

**DETAILS OF FAMILIARIZATION PROGRAMMES IMPARTED TO INDEPENDENT DIRECTORS -
FY 2024-25**

(Pursuant to SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015)

In terms of Clause 25(7) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, the Company has in place a familiarization program for its Independent Directors to familiarize them with their roles, rights, responsibilities in the Company, nature of the industry in which the Company operates, business model of the Company, etc..

Details of Familiarization Programs are as under:

- (1) Formal letters of appointment have been issued to the Independent Directors which, inter alia, incorporates their roles, duties and responsibilities. In addition, the Company has also provided copies of Code of Conduct for the Company's Board of Directors and Senior Management Team, Terms of Reference of the respective Committees of the Board and other policy/Charter documents. Further, the Company also provides Statutory and regulatory updates to the Directors from time to time.
- (2) Presentations are also made to the Directors at regular intervals in order to update them with the business of the Company, credit card industry, achievements/awards, new products, technology, strategy/budget, Corporate Social Responsibility, ESG, Risk Management framework of the Company, etc. Also, monthly update on material developments were given to directors which includes Business Update and Regulatory updates.
- (3) During the financial year 2024-25, the Company had conducted following programs for the Independent Directors:
 - i. First Program - A session on IT Outsourcing and Third-Party Risk Management was conducted on September 06, 2024.
 - ii. Second program was conducted on September 12, 2024, on "*Prohibition of Insider Trading*" in which an overview of the said Regulation was given.
 - iii. Third program was conducted on January 14, 2025, on "*Rumor Monitoring*" in which an overview of the regulatory requirement pertaining to Rumor Monitoring was given.
 - iv. Fourth program was conducted on March 13, 2025, on "*Maximize the value of cybersecurity investments*".
 - v. Fifth program- Strategy Meet was conducted on March 15, 2025 to discuss the Company's business strategy.
 - vi. Two Programs on ECL Model were conducted on March 13, 2025 and March 27, 2025 for two independent Directors.

The duration of these programs was approximately 11 hours.

SBI Cards and Payment Services Ltd.

DLF Infinity Towers, Tower C,
12th Floor, Block 2, Building 3,
DLF Cyber City, Gurugram - 122002,
Haryana, India

Tel.: 18001801290
Email: customercare@sbicard.com
Website: sbicard.com

Registered Office:
Unit 401 & 402, 4th Floor, Aggarwal Millennium Tower,
E 1,2,3, Netaji Subhash Place, Wazirpur, New Delhi - 110034
CIN - L65999DL1998PLC093849

**DETAILS OF FAMILIARIZATION PROGRAMMES IMPARTED TO INDEPENDENT DIRECTORS -
FY 2023-24**

(Pursuant to SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015)

In terms of Clause 25(7) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, the Company has in place a familiarization program for its Independent Directors to familiarize them with their roles, rights, responsibilities in the Company, nature of the industry in which the Company operates, business model of the Company, etc..

Details of Familiarization Programs are as under:

- (1) Formal letters of appointment have been issued to the Independent Directors which, inter alia, incorporates their roles, duties and responsibilities. In addition, the Company has also provided copies of Code of Conduct for the Company's Board of Directors and Senior Management Team, Terms of Reference of the respective Committees of the Board and other policy/Charter documents. Further, the Company also provides Statutory and regulatory updates to the Directors from time to time.
- (2) Presentations are also made to the Directors at regular intervals in order to update them with the business of the Company, credit card industry, achievements/awards, new products, technology, strategy/budget, Corporate Social Responsibility, ESG, Risk Management framework of the Company, etc. Also, monthly update on material developments were given to directors which includes Business Update and Regulatory updates.
- (3) During the financial year 2023-24, the Company had conducted following programs for the Independent Directors:
 - i. First Program - A session on ESG and BRSR was conducted on July 04, 2023.
 - ii. Two full days Certification Programme on IT and Cyber Security for Board Members was conducted on September 07, 2023 - September 08, 2023, for an Independent Director.
 - iii. Two programs on the following topics were conducted on October 18, 2023:
 - Cyber/Information Security
 - The Digital Personal Data Protection Act India 2023
 - iv. Fifth program was conducted on November 23, 2023, on "*Collection, Recovery and Provisioning aspects/processes*."
 - v. Sixth program- Strategy Meet was conducted in the month of March 2024 to discuss the Company's business strategy.
 - vi. Seventh program was conducted on March 28, 2024, on "*Prohibition of Insider Trading*" in which an overview of the said Regulation was given to one of the Independent Director.

The duration of these programs was approximately 25 hours.

In addition to the above, One Program was conducted on October 9, 2023 for the newly inducted Non-executive Director. In the said Program, Senior Management Team familiarized him with the nature of the industry in which the Company operates, business model of the Company, budget/strategy, statutory or regulatory updates, function wise performance of the Company, etc. Thereafter a floor walk was organized for the said Director at the Company's offices in Gurugram.

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DETAILS OF FAMILIARIZATION PROGRAMMES IMPARTED TO INDEPENDENT DIRECTORS- FY 2022-23

(Pursuant to SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015)

In terms of Clause 25(7) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, the Company has in place a familiarization program for its Independent Directors to familiarize them with their roles, rights, responsibilities in the Company, nature of the industry in which the Company operates, business model of the Company, etc..

Details of Familiarization Programs are as under:

- (1) Formal letters of appointment have been issued to the Independent Directors which, inter alia, incorporates their roles, duties and responsibilities. In addition, the Company has also provided copies of Code of Conduct for the Company's Board of Directors and Senior Management Team, Terms of Reference of the respective Committees of the Board and other policy/Charter documents. Further, the Company also provides Statutory and regulatory updates to the Directors from time to time.
- (2) Presentations are also made to the Directors at regular intervals in order to update them with the business of the Company, credit card industry, achievements/awards, new products, technology, strategy/budget, Corporate Social Responsibility, ESG, Risk Management framework of the Company, etc. Also, monthly update on material development were given to directors.
- (3) During the financial year 2022-23, the Company had conducted following programs for the Independent Directors:
 - i. Two full days training program on IT and Cyber Security for Board Members was conducted on June 02, 2022 - June 03, 2022, for an Independent Director.
 - ii. Two programs on the following topics were conducted on June 27, 2022:
 - Leadership role in Cyber Security
 - Payment industry.
 - iii. Fourth program - Session on Anti-Money Laundering was conducted on November 29, 2022
 - iv. Fifth program was conducted on December 5, 2022. In the said session, Senior Management Team of the Company interacted with the Independent Directors and provided business update. Thereafter a floor walk was organized for Independent Director at the Company's offices in Gurugram.
 - v. Sixth program was conducted on January 18, 2023, on "*Master Direction Credit Card and Debit Card Issuance and Conduct Directions, 2022*" issued by the Reserve Bank of India, in which an overview of the said Direction was given to the Directors.
 - vi. Seventh program- Board/Strategy Meet was conducted March 24, 2023 to discuss the Company's business strategy.
 - vii. Eighth program was conducted on March 30, 2023, on "*Prohibition of Insider Trading*" in which an overview of the said Regulation was given to the Directors.

The duration of these programs was approximately 26 hours.

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DETAILS OF FAMILIARIZATION PROGRAMMES IMPARTED TO INDEPENDENT DIRECTORS- FY 2021-22

(Pursuant to SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015)

In terms of Clause 25(7) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, the Company has in place a familiarization program for its Independent Directors to familiarize them with their roles, rights, responsibilities in the Company, nature of the industry in which the Company operates, business model of the Company, etc..

Details of Familiarization Programs are as under:

- (1) Formal letters of appointment have been issued to the Independent Directors which, inter alia, incorporates their roles, duties and responsibilities. In addition, the Company has also provided copies of Code of Conduct for the Company's Board of Directors and Senior Management Team, Terms of Reference of the respective Committees of the Board and other policy/Charter documents. Further, the Company also provides Statutory and regulatory updates to the Directors from time to time.
- (2) Presentations are also made to the Directors at regular intervals in order to update them with the business of the Company, credit card industry, achievements/awards, new products, technology, strategy/budget, corporate social responsibility, Risk Management framework of the Company, etc.
- (3) During the financial year 2021-22, the Company had conducted following programs for the Independent Directors:
 - i. Three Programs were conducted on July, 20, 2021, August 6, 2021 and September 22, 2021 on Risk Analytics, Information Security and ERM respectively, for the newly inducted Member of the Risk Management Committee, to familiarize her with the Risk Management Function of the Company.
 - ii. Fourth program was conducted on November 29, 2021, in which an overview of Duties, Role and Responsibilities of Directors, Oversight Areas for Committees of the Board, Board & Management's role in the areas of Governance of Strategy, Enterprise Risk Management, Compliance Oversight, Stakeholder's Engagement, Responsible Business Conduct, etc., was given:
 - iii. Fifth program – Strategy Meet was conducted on February 18, 2022. Further, during the said meet a session on SEBI's (Prohibition of Insider Trading Regulations), 2015, was also conducted in which an overview of the said Regulation was given to the Directors.

The duration of these programs was approximately 11.5 hours.

DETAILS OF FAMILIARIZATION PROGRAMMES IMPARTED TO INDEPENDENT DIRECTORS- FY 2020-21

(Pursuant to SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015)

In terms of Clause 25(7) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, the Company has in place a familiarization program for its Independent Directors to familiarize them with their roles, rights, responsibilities in the Company, nature of the industry in which the Company operates, business model of the Company, etc..

Details of Familiarization Programs are as under:

- (1) Formal letters of appointment have been issued to the Independent Directors which, inter alia, incorporates their roles, duties and responsibilities. In addition, the Company has also provided copies of Code of Conduct for the Company's Board of Directors and Senior Management Team, Terms of Reference of the respective Committees of the Board and other policy/Charter documents. Further, the Company also provides Statutory and regulatory updates to the Directors from time to time.
- (2) Presentations are also made to the Directors at regular intervals in order to update them with the business of the Company, credit card industry, achievements/awards, new products, technology, strategy/budget, corporate social responsibility, Risk Management framework of the Company, etc.
- (3) During the financial year 2020-21, the Company had conducted following programs for the Independent Directors:
 - i. First program was conducted on June 2, 2020 on SEBI's (Prohibition of Insider Trading Regulations), 2015, in which an overview of the said Regulation was given to the Directors.
 - ii. Second program was conducted on June 26, 2020 in which the Senior Management Team of the Company made a detailed presentation covering various aspects of the Company's Business such as sales, product, marketing, products and digital innovations, risk management, operations, customer services operation, collections, information technology & digital platforms, compliance framework, workforce effectiveness, legal, HR overview, internal audit overview, financial walkthrough, market update, awards and recognitions, customer life cycle, performance highlights, etc..
 - iii. Third program was conducted on December 19, 2020 for updating the Directors on Company's business strategy.
 - iv. Fourth Program was conducted on February 11, 2021 for the newly inducted Independent Director. In the said Program, Senior Management Team familiarized him with the nature of the industry in which the Company operates, business model of the Company, budget/strategy, statutory or regulatory updates, function wise performance of the Company, etc.

The duration of these programs was approximately 6 hours.

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FAMILIARIZATION PROGRAM FOR INDEPENDENT DIRECTORS

(Pursuant to SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015)

In terms of Clause 25(7) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, the Company has in place a familiarization program for its Independent Directors to familiarize them with their roles, rights, responsibilities in the Company, nature of the industry in which the Company operates, business model of the Company, etc..

Details of Familiarization Programs undertaken are as under:

- (1) Formal letters of appointment have been issued to the Independent Directors which, inter alia, incorporates their roles, duties and responsibilities. In addition, the Company has also provided copies of Code of Conduct for the Company's Board of Directors and Senior Management Team, Terms of Reference of the respective Committees of the Board and other regulatory updates/policy framework from time to time.
- (2) Presentations are also made to the Directors from time to time in order to update them with the business of the Company, credit card industry, achievements/awards, new products, technology, strategy/budget, corporate social responsibility, Risk Management framework of the Company, etc.
- (3) During the financial year 2019 -20, the Company came up with an Initial Public Offering (IPO) of Equity Shares. The said shares are listed on both the Stock Exchanges i.e. BSE Limited and National Stock Exchange of India Limited. Before the Commencement of the IPO, a meeting was organized on September 20, 2019 in which the Independent Directors then on the Board were also invited along with the Book Running Lead Managers and Legal Counsels. During the meeting, Directors were introduced with the business and operations of the Company, senior management team, key departments and their functioning, key processes of the IPO and the strategy for the same. The duration of program was approximately 7 hours.

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