

## **CARD UPGRADE**

1. Annual Fee is payable on the annual card fee date of the current card which will be communicated to you through your monthly statement. Upgrade of the current card has no bearing on your card fee date.
2. Eligible spends incurred on the Credit Card within the last 365 days from the Annual Card Fee billing date shall be considered for the spend-based reversal of the Annual Card fees.
3. GST will be charged over and above the annual fee basis the prevailing GST rate.
4. A cardholder will be eligible for welcome gift only post payment / realization of annual fee by SBI Card.
5. The credit limit enhancement on the new card will be at the sole discretion of SBI Card.
6. In case the card is flipped from core to core card, the Reward Points accumulated on the previous card will automatically be transferred onto the new card.
7. In case the card is upgraded / flipped from core to co brand card, customer needs to use all his reward points before raising the request for card upgrade / flipping.
8. In case the card is upgraded / flipped from co brand to core card, customer will not be allowed to move his reward points.
9. The upgrade would be offered to eligible customer's basis the internal evaluation/parameters of customer performance and credit history on the card.
10. Old card plastic will be active for a period of 90 days from the date of upgrade to new card.
11. Post the downgrade of the upgraded card, customer is not eligible to upgrade the card for a period of 6 months from the date of downgrade.
12. Downgrade may be initiated by a customer only within a period of 90 days post upgrading the existing SBI Card.
13. In case of upgrade to AURUM Card, the Reward Points accumulated on previous credit card will carry forward to AURUM Card. However, these Reward Points will expire according to the T&C of previous credit card issued to you by SBI Card. Reward Points earned on AURUM Card post upgrade will never expire. However, in case of upgrade from co brand card to AURUM, the accumulated Reward Points will not carry forward and customer has to use all the Reward Points before raising the request for card upgrade.
14. All new Credit Cards issued are "Domestic" usage cards. These cards can be used for purchases at merchant outlets in India or online transactions on Indian websites or at ATMs in India only.

15. In case you wish to avail credit card with International usage, your due consent is required.
16. SBI card reserves the right to decide the eligibility for card upgrade as per its internal policies. SBI card reserves the right to withdraw the offer to the customer at any time as deemed right.
17. On card upgrade, the existing card features will become invalid and the features of the upgraded card will apply.
18. Customer shall have the responsibility to communicate the new card number to all third parties who have been given standing instructions for direct debit on existing card number for any service availed thereon. Customer shall have the responsibility to destroy the existing card along with existing add-on / supplementary cards (if any) on receipt of the upgraded card.
19. On card upgrade, the new card will be sent to the address registered as per SBI Card records. SBI Card will not be responsible for non-receipt or delay in delivery due to non-availability of the customer at the time of delivery. The terms of upgrade offer shall be in addition to and not in derogation of the terms contained in the card member agreement.
20. Card upgrade would be governed by the existing terms and conditions applicable for the current card held by the customer and the terms and conditions mentioned here are over and above the existing terms and conditions. The offer is voluntarily extended by SBI Card. Hence request will be entertained only for the “applicable offer pertaining to a customer”. SBI Card cannot be held responsible for financial/non-financial obligation caused due to withdrawal of offer or non-implementation of upgrade / limit enhancement.
21. SBI Card reserves the right at any time, without previous notice, to add, alter, modify, change or vary all or any of these terms and conditions or to replace wholly or in part this scheme by another offer, whether similar to the offer or not, or to withdraw it all together.
22. The T&C's will be governed by the laws of India & shall be subject to exclusive jurisdiction of the Delhi Courts. Any disputes arising out of these T&C's shall be subject to arbitration by a sole arbitrator appointed by SBICPSL for this purpose. The proceedings of the arbitration shall be conducted as per the provisions of Arbitration and Conciliation Act, 1996. The venue & seat of arbitration shall be at New Delhi and language of arbitration shall be English.