card diagonally in half.

- The Cardholder can also block the card instantly either on IVR or our website www.sbicard.com or through SMS based service
- To block your lost/stolen card throughSMS, just SMS BLOCK XXXX to 5676791 from your registered mobile number. (XXXX = Last 4 digits of your Card number). If you do not receive a confirmation SMS within 5

minutes of your request, please do not consider the card to have been blocked. Please call up the help line to get your card blocked immediately and to avoid any misuse.

b) SBICPSL is not liable or responsible for any transactions incurred on the card account prior to the time of reporting of the loss of the card to SBICPSL and the Cardholder will be wholly liable for the same. In addition to notifying SBICPSL about the loss or theft of the Card, the Cardholder must report any theft of the Credit Card(s) to the Police and lodge an FIR.The Cardholder will, however, be liable for all losses when someone obtains and misuses the Card or PIN with the Cardholder's consent, or the consent of an Additional Cardholder.

c) 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

d) If the Cardholder has acted fraudulently the Cardholder will be liable for all losses. If the Cardholder acts without reasonable care, the Cardholder may be liable for all losses incurred. This may apply if the Cardholder fails to follow the safeguards as specified by SBICPSL.

e) SBICPSL may, without referring to the Cardholder or any Additional Cardholder, give the police or other relevant authorities any information that SBICPSL considers relevant about the loss, theft or misuse of a Card or PIN.

f) Changes in contact details including mobile number, of your credit card account would be intimated to your new as well as preceding contact details in the system. It is advised to keep your current contact details including mobile number updated in our records.

g) "SBI Card offers complimentary lost/stolen card insurance cover on certain cards. The said insurance is provided by ICICI Lombard General Insurance Company Limited or any other insurance Company as may be decided by SBI Card from time to time. ICICI Lombard General Insurance Company Limited is responsible for any claim settlement in this regard and SBI Card shall not be responsible for any dispute arising due to claim settlement. For further details on Insurance terms & conditions, Cardholders are advised to go through the brochure in the welcome kit or refer the www.sbicard.com."

## 7. DISCLOSURE

The Credit Information Company is an initiative of the Government of India and the Reserve Bank of India (RBI) to improve the functionality and stability of the Indian financial system. This is in line with RBI's efforts to provide an effective mechanism for exchange of information between banks and financial institutions, thereby enabling cardholders to avail of better credit terms from various institutions.

The Cardholder acknowledges that SBICPSL is authorized to share cardholder information to a Credit Information Company (that has obtained Certificate of Registration from RBI).

SBICPSL shall provide information relating to repayment record of the cardholder to a Credit Information Company within a period of 45 – 60 days.

In the event of a dispute, SBICPSL will make suitable amends to the reporting procedure before reporting the card holder as defaulter. However it may also be noted that such disclosure/release of information would be contingent on time available to investigate and settle such disputes raised.

The Cardholder further acknowledges that SBICPSL is authorized to share Cardholder information, including default in payments with Financial Institution, employer and to other third parties engaged by SBICPSL for proper operation of card accounts, verification and other administrative services.

SBICPSL may also share Cardholder information with any parent, subsidiary, affiliate or associate of SBICPSL, for the purposes of marketing and offering various products and services of SBICPSL or its group companies, subsidiaries, affiliates and/or associates.

SBI Card Most Important Terms and Conditions are also available at www.sbicard.com

**Important Regulatory information**

- The Card is valid for use both in India as well as abroad. It is, however, not valid for making foreign currency transactions in Nepal and Bhutan.
- Usage of the Card for transacting outside India must be made in accordance with applicable law including the Exchange Control Regulations of the RBI and the Foreign Exchange Management Act, 1999. Foreign exchange trading through internet trading portals is not permitted. In the event of any violations or failure to comply, you may be liable for penal action. You should consult your Authorized Dealer (AD) regarding your Foreign Exchange Entitlement.
- If you have any credit balance on the credit card account, SBI Card has the right to return this credit balance to you.
- Please do not use credit cards for making remittances/payments towards capital account transactions such as investment in overseas entities or setting up of entities overseas as it is not a permissible method of funding under RBI's Master Direction - Direct Investments by Residents in Joint Venture/ Wholly Owned Subsidiary abroad.
- As per RBI Master Circular- Master Circular on Miscellaneous Remittances from India  facilities for Residents, use of Credit Card is prohibited for purchase of prohibited items like lottery tickets, banned or proscribed magazines, participation in sweepstakes, payment for call-back services, etc., since no drawal of foreign exchange is permitted for such items/activities. Please refer Master Circular on Miscellaneous Remittances from India facilities for Residents for more details.

## Table (A): Krishak Unnati SBI Card

- Please note that the following fees and charges are not applicable for Krishak Unnati SBI Card: Cash Advance Fee (No Cash Limit Allocated), Forex Markup (International usage not allowed), Cash Payment Fee, Finance Charges, Late Payment Charges, Payment Dishonor Fee, Card Replacement Fee, Cheque Payment Fee, Cheque Pickup Fee, Statement Retrieval Fee, Overlimit Fee, Reward Redemption Fee. Surcharges and other duties (along with applicable taxes) will be applicable.
- This Card does not offer Cardholder a revolving credit facility. Cardholder has to pay Total Amount Due printed on the Statement.

## 8. *SCHEDULE OF CHARGES

| | |
|---|---|
| **Fees** | |
| Annual Fee (one time)<br>Renewal Fee (p.a.)<br>Add on Fee (p.a.) | Rs. 0 - Rs. 9999<br>Rs. 0 - Rs. 9999<br>Nil’ |
| **Extended Credit** | |
| Interest Free Credit | Period 20-50 days (applicable only on retail purchases and if previous month’s out standing balance is paid in full) |
| Finance Charges | 3.50% p.m. (42 p.a.) for Unsecured Cards; 2.5% p.m. (30% p.a.) for Secured Cards & Shaurya Cards |
| Penalty Finance Charges | 3.65% per month (43.8% p.a.) if the Minimum Amount Due is not paid by the due date twice in a 12-month period (except secured & Shaurya cards) |
| Minimum Amount Due | 5% of Total Outstanding (Min. Rs. 200) + all applicable taxes + EMI (in case of EMI based products) +OVL amount (if any) |
| **Cash Advance** | |
| Cash Advance Limit | Upto 80% of Credit Limit (Max. 12K / day for Gold and Titanium & 15K / day for Platinum Cards and Signature/World Cards) |
| Free Credit Period | Nil |
| Finance Charges | 3.50% p.m. (42% p.a.) for Unsecured Cards; 2.5% p.m. (30% p.a.) for Secured Cards from the date of withdrawal |
| Penalty Finance Charges | 3.65% per month (43.8% p.a.) if the Minimum Amount Due is not paid by the |

| | |
|---|---|
| | due date twice in a 12-month period (except secured & Shaurya cards) |
| **Cash Advance Fees** | |
| SBI ATMs/Other Domestic ATMs | 2.5% of transaction amount (subject to a minimum of Rs. 500) |
| International ATMs | 2.5% of transaction amount (subject to a minimum of Min. Rs. 500) |
| **Other Charges & Fees** | |
| Cash Payment fee | Rs.199 |
| Payment Dishonor fee | 2% of Payment amount (subject to a minimum of Rs. 500) |
| Statement Retrieval | Rs. 100 per Statement (>2 months old) |
| Cheque Payment Fee | Rs. 100 |
| Network Change | Fee Rs. 200 per successful network change (without upgrade or downgrade) |
| Credit Limit Increase Fee | Rs. 200 per successful increase in credit limit on customer request |
| **Late Payment** | **NIL for Total Amount due from Rs.0-Rs.500;**<br>**Rs. 400 for Total Amount due greater Rs. 500 & up to Rs. 1000;**<br>**Rs. 750 for Total Amount due greater than Rs. 1000 & up to Rs. 10,000;**<br>**Rs. 950 for Total Amount due greater than Rs. 10.000 & up to Rs. 25,000**<br>**Rs. 1100 for Total Amount due greater than Rs. 25,000 & up to Rs. 50,000**<br>**Rs. 1300 for Total Amount due greater than Rs. 50,000** |

| | |
|---|---|
| Additional Late Payment Charge | Rs. 100 |
| Overlimit | 2.5% of Overlimit Amount (subject to a minimum of Rs. 600) |
| Card Replacement | Rs. 100 - Rs. 250 (Rs. 1500 for Aurum) |
| Emergency Card Replacement (When Abroad) | Actual cost (subject to a minimum of for VISA & USD 148 for MasterCard) |
| Foreign Currency Transaction | Conversion mark up: 3.5% (For All Cards Except Elite & Aurum) 1.99% (For Elite & Aurum Cardholders Only) |
| Dynamic & Static Currency Conversion Transaction | Markup: 3.50% (For All Cards Except Elite & Aurum) 1.99% (For Elite & Aurum Cardholders Only) (Only for transactions greater than or equal to Rs.1000) |
| Rewards Redemption Fee | Rs. 99 (On Gifts, Cash Redemption & Specific Vouchers Only) |
| Priority Pass Lounge Charges | All Airport Lounge visits within India through the Priority Pass Program will be charged with an usage fee of USD 27 per visit + applicable taxes.<br>All Airport Lounge visits outside India through the Priority Pass Program, after exhausting the complimentary visits, will be charged with an usage fee of USD 27 per visit + applicable taxes. For more details, please visit sbicard.com.<br>All guests being accompanied by the SBI Cardholder having the Priority Pass, to visit the Airport Lounge will be charged with an usage fee of USD 27 per visit + applicable taxes. |

| Surcharge | |
|---|---|
| Railway Tickets - Railway Counters | Rs. 30 + 2.5% of transaction amount |
| Railway Tickets - www.irctc.co.in | 1% of transaction amount + all applicable taxes |
| Petrol & all products/services sold at petrol pumps | 1% of transaction value (Subject to minimum of Rs. 10) (excluding all applicable taxes wherever applicable + other charges) for single transaction spends between Rs.500 and Rs.4000 for Platinum Cards, Prime Cards & Elite Cards; Rs.500 and Rs.3000 for all other cards. Maximum sucharge waiver of Rs.250 per statement cycle per credit card account for Platinum Cards, Prime Cards & Elite Cards; Rs.100 per credit card account for all other cards |
| Payment of Customs duty | 2.25% of transaction amount (subject to a minimum of Rs.75) |

All taxes would be charged as applicable on all the above Fees, Interest & Charges. “Applicable Taxes” (for Statements issued on or after 1st July, 2017) means:

- For the cardholders having state of residence in the records of SBI Card on the statement date as “Haryana” - Central Tax @ 9% and State Tax @ 9%

- For the cardholders having state of residence in the records of SBI Card on the statement date as other than "Haryana" - Integrated Tax @ 18%

All payments made for a cardholder account will be settled in the order of Minimum Amount Due (which is inclusive of all applicable taxes + EMI on EMI based products + 5% of Total Outstanding), Fees & Other Charges, Interest charges, Balance Transfer Outstanding, Purchase Outstanding and Cash Advance.

*Krishak Unnati SBI Card customers, please refer table (A) for schedule of charges as afore-mentioned payment hierarchy is not applicable to your card.

Your continued usage of the card will be deemed as acceptance of these amendments

SBI Card Helpline
39 02 02 02 (prefix local STD code),
1860 180 1290/1860 500 1290

All information in this communication is correct as per May 2020 and is subject to change at the discretion of SBICPSL. SBI Card Most Important Terms and Conditions are also available at www.sbicard.com

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

# 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 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 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. 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 5% of the Outstanding balance on the Card Account or ₹200 whichever is higher (refer Tariff of Charges) and (b) any overdue amount and any over limit amount - these amounts are payable immediately; or if the Outstanding balance is less than ₹ 200/-, the minimum amount payable will be equal to the Outstanding balance on the Card Account.

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 VISA Global Emergency Assistance Services. In case the Cardholder uses the 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 & CASH BACK PROGRAM**

11.1 Cash Back Program

(a) SBICPSL will, offer Cash back on the South Indian Bank *SimplySAVE* SBI Card where the Card Account is not delinquent.

(b) “Cash back “means a credit entry, subject to certain limits mentioned below, providedexecuted by SBICPSL on the Card Account based on Eligible Transactions.

(c) “Cash back Percentage” means the percentage of the eligible transaction amount that would be given as “Cash back” and is subject to change as per the discretion of SBICPSL. However any such change would be informed to the Cardholder by communicating through through communication of the same in the monthly Card billing statement at least 30 days before any such change.

(d) “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.

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

(f) The promoted categories for South Indian Bank *SimplySAVE* 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 South Indian Bank *SimplySAVE* SBI Card and would not be entitled for any cash back.

(g) The promoted categories defined from time to time shall have the same meaning as ascribed to the categories by Visa & Master Card 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 Promoted Category, in order for the transaction to be eligible for the Cashback.

(h) 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, Walmart & Reliance Market. 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

(i) 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.

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

(k) 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.

(l) 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.100 on eligible transactions done in promoted categories.

(m) Cashback will be subject to a maximum of ₹500 per Calendar month i.e ₹6000 p.a. - the cardholder will not earn any cash back for any subsequent spends and outside the maximum amount as set forth herein. After completion of 12 months, the cardholder can again start earning cash back in the aforesaid manner and in accordance to any subsequent terms made applicable by SBICPSL at its sole option and discretion.

(n) 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.

(o) Returned purchases, disputed or unauthorized/fraudulent transactions, finance charges, card account fees and Charged back transactions would not be given a Cashback under this program.

(p) The Cardholders and the Add on cardholder, by signing on the application form for the "South Indian Bank *SimplySAVE* SBI Card" expressly agree that SBICPSLs decision on eligibility and correctness of the Cashback given to be final and binding on them.

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

(r) Spend Category Specific: a. Departmental Stores & Groceries: The cardholder will get cash back 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.

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

11.2 Reward Point Program

(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.

11.3 Eligibility

(a) The Program is open to holders of SBI Platinum Card, South Indian Bank *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.

11.4 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.

11.5 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 ₹100 charged to his/her South Indian Bank *SimplySAVE* 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.

- 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 South Indian Bank *SimplySAVE* 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 Cards 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.

11.6 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.

11.7 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

# 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