



TERMS & CONDITIONS BOOKLET
CLUB VISTARA SBI CARD

SI28052024



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CLUB VISTARA SBI CARD CONTACTLESS FAQs

1. What is Club Vistara SBI Card?

Club Vistara SBI Card powered by MasterCard/VISA Contactless 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 Club Vistara SBI Card work?

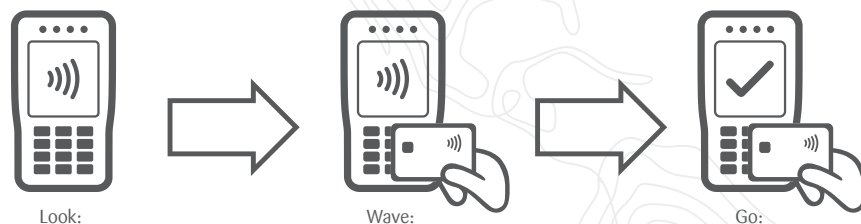
Step 1: Look for the MasterCard/VISA Contactless mark and contactless logo at the point of sale.

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 INR 5000 for a single transaction.



3. What are the benefits?

Contactless payment functionality powered by MasterCard/VISA Contactless 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 MasterCard/VISA Contactless card has its own, unique, built-in, secret key, which is used to generate a unique code for every MasterCard/VISA Contactless 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 INR 5000 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 INR 5000 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 INR 5000.

5. Where can I use my Club Vistara SBI 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 MasterCard/VISA Contactless contactless payment acceptance.

6. Can I use my Club Vistara SBI 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 merchant's reader finds more than one contactless card in your wallet or purse, you will be asked to select one card to pay.

8. Could I unknowingly have made a purchase if I walk past the reader?

No, your card has to be waved within 4cm of the card reader for more than half a second and the retailer must enter the amount for you to approve. Terminals can only process one payment transaction at a time, therefore reducing transaction errors.

9. Is there any difference in the process for ATM and Internet transactions for this contactless Credit Card?

There is no difference in transaction process for ATM or any Card not Present Transactions including Internet transactions. For ATM transactions you need to enter the PIN and for Internet transaction you need to enter your 3D secure PIN or OTP.

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

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

[illegible]

ON THE FACE OF YOUR CARD, YOU WILL FIND

Please check that your name appears correctly. In case it does not, please call the SBI Card Helpline to make the necessary corrections.

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

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



ON THE REVERSE OF YOUR CARD, YOU WILL FIND

E. Card number

F. Valid Thru

G. Personalised 4th Line embossed with Organisation Name

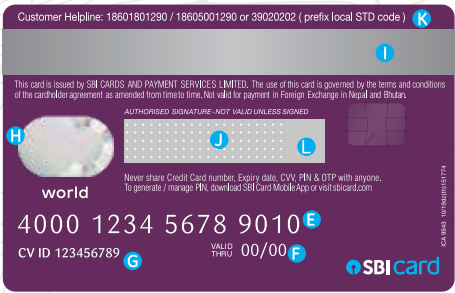
H. The MasterCard/VISA hologram

I. Magnetic Strip: contains encoded information

J. **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 the card.

K. SBI Card Helpline Numbers

L. 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 MasterCard/VISA sign of acceptance and present your card for payment.



GUARANTEED PEACE OF MIND

Your SBI Card automatically gives you complete peace of mind with the Helpline and 24-Hour MasterCard/VISA Global Customer Assistance Services available across the world in case of any emergency. If card is lost or stolen during travel outside India, MasterCard/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 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 ORGANISATION

You can share power of your SBI card within your organisation by applying add-on card for maximum 3 employees of the enterprise.



CASH ON THE GO

As an SBI Cardholder, you can withdraw cash from over 1 million MasterCard/VISA ATMs across the globe.

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 MasterCard/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 card PIN
- Do not let anyone use your card to access the ATM facility on your behalf
- Your PIN cannot be changed. In case 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 SBI Card's Easy Bill Payment facility, your payment for utility bills such as Electricity Bills, Insurance Premium, Telecom Bills etc will be made before the due date automatically by registering yourself for standing instructions under auto bill pay facility at sbicard.com. Alternatively, you can also make online payments for your utility bills w/o registration, directly through SBI Card website.

- Standing Instructions- Register yourself for standing instructions where everytime the bill is due, the payment is made automatically by SBI Card on your behalf
- Online payment through website- You can make online payments on the SBI Card website



BALANCE TRANSFER on EMI

You can now save big with our low interest rate options on Balance Transfer on EMI facility. Just transfer the balances from any of your other bank's Credit Cards to your SBI Credit Card and enjoy Balance Transfer Plans suited to your financial needs. Get a Balance Transfer in just 5-7 working days. 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 a low-rate of interest. To avail this facility just call the SBI Card helpline or book online on www.sbicard.com within 30 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 Helpline. Use 'Easy Money' facility and avail money against your cash limit for planning an offsite or buying office accessories. 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.



CONVERT TO EMI

Convert to EMI is a product offering 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.

Convert to EMI program?

Visit an outlet or merchant website which is part of convert to EMI. 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.

In case of E-commerce merchants, select SBI card EMI payment option on the merchant's payment page.

How do I benefit?

- Avail manufacturer/merchant funded cashback on select EMI transaction
- Earn Regular Reward points even on EMI transactions
- No Documentation
- On-the-spot approvals
- Flexible EMI payment options of 3, 6, 9 & 12 months

What are the charges?

- Rate of interest is applicable on monthly reducing balance on all Convert to EMI transactions
- You can choose to foreclose a convert to EMI booking. Foreclosure charges are applicable on outstanding principal amount



SBI Card Alerts

SBI Card Alerts enables you to receive information regarding your Credit Card through 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.



INSURANCE

With your SBI Credit Card you can buy Group Personal Accident Policy and Family Health Floater policy from Royal Sundaram General Insurance Co. Limited, at very affordable rates

1. Group Personal Accident Policy is designed to shield you financially in the event of any unforeseen accidents, which leads to death or permanent total disability.
2. Family Health Floater is a health insurance plan that covers your family under a single premium with a common sum insured.

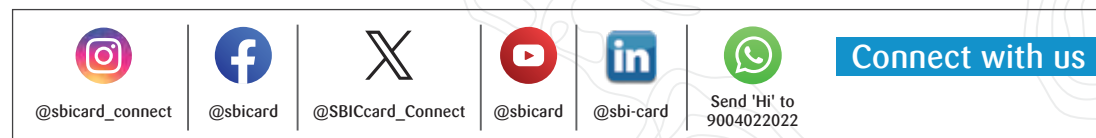
Disclaimer: SBICPSL is a Corporate Agent of Royal Sundaram General Insurance Co. Limited Vide IRDA registration code - CA0075 Insurance is the subject matter of solicitation' Royal Sundaram IRDA Registration Number - 102

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.



DIGITAL PLATFORM

Discover the power of convenience with the SBI Card Mobile App or www.sbicard.com and manage your SBI Card anytime, anywhere. Access your account information, raise a service request or book a cross-sell product with a single click. Do More, View More and Mange More online.

Register on digital platforms in 4 simple steps:

1. Go to www.sbicard.com/register or select "Register now" on www.sbicard.com
2. Enter your Card no., CVV & Date of Birth and click on 'Generate OTP/Proceed', a one-time password (OTP) which you will receive on your registered mobile number and registered email address
3. Enter the OTP and click on 'Proceed'
4. Set your preferred user ID, password and confirm password; and click on 'Confirm'

Convenience on Mobile App

- a. Edit/confirm device name for trusted device
- b. Set M-PIN and Touch ID as convenient login options

Do more	View more	Manage more
<ul style="list-style-type: none"> • Apply online for SBI Card • Apply for Flexipay, Encash, Balance Transfer or Easy Money • Online Bill Payment • Request for an Add-on card • Request for an ATM PIN 	<ul style="list-style-type: none"> • Account Summary • Unbilled Transactions • Spends Analyzer • Card Statement • Payment History for last 12 months 	<ul style="list-style-type: none"> • Single Window View • Track Booked Offers • Instant Contact Updation • Subscribe to e-Statement request for Duplicate Statement



E-STATEMENT

No postal delays. No lost statements. No late payments. Just the convenience of getting your monthly statement delivered directly to your inbox. To subscribe, Simply SMS ESR < your email id > to 56767 from your Mobile number registered with us.

To get started log on to www.sbicard.com and take advantage of these benefits.



Scan this QR code to download the App now!



Scan this QR code to Register!

HOW TO USE YOUR CARD?

Using your SBI Card is very simple. Once you have made a purchase at any of the merchant establishments that display the MasterCard/VISA sign, please present your card for payment.

The establishment will prepare a charge slip (specimen shown above), very much like a normal bill, which contains the details of the transaction.

- Please verify the amount **A** and ensure that other particulars on your charge slip are correct
- Kindly add the amount paid as tips and miscellaneous expenses, if any and ensure that the total amount is filled
- Please sign on the charge slip at the place indicated **B** in the same way as you have signed on the reverse of your card. You will be returned a copy of the charge slip, the actual bill and your card
- Before you leave, please ensure that you have received your card
- The amount you spend on your card will appear in your monthly statement. You can make your SBI Card Payment using any of the 14 payment options available. Normal use of card does not attract any transaction fee or interest charges except in case of late payment / no payment

AnyBank

XYZ Store
UILE PARLE WEST
XXXXXX XXXX

DATE: 03/01/08 TIME: 20:35:35
MID: 201 28076 TID: 01036720
BATCH: 000592 INUF: 007952

Sale
XXXX XXXX XXXX 8793
CARD TYPE: MASTER CARD EXP DATE: XX/XX
APPR CODE: 960983 RREF: 008322
AMT: RS 4000.45

SIGN: _____
SANJAY PAL
I AGREE TO PAY TOTAL AMOUNT AS ABOVE
ACCORDING TO CARD ISSUER AGREEMENT

AnyBank

CUSTOMER COPY

AnyBank

AnyBank

WAYS TO MAKE PAYMENT DIGITALLY FOR YOUR SBI CREDIT CARD



Pay via Standing Instruction (e-NACH)

Enroll for e-NACH for automated and hassle-free bill payments, every month. Your card dues will be deducted directly from your bank account on the Payment Due Date. For more details, visit www.sbi-card.com



UPI payment option (Pay via UPI)

You can pay your bill faster via UPI payment mode on SBI Card App or on website using QR code.



NEFT (National Electronic Funds Transfer)

Pay your SBI Credit Card outstanding using NEFT and get instant credit to your card account, 24X7. Use your 15/16-digit credit card number as Beneficiary A/c & IFSC Code SBIN00CARDS to register.



YONO Payment option

Pay through YONO App by SBI and enjoy instant credit to your card account. You can download the app from Google Play Store or App Store.



Bharat Bill Payment System

Visit the SBI Unipay website to pay your credit card bill conveniently and securely through Bharat Bill Payment System.



PayNet

Click on PayNet at sbicard.com to make your payments online through net banking. Payment will reflect instantly in your SBI Credit Card account.



Electronic Bill Payment

Pay online, directly from your bank account using Bill Pay facility of your bank. Your payment will be credited instantly.



Debit Card Payment

Pay online using selected banks debit card. Payment will reflect instantly on your SBI Credit Card account. For more details, visit www.sbicard.com



VISA Credit Card Pay

Use VISA Credit Card Pay to pay your SBI Credit Card bill. Your payment will be credited instantly.



Auto Debit

Authorize SBI Card to debit your bank account (savings/current) by filling the Auto Debit mandate available at selected banks. For more details, visit www.sbicard.com



Mastercard MoneySend

Download any authorized third-party payment app / use a platform that supports the Mastercard MoneySend payment mode. Your payment will be credited instantly to your credit card account.

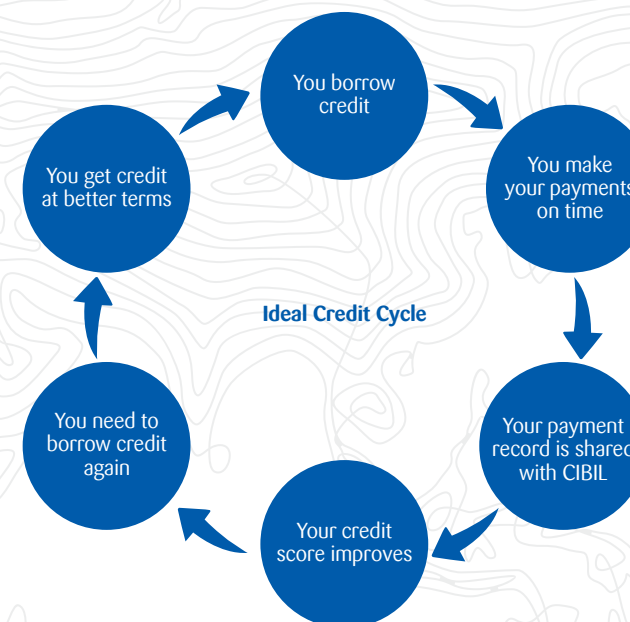
NOTE:

a. Please drop your cheque/Demand Draft well in advance to avoid any late payment & interest charges. Post receiving the Cheque/Demand Draft, it will take 4 working days for the payment being credited to your card account. Credit is subject to realisation.

b. In case of digital payments, delay in bank settlement or network failure may lead to payment being credited to your card account in 24-48 hours.

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 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 or past delinquency may 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. This further enables you for smooth and faster access to affordable credit in future.

How do I improve my credit record?

- Pay at least the minimum amount due on time each month. On time payments will have the most positive and 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 the "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

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 MasterCard/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 Club Vistara SBI Card will be sent to you unless declined when the card you currently hold expires, provided your account is in good standing.
- Your new SBI Card becomes valid after your present card expires
- On expiry, the card must be destroyed by cutting it into multiple pieces across the black magnetic strip

CPP

- SBI Card introduces CPP (Card Protection Plan), India's first comprehensive card protection service for use in the event of card loss, theft and related fraud. This product is designed to help you safe-guard all your Cards with CPP. No matter where you are, make One Free Call to CPP's 24 Hour Helpline to report loss of cards or fraud. CPP will notify all your Issuers and you will not need to call them individually. It will also additionally ensure that you would not be stranded anywhere away from home as a result, by helping pay your hotel bills, travel tickets and providing you some emergency cash and helping restore your confidence and freedom! Call SBI Card Helpline at 0124-39010303 OR Sms SBICPP to 56767 to buy Card Protection Plan





TERMS & CONDITIONS



TERMS & CONDITIONS

CARDHOLDER AGREEMENT

Before you sign or use the enclosed SBI Card, please read this Agreement, as your use of the Card will be governed by the terms and conditions below:

1. Definitions

'You' and 'Your' shall mean the applicant whose name appears on the SBI Card application form and includes his/her heirs and assignees. 'Additional Cardholder' shall mean an individual issued a Card as per your instruction in line with clause 2.6 of this Agreement.

'Card' or 'Credit Card' or 'SBI Card' shall mean a Credit Card issued by SBICPSL on a Card Account and which entitles a Cardholder to use the Card Account.

'Cardholder' is an individual who holds a Card under this Agreement and shall mean a Primary Cardholder and, where appropriate the Additional Cardholder. 'Card Account' shall mean an account opened and maintained by SBICPSL for the purpose of usage of the Card, under this Agreement.

'Cash Advance' shall mean any transaction whereby cash or cash equivalent is obtained by the Cardholder by use of the Card/Card number.

'Charges' shall mean all amounts charged to the Card Account under this Agreement including but not limited to purchase of goods, services or cash advances by use of the Card or a Card number, balance transfers, joining fee, annual fees, interest charges, finance charges, over limit charges, late payment charges, collection charges, maintenance charges transaction charges and service charges.

'International transactions' mean the transactions entered into by the Cardholder on his/her Card outside of India, Nepal and Bhutan.

'Merchant Establishment' shall mean any company, establishment, firm or person, wherever located and in whatever form (including the Internet), which is designated as a MasterCard/VISA merchant and/or with whom there is an arrangement for a Cardholder to obtain goods, services or cash advances by use of the Card or Card number and includes any establishment displaying the MasterCard/VISA symbol which appears on the face of the Card.

'Primary Cardholder' means a Cardholder in whose name the Card Account is maintained.

'Purchase Balance' shall mean any and all amounts relating to non-cash transactions owing to SBICPSL.

'Total Outstanding', 'Outstanding' or 'Outstanding Balance' (capitalised or not, in singular or plural) shall mean any and all amounts owing to SBICPSL on the Card Account.

'SBICPSL' shall mean SBI Cards 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 Management Act, 1999 ("FEMA") and the Regulations thereunder 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 2S 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 Management Act, 1999 ("FEMA") and the Regulations thereunder issued by RBI, baggage Rules, EXIM Policy and other applicable laws, as amended from time to time, is solely that of the Cardholder and the Cardholder shall indemnify and hold harmless SBICPSL from any consequence, loss, damage, expense or any other financial charge that SBICPSL may incur and/or suffer on account of the Cardholder's contravention of any

applicable law and regulation. Noncompliance with the regulations shall not be a ground for the Cardholder to delay or refuse the amounts payable to SBICPSL. In case the Card is suspended/ cancelled, whether on account of non-compliance with exchange control/management regulations or otherwise, SBICPSL will not be responsible for any attempted usage of the Card, whether in India or abroad, resulting in the Card being dishonoured and the concerned Merchant Establishment would be entitled to pick up the Card on presentation.

4. Cash Advances

The Cardholder may be permitted to obtain a Cash Advance from designated branches of State Bank of India, Automated Teller Machines (ATMs) and/or other permitted establishments subject to applicable terms and requirements imposed by SBICPSL from time to time. A minimum and/or maximum amount of Cash Advance that can be accessed on the Card in a single charge or in a single business day may be specified by SBICPSL periodically. The total amount that will be available for cash withdrawal at any point in time will be governed by cash limits set up periodically which will be disclosed to the Cardholder in the monthly statement of account. A cash advance fee will be levied on each such Charge and will be billed to the Cardholder.

5. Insurance Benefits

5.1 Insurance is optional and a subject matter of solicitation. In the event any insurance cover or benefit of any insurance cover is made available to the Cardholder by an insurance company at the request of SBICPSL, the Cardholder specifically acknowledges that SBICPSL will not be liable in any manner whatsoever and that the insurance company will be solely liable for all claims thereunder. The Cardholder shall not hold SBICPSL responsible for any matter arising out of or in connection with such insurance cover, whether for or in respect of any deficiency or defect in such insurance cover. Recovery or payment of compensation, processing or settlement of claims or any other matter in relation to the insurance cover shall be addressed to and resolved directly by the Cardholder with the insurance company.

5.2 The Cardholder further acknowledges that the insurance cover so provided will be available to the Cardholder only as per the terms of the relevant insurance policy in force and only so long as the Card Account is maintained in good standing. On the Card being suspended or cancelled for whatever reason, the benefit of such insurance cover shall automatically and ipso facto cease to be available from the date of suspension/cancellation of the Card Account.

5.3 The Cardholder hereby authorizes SBICPSL to require the insurance company to settle any Outstanding on his/her Card Account before payment of any compensation or claim to his/her heirs, nominees, beneficiaries, etc., under the insurance policy.

6. Billing & Settlement

6.1 The monthly statements of account shall be sent to the Cardholder by mail unless the Cardholder specifically opts for such statements to be sent by e-mail, in which case they shall be sent at the e-mail address specified by him/her in the application or by a separate intimation. Additionally, the Cardholder may also access his/her Card Account on the Internet, as and when so enabled by SBICPSL, at its website by using his/her PIN to check his/her statement of account. If the Cardholder

experiences any difficulty in accessing the electronically delivered statement of account, he/she shall promptly inform SBICPSL. The Cardholder agrees to access his/her aforesaid e-mail account at regular intervals of time. The Cardholder will not hold SBICPSL responsible for his/her not having access, for any reason whatsoever, to the information and statements of account sent to him/her via e-mail. Failure on the part of the Cardholder to receive the statement of account electronically (by e-mail or through access to the Card Account on the Internet) will not avoid his/her liability for the Charges incurred on the Card and the Cardholder shall be liable to make payment for the Charges within 30 days of incurring the Charge on the basis of his/her own record of the transaction or earlier if requested by SBICPSL.

6.2 SBICPSL will debit the Card Account for all the Charges incurred by use of the Card and provided for in the Agreement. Charges in respect of International Transactions incurred in foreign currency will be segregated from the Indian Rupee transactions in the statement of account.

All Charges (including those in respect of International Transactions) shall be billed in Indian Rupees. The Cardholder agrees and hereby authorises SBICPSL to convert Charges in respect of International Transactions incurred in foreign currency to Indian Rupees at the applicable foreign exchange rates plus any service charges. SBICPSL will credit the Card Account for all payments made by the Cardholder to SBICPSL and also for any credit received from the Merchant Establishments in favour of the Cardholder. When the Card Account has a debit(s) or a credit(s) to be applied over a statement period as determined by SBICPSL from time to time, SBICPSL will send a monthly statement of account to the Cardholder reflecting such debit(s)/credit(s). The Cardholder's obligations and liabilities under this Agreement will not be affected in any way by non-receipt of the monthly statement of account and the Cardholder shall be liable to settle the Outstanding balance on the Card in due time on the basis of his/her chargeslip, noting, record or any other evidence (electronic or otherwise) of the Charge.

6.3 The monthly statement of account will set out, inter alia, the Outstanding balance on the Card Account, minimum payment required to be made and the due date for payment. The minimum payment due from the Cardholder each month will consist of (a) the monthly payment - this amount is payable by the due date shown on the relevant monthly statement of account and will be Total GST + EMI amount + 100% of Fees/Charges + 5% of [Finance charge(if any)+Retail Spends and Cash Advance (if any)] + Overlimit Amount (if any)

W.e.f 15th March 2024 In case 5% of (finance charge + retail spends and cash advance) is less than finance charges then MAD calculation will be Total GST + EMI amount + 100% of Fees/Charges + 100% of finance charges +Overlimit Amount (if any)- 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 for a 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. GST
- ii. EMI Amount
- iii. Fees/Charges
- iv. Finance Charges
- v. Retail Spends
- vi. Cash Advance

(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 chequedishonour 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 SBICPSL may, at its sole discretion and in accordance to its internal policy and procedures or on request from the

Cardholder may waive / reverse interest, fees or other charges which had been charged or levied by it to the Cardholder.

6.9 SMA & NPA

- Special Mention Accounts ('SMA'):

In furtherance to Regulatory requirements, SBI Card is required to identify incipient stress in the account by creating a sub-asset category viz. 'Special Mention Accounts ('SMA')' with the three sub-categories as given in the table below.

Credit cards are treated as "Loans other than revolving facilities".

SMA Sub-categories	Basis for classification [Principal or interest payment or any other amount wholly or partly overdue]
SMA – 0	Upto 30 days from Payment Due Date ('PDD').
SMA – 1	More than 30 days & up to 60 days from PDD
SMA – 2	More than 60 days & up to 90 days from PDD

Example regarding classification of SMA:

If Payment Due Date ('PDD') of a Credit Card account is 31st March 2021, and 'Minimum Amount Due ('MAD') is not received before this date then after the due date, the account will be mentioned as SMA – 0.

If the account continues to remain overdue beyond 30 days from PDD i.e., beyond 30th April 2021 then this account shall get tagged as SMA-1.

Similarly, if the account continues to remain overdue, beyond 60 days from PDD i.e., beyond 30th May 2021 then this account shall get tagged as SMA – 2.

- Non-Performing Asset ('NPA'):

A credit card account will be treated as non-performing asset ('NPA') if the Minimum Amount Due, as mentioned in the statement, is not paid fully within ninety (90) days from the PDD mentioned in the statement. Further, any account where a settlement or restructuring arrangement has been availed will be classified as NPA. An account continues to be classified as NPA till the entire arrears of interest and principal are paid. Settlement and restructured accounts do not qualify for an upgrade. Finally, if any customer has even one credit card with SBICard tagged as NPA, all cards of the customer will be classified as NPA.

Example regarding classification of an account as NPA:

If Payment Due Date ('PDD') of a Credit Card account is 31st March 2021, and Minimum Amount Due as mentioned in the statement has not been fully paid by the customer within a period of 90 days from the PDD i.e., till 29th June 2021, then the lender shall consider the credit card account as NPA.

6.10 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 SBICPSL 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 SBICPSL may, at its sole discretion and option and in accordance to its various internal policies and procedures, levy for the period post 180 days after the payment due date.

7. Lost or Stolen Cards

7.1 In the event the Card, Card number or the PIN is lost, stolen or misused by another person, the Cardholder must report the occurrence to SBICPSL. Although loss, theft or misuse may be reported by any means, the Cardholder must confirm to SBICPSL in writing immediately after reporting the loss/theft/misuse to the police. A copy of the police complaint/First Information Report (FIR) must accompany the written confirmation.

7.2 If the Cardholder loses his/her Card overseas, he/she may either report the occurrence to SBICPSL or report the loss through the MasterCard/VISA Global Emergency Assistance Services. In case the Cardholder uses the MasterCard/VISA Global Emergency Assistance Services then the charges would be applicable as provided in the cardholder guide.

7.3 SBICPSL is neither liable nor responsible for any transactions incurred on the card account prior to the time of reporting of the loss of the card, and the card member will be wholly responsible and liable for the same. However it is stipulated that after receipt of proper notification of the loss by SBICPSL by any means preferably on call or in writing, the card member shall have no financial liability. Furthermore, in addition to notifying SBICPSL about the loss or theft of the card, the card member must report any thefts of cards to police and other investigating authorities and lodge a First Information Report ("FIR").

7.4 The Cardholder will not be liable for transactions made on the Card after receipt by SBICPSL of the written notice of the loss/theft/misuse.

7.5 On the loss of the Card, SBICPSL may at its sole discretion issue a replacement Card at a fee. In the event the Cardholder subsequently recovers the Card, the recovered Card must not be used and must be cut in half diagonally and returned immediately to SBICPSL and adequate care taken to prevent its misuse.

7.6 The Cardholder is responsible for the security of the Card, Card number and the PIN and shall take all steps towards ensuring the safekeeping thereof. In the event SBICPSL determines that the aforementioned steps are questionable (on account of the Cardholder's negligence, malafides, etc.), financial liability on account of the lost, stolen or misused Card/Card number/PIN shall be borne by the Cardholder and could result in cancellation of the Card Account.

7.7 As per Reserve Bank of India (RBI) mandate, dated 06 Jul'17 on Customer Protection - Limiting Liability of Customers in Unauthorized 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 herein before in its absolute discretion and without giving notice thereof to the Cardholder or assigning any reason therefore. SBICPSL may list the cancelled Cards in a Cancellation Bulletin/Alert/Hot List, etc. that the Card(s) issued on the Card Account have been cancelled. The Cardholder shall agree to surrender the Card to SBICPSL or its representative, upon being requested to do so either by SBICPSL or its representative. The Cardholder must not use the Card after it has expired or has been suspended or cancelled and shall continue to be fully liable for the Charges incurred after its expiry/suspension/cancellation.

8.2 The Cardholder can close his/her Card Account at any time by terminating this Agreement by a written notice to SBICPSL accompanied by the return of the Card cut in half diagonally and with full settlement of all Outstanding on the Card Account.

8.3 Upon termination of this Cardholder Agreement for any reason whatsoever, whether at the instance of the Cardholder or SBICPSL, the Cardholder shall remain liable for all Charges incurred by the use of the Card and all amounts/Outstanding shall be due and immediately payable.

8.4 The Cardholder specifically acknowledges that once the Card Account is closed and privileges (including any benefits and services) of the Card stand withdrawn, reinstatement of the same is neither automatic, nor attendant and will take place solely at the discretion of SBICPSL.

The Cardholder also acknowledges that the aforementioned takes precedence over any communication in this context that the Cardholder might receive during the normal course.

8.5 The Card Account is liable to be suspended / cancelled on instruction from any government /regulatory body. All amounts Outstanding on the Card Account shall be deemed to have immediately become due on such instructions from government/ regulatory bodies as the case may be and SBICPSL shall be entitled to recover the same in accordance with the relevant laws in force.

9. Miscellaneous

9.1 SBICPSL, at its sole discretion, can appoint agents for recovery of any Outstanding on the Card or initiate any other action allowed by law for recovery of all monies owing to SBICPSL.

9.2 The Cardholder shall be liable for all costs associated with the collection of dues, legal expenses and decretal amounts with interest, should it become necessary to refer the matter to any agent or where legal recourse for enforcement of payment has been taken.

9.3 The Cardholder expressly recognizes and accepts that SBICPSL shall be absolutely entitled to sell, assign or transfer in any manner (including through the drawing of a negotiable instrument or otherwise) in whole or in part and on such terms as SBICPSL may decide (including reserving a right to SBICPSL to proceed against the Cardholder on behalf of any purchaser, assignee or transferee) the Outstanding and dues of a Cardholder to any third party of SBICPSL's choice without reference to or without written intimation by SBICPSL to the Cardholder and any such sale, assignment or transfer shall bind the Cardholder to accept such third party as a creditor exclusively or as a joint creditor with SBICPSL, but with the right to SBICPSL to continue to exercise all powers hereunder on behalf of such third party and to pay over such Outstanding and dues to such third party or to appropriate the same, as SBICPSL may decide. Any costs incurred by SBICPSL towards enforcement of its rights and recovery of Outstanding and dues shall be debited to the account of the Cardholder.

9.4 Where SBICPSL acts on good faith in response to any oral or electronic instruction or inquiry by the Cardholder in respect of any matter in relation to the Card, the Cardholder will not be entitled to claim or allege any loss, damage, liability, expense etc., attributable, directly or indirectly, to any such good faith action of SBICPSL and the Cardholder agrees to hold SBICPSL harmless in respect thereof.

9.5 The total Outstanding on the Card Account, together with the amount of any Charges effected but not yet charged to the

Card Account, will become immediately due and payable in full to SBICPSL on bankruptcy or death of the Primary Cardholder and the Card Account shall immediately stand cancelled.

The Primary Cardholder's estate will be responsible for settling any Outstanding on the Card Account and should keep SBICPSL indemnified against all costs including legal fees and expenses incurred in recovering such Outstanding. Pending such repayment, SBICPSL will be entitled to continue to levy finance charges at its prevailing rate.

9.6 The Cardholder hereby authorizes SBICPSL or its representatives to contact his/her employer, banker or any other source to obtain and/ or verify any information or otherwise that may be required.

9.7 SBICPSL reserves the right to add to or change these terms and conditions and revise policies, benefits and features offered on the Card at any time, without limitation to changes which affect existing balances, finance charges or rates and methods of calculation. The Cardholder will be notified of any such changes. By keeping or using the Card after notification, the Cardholder is deemed to have agreed to the amendment/change. If the Cardholder does not agree with any amendment of the terms and conditions or any other change related to the Card or benefit made available on the Card, he/she may cancel the Card by cutting it in half diagonally and returning both halves to SBICPSL.

9.8 If required by law to do so or if considered necessary to do so for proper management of credit or business risk, SBICPSL reserves the right to disclose any and all Cardholder information, including default in any payments, to any court of competent jurisdiction, quasi judicial authority, law enforcement agency, relevant wing of the Central Government or State Government, Cardholder's employer, State Bank of India, any other card issuer, credit reference agency, financial institution or any company which is an affiliate or associate or parent or subsidiary of SBICPSL. The Cardholder acknowledges that information on usage of credit facilities by customers are also exchanged amongst banks and financial institutions which provide credit facilities and the Card may be cancelled on receipt of any adverse market information in relation to the Cardholder without any liability on SBICPSL to disclose any details thereof to the Cardholder.

9.9 The Cardholder authorises disclosure of his/her Card Account information by SBICPSL to any third party engaged to provide any service in connection with operation of the Card Account and/or marketing of various services. The Cardholder agrees to SBICPSL sending, from time to time, marketing offers and/or promotional mailers to him/her at his/her postal or e-mail address, unless he/she has specifically opted not to so receive, in which event SBICPSL will be entitled reasonable time to stop sending such offers.

9.10 The Cardholder hereby agrees that the Card application and copies of all documents submitted in support thereof and for the ongoing operation of the Card Account by the Cardholder to SBICPSL are and shall remain the sole and exclusive property of SBICPSL, and SBICPSL shall not be obliged to return the same to the Cardholder upon his/her request or upon termination of this Agreement.

9.11 In the event that the Cardholder delays or is unable to settle the Outstanding on the Card in terms of this Agreement, SBICPSL is hereby authorised by the Cardholder to set-off and adjust any such Outstanding against any amount that may be payable by SBICPSL, in any capacity, to the Cardholder on any account whatsoever.

9.12 The Cardholder agrees that SBICPSL may send him/her reminders from time to time for settlement of any Outstanding on his/her Card Account by post, fax, telephone, e-mail, cellular phone, SMS messaging and / or engage third parties to

remind, follow up and collect his/her Outstandings on the Card Account.

9.13 The Cardholder agrees to comply with all applicable laws and regulations from time to time which govern or may be affected by the use of the Card.

9.14 The forbearance, delay or failure on the part of SBICPSL to exercise any right under this Agreement shall not operate as waiver of such a right nor preclude any further exercise of that right.

9.15 Without in any way limiting the above, SBICPSL shall not be liable or responsible to the Cardholder for any loss, damage, expense, claim or liability arising directly or indirectly out of:

- (a) any defect or deficiency in any goods and services purchased on the Card or availed as a benefit, privilege or facility attached to the Card;
- (b) refusal by or inability of a Merchant Establishment to honour or accept the Card;
- (c) non or malfunctioning of any Terminal Device, Website, Server Client machine;
- (d) handing over of the Card by the Cardholder to any unauthorised person;
- (e) any statement made by any person requesting return of the Card or any act performed by any person in conjunction therewith;
- (f) any injury to the credit, character and reputation of the Cardholder alleged to have been caused by the repossession of the Card and/or request for its return;
- (g) SBICPSL complying with any request made by the Additional Cardholder in relation to the Card Account;
- (h) the exercise of any right by SBICPSL seeking surrender the Card prior to the expiry of the date mentioned on the face of the Card whether such demand and surrender is made and /or asked by SBICPSL or any person or Terminal Device;
- (i) exercise of SBICPSL's right to terminate any Card;
- (j) decline of any charge by SBICPSL because of the Cardholder exceeding his/her foreign exchange entitlements or usage restrictions as prescribed by RBI guidelines issued from time to time; and
- (k) if any demand or claim for settlement of Outstanding dues from the Cardholder is made by SBICPSL or any other person for and on behalf of SBICPSL, the Cardholder acknowledges that such an act shall not amount to an act of defamation or an act prejudicial to or reflecting upon the character of the Cardholder in any manner.

9.16 The Cardholder is aware of all security risks, including possible third party interception of any of his/her transactions and statements of account on the Internet and the contents of his/her transactions or statements of account becoming known to third parties. The Cardholder agrees and undertakes that he/she shall not hold SBICPSL liable therefore in any way. The use and storage of any information, including without limitation, the Card number, PIN, password, account information, transaction activity, account balances and any other information available on the Cardholder's Internet access device or computer is at his/her own risk and responsibility.

9.17 Any notice given by SBICPSL hereunder will be deemed to have been received by the Cardholder within 7 days of posting to the Cardholder's address last notified in writing to SBICPSL or, where specifically requested, within 24 hours of sending the same via e-mail at the e-mail address specified by him/her. Any notice may also be sent by fax or communicated verbally and

confirmed in writing by post or fax. SBICPSL shall not be held accountable for delays in receipt of notices by post. In the event of any change in the Cardholder's e-mail and/or employment and/or office and/or residential address and/or telephone numbers, the Cardholder shall inform SBICPSL promptly in writing or by email and must confirm the same by mail or fax.

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

10. Governing Law and Arbitration

10.1 The Cardholder Agreement shall be governed by the laws of India and the courts of Delhi.

10.2 Any dispute, difference and/ or claims arising out of in connection with or in relation to this Agreement, shall be settled by arbitration in accordance with the provisions of the Arbitration and Conciliation Act, 1996 and any subsequent statutory amendment, if any, to the Act , by a sole arbitrator, whose appointment shall be made at the instance and discretion of the SBICPSL. The arbitrator appointed shall be competent to decide whether any matter or dispute or difference referred to the arbitrator falls within the purview of arbitration as provided for in this clause and/or should be decided under the Arbitration and Conciliation Act, 1996.

10.3 Any arbitration award granted shall be final and binding on the Parties. The venue and seat of the Arbitral Tribunal shall be at New Delhi.

10.4 This Clause 10 shall survive termination of the Cardholder Agreement.

11. Reward Point Program

11.1 Club Vistara Program

- (a) The Club Vistara Program allows eligible Club Vistara SBI Cardholder(s) to accumulate Club Vistara points from spending on their Club Vistara SBI Card on all their purchases (including fuel) except S2S.

Office Supplies:

- I. Stationery, Office Supplies, Printing and Writing Paper – 5111
- II. Stationery Stores, Office and School Supply Stores – 5943

Dining :

- i. Eating Places and Restaurants: 5812
- ii. Drinking Places: 5813
- iii. Fast Food Restaurants: 5814

(b) The Club Vistara Program ("the Program") allows eligible Club Vistara SBI Cardholder(s) to accumulate point(s) from spending on their Club Vistara SBI Credit Cards. Points accumulated on such SBI Card can be redeemed for domestic & international flights on Club Vistara website.

11.2 Eligibility

- (a) The Program is open to holders of Club Vistara SBI Card, whose accounts are valid and in good standing
- (b) The Points earned by an Additional Cardholder will accrue to the account of the Primary Cardholder.

11.3 Points

- (a) Club Vistara SBI Card Cardholders shall earn 3 Reward Points for every Rs.200 charged to his/her Club Vistara SBI Card.
- (b) For Club Vistara SBI Card all spending charged to the SBI Card under the Program will be eligible to earn Points except the following –
 - balance transfers
 - cash advances
 - financial charges (e.g., late payment fee, dishonoured cheque charges, service fee, transaction charges)
 - disputed transactions
 - Flexipay
 - Merchant EMI i.e. EMI's availed at the time of purchase at Merchant establishment or websites (Reward Points reversed for Flexipay/Merchant EMI will be credited back to account only when the respective Flexipay/Merchant EMI has been successfully cancelled by the cardholder. In the event of Foreclosure of Flexipay/Merchant EMI, no Reward Points will be credited back in any scenario.)
 - *E-wallet loading transactions under MCCs 6540 & 6541 w.e.f 1st July 2020 (*All identification of eligible and non-eligible transactions regarding Rewards by SBICPSL are on a best effort basis and may be subject to technical glitches)
 - W.e.f. 15 Apr 2024, accrual of Reward Points on Rent Payment transactions with Club Vistara will be discontinued. Rent Payment transactions shall be identified under Merchant Category Code (MCC) 6513, on best effort basis.
 - W.e.f. 15 July 2024, accrual of Reward Points on Govt. Related transactions for your Club Vistara will be discontinued. Government related transactions shall be identified under Merchant Category Codes (MCC) 9399 and 9311, on best effort basis.
- (c) A Cardholder cannot accrue Points for any charge incurred prior to his/her Enrolment Date.
- (d) 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.
- (e) 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.
- (f) The Points accrued do not have cash or any monetary value. 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.

- (g) Club Vistara Points can only be accumulated for a period of 36 months from the date of activity under the Club Vistara Membership program.
- (h) SBICPSL will notify the Primary Cardholder in the monthly statement of account in respect of the SBI Card of the number of Club Vistara Points accumulated immediately preceding the closing date for the said monthly statement, Club Vistara Points earned in current statement cycle & Club Vistara Points earned life till date.
- (i) In the event the SBI Card is either voluntarily closed by the Cardholder or cancellation of the SBI Card account for any other reason or if the SBI Card is blocked or suspended by SBICPSL for any reason whatsoever, the Club Vistara Points accumulated on his/her SBI Card will remain in his / her Club Vistara Account and can be redeemed any time before the expiry of these points. In case of account transfer to any other SBI Card, closure of Club Vistara Card or cancellation of the card account and if Club Vistara Points shows negative balance, then the same will be reimbursed by SBI Card through a debit entry on the customer's card statement (new account statement in case of card account transfer to any other SBI Card) and same will be recovered from the customer through offline or online payment mechanism.
- (j) SBICPSL's decision on computation of Points will be final, conclusive and binding on the Cardholder.
- (k) Accrual CV Points will be auto credited to a CV member's account once a month within 07 days post the monthly statement generation
Activation CV Points will be auto credited to a CV member's account once a month within 07 days post the monthly statement generation

11.4 Redemption

All the Club Vistara Points earned on the card can only be redeemed on Club Vistara website either through booking domestic Vistara Flights or by booking Air Vistara's International Flights or through booking international Flight tickets through its Partner Airlines like Singapore Airlines, SilkAir and more of these airlines that will be announced by Vistara from time to time. For more details, please call Club Vistara Customer Helpline: +91-92892 28888

11.5 Club Vistara Points Accrual on card

The CV Points that are accrued on your Card account shall be immediately forfeited on the occurrence of any of the following events:

- (a) The Cardholder fails to make the payment on the card which is due for a period greater than 90 days.
- (b) The Cardholder fails to make the payment of the outstanding dues on its Card account and opts for settlement of the outstanding payment dues on the card account.
- (c) The Cardholder is found to be involved in a fraud on its own Card Account after an investigation is carried out by SBICPSL.
- (d) The Cardholder's failure to comply with the regulatory norms. i.e. in the event of death of the Cardholder.

11.6 Delivery

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

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

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

Terms & Conditions- Welcome & Milestone Ticket E-Voucher

1. Renewal benefit (1 Economy Ticket Voucher) and Milestone benefit (1 Economy Ticket each, on annual spend of Rs. 1.25 Lakhs, Rs. 2.5 Lakhs and Rs. 5 Lakhs) will be discontinued for all cards due for renewal after 01 April 2025. The Renewal Fee of Rs. 1499 will be waived off during card renewal in such cases.
2. Cardholders whose card renewal date precedes 01 April 2025 will still be able to avail the Renewal and Milestone benefits (detailed above), if, and when they become eligible for the same. Renewal Fee of Rs. 1499 will also be chargeable in such cases.

Terms & Conditions – Yatra (Hotel EGV)

1. EGVs valid for a period of 6 months from the date of issue.
2. EGV can be redeemed only at www.yatra.com.
3. EGV is valid for booking of
 - Hotels (Domestic)
4. For redeeming Hotels online at www.yatra.com, please follow the following steps:
 - Please select your Hotel and fill required details till you reach the payment page.
 - On payments page, Select "Gift Voucher" as your Payment Mode.
 - Enter your unique EGV No.
 - Click on "Redeem Gift Card" and pay the Balance amount using SBI Bank Card.
5. In case of any query:
 - Please call 0124 – 4883876 / 3877 between 10AM to 7PM (all seven days).
 - Alternatively you can also write to: coepromoteam@yatra.com.
6. EGV is valid for ONE time transaction only.
7. EGVs are cumulative, i.e. Multiple EGVs (up to 3) can be combined and used in single transaction. However, cumulative redemption is possible offline only by calling 0124 – 4883876/77 between 10AM to 7PM (all seven days).
8. Any applicable convenience fee/processing fee/excess tour cost/ government taxes shall be payable at the time of booking (Only if the package cost exceeds the EGV value)
9. If an EGV is lost or stolen, Yatra will not be liable for replacement or Compensation.
10. This EGV cannot be clubbed with any other ongoing offer discount/cash back/promotion run by Yatra.com.
11. No additional Discount / reduction in the price will be entertained other than the value mentioned on the EGVs.
12. If a purchase is equal to the value of the EGV, then customer will have to pay Re.1 to complete the transaction via SBI Credit Card.
13. If a purchase is less than the value of the EGV, then customer can avail the discount maximum upto the value of the purchase only. Balance EGV amount will be forfeited and customer will have to pay Re.1 to complete the transaction via SBI Credit Card.
14. If a purchase is more than the value of the EGV, then balance amount can be paid via SBI Credit Card.
15. Confirmation of any booking will be subject to availability at the time of booking and will be governed by the standard booking terms & conditions of Yatra.com.
16. Yatra.com is not liable to pay for any difference in fare/tariff between date of redemption request placement and date of using EGV during booking.

17. No change or cash can be taken in exchange of this EGV.
18. In case of cancellations, EGV (valid) amount will be used for next booking once after deducting the standard cancellation charges. Customer will need to call 0124 – 4883876 / 77 for cancellation and re-booking.
19. All the terms and conditions of the EGV as given hereof and standard terms and conditions, user agreement, privacy policy (subject to change) of Yatra.com as mentioned on the website www.yatra.com and the terms and conditions of the respective airline/ hotel /resort/other service provider shall be applicable on the Customer.
20. Any legal disputes, whatsoever regarding any aspect of the promotion shall be handled in the jurisdiction of the courts in Gurgaon, Haryana only.
21. This is for individual use only, Travel agents found using the card would lead to cancellation of booking and no refund would be made.

Terms & Conditions: Priority Pass

1. Cardholder(s) can request for Priority Pass through SBI Card website or customer helpline numbers: 1860 180 1290/1860 500 1290 or 39020202 (Prefix Local STD code).
2. Priority Pass will be delivered to your billing address within 10 days of receipt of request.
3. The standard membership of the Priority Pass Program is provided only to the primary Cardholder of Club Vistara SBI Card (“SBI Cardholder”). It is valid for 24 months from the date of issue of priority pass membership.
4. Membership details and charges are as given below;

Particulars	Domestic Priority Pass Lounges (Within India)	International Priority Pass Lounges (Within India)	International Priority Pass Lounges (Outside India)
Membership fee	Complimentary	Complimentary	Complimentary
Complimentary Visits	-	-	4 visits* for Club Vistara SBI Card PRIME Cardholder per year
Visit Charges	USD 27 per visit	USD 27 per visit	USD 27 chargeable after Complimentary Visit
Guests Charges	USD 27 per visit	USD 27 per visit	USD 27 per visit

*Visits are subject to a maximum of 2 per quarter

5. Complimentary visits are applicable only for international lounges i.e. lounge under Priority Pass Program outside India. Complimentary visits are not applicable for lounges within India.
6. Complimentary visits are applicable only for the Primary Club Vistara SBI Card cardholder.
7. Charges for Priority Pass usage will be levied directly in the Cardholder’s statement post 30 to 60 days of the visit.
8. Exchange rate applied to the charge would be the Exchange rate applicable on the day of the debit to the cardholder’s card account and not as on date of usage of the Priority Pass.
9. Lounge access is conditional upon presentation of a valid Priority Pass card only and Club Vistara SBI Card would not be accepted on behalf of Priority Pass card.

10. On presenting the Priority Pass card in the lounges, an imprint/electronic swipe of the card would be done to take the time of visit for the cardholder and the accompanying guests.
11. In the event of Cardholder cancelling or not renewing his/her SBI Card account the Priority Pass Membership ceases to exist for the Cardholder.
12. Priority Pass Card is not transferable and cannot be used by anyone other than the Primary Cardholder.
13. The Priority Pass Card is not a payment card or a proof of credit worthiness of the Cardholder and attempts to use the same are not permitted.
14. All participating lounges are owned by third party operators.
15. The Cardholder needs to abide by the rules and regulations of the visited lounge.
16. The lounge access is subject to the Terms and Conditions of Priority Pass and can be changed from time to time without prior notification to the Cardholder.
17. To avoid overcrowding, participating lounges may reserve the right to fix a maximum stay policy.
18. Neither participating lounges are obligated to announce flights nor SBICPSL/Priority Pass Group of Companies shall be held responsible for direct/indirect loss arising to the cardholder or their guests failing to board the aircraft on time.
19. Lounge access is subject to the Cardholder holding a valid ticket of travel on the same day in an airline flying out of the airport in which the lounge is present.
20. The provision of free alcoholic drinks is at the discretion of each lounge operator and in some cases may be limited. In such cases the cardholder is liable to pay for additional consumption.
21. Accompanying children are subject to full guest fee unless otherwise stated in the lounge listing.
22. Any infant who causes upset to other users may be asked to vacate the lounge facility.
23. SBICPSL or Priority Pass Ltd. would not be responsible for any dispute arising between the cardholder and/or the guest with the third party lounge operator.
24. SBI Card reserves the right to alter, change or withdraw the feature at any time without due notice to the Cardholder.
25. SBI Card or Priority Pass are not responsible for the non-availability or loss arising due to non-availability of lounge or associated services.
26. Lost/Stolen and damaged Priority Pass plastics need to be intimated to SBI Card for a fresh card to be issued.
27. For complete terms and conditions, please visit www.prioritypass.com.

Terms & Conditions: Club Vistara

1. Cardholder will receive CV membership ID within 10 days from the date of request of membership.
2. If the cardholder holds an existing CV Gold/Platinum membership, no change will be made in the cardholder’s existing CV membership and privileges of the lower tier cannot be availed.
3. CV Silver Membership is not available to the delinquent/blocked and any other ineligible Cardholders determined as per the internal policy of SBI Card. Accordingly, granting of CV Silver Membership is at the sole and absolute discretion of SBI Card.

4. The terms and conditions governing eligibility of CV silver membership for Cardholder may be altered, amended, changed or withdrawn at any time and without notice by SBI Card at its sole option and discretion.
5. CV Points are valid for a period of 36 months from the date of flight.
6. The Silver tier status is valid for one Annual Cycle (Annual cycle is the period from one day after the date on which a member has achieved a specified tier and continues for 12 months).
7. The Cardholder has to accumulate 15000 qualifying tier points or undertake 20 flights to retain his/her silver tier status by the end of Annual Cycle, otherwise, he/she will automatically revert to CV Base tier.
8. Cardholders shall continue to enjoy CV base privileges for lifetime as CV Base membership does not have an expiry.
9. To accumulate CV Points, the member must quote his/her CV ID at the time of making a booking and/or at the time of check-in.
10. CV Points are only credited to member's account once the travel is completed. In case of a "No Show" or cancellation, cardholders will not receive any CV Points.
11. CV Points cannot be transferred between CV accounts or any other frequent flyer programme.
12. Redemption of Award flight is subject to seat availability at the time of booking.
13. Cardholders can redeem CV Points for Vistara Award flight/Upgrade Award upon accumulating a minimum of 500 CV Points in their CV account.
14. A Cardholder can hold only one CV account with a unique email id. In the event that more than one account number is assigned to the same individual (duplicate accounts), CV reserves the right to merge the accounts to the primary account.
15. The CV member will be responsible to maintain the confidentiality of his/her own CV account.
16. Membership to CV is offered at the discretion of Vistara and may be refused to any applicant.
17. The cardholder confirms SBI Card to sharing pertinent cardholder information with Vistara for the purpose of granting CV Membership.
18. Use of CV Membership constitutes acceptance of the terms and conditions specified by Vistara. All interpretations of the Terms and Conditions and Program rules shall be at the sole discretion of Vistara.
19. To check the latest update on benefits of CV Silver Membership and T&Cs', visit www.clubvistara.com and www.airvistara.com/trip/Club-Vistara-Terms-and-Conditions respectively.
20. For other membership related queries, customers can email at custrelations@airvistara.com or call at +91- 928 922 8888 or +91-120 669 9901.

SBI Credit Card Protection

Your Club Vistara SBI Card is protected against unauthorized charges, in case it is lost or stolen or even if your credit card is in your possession and unauthorized charges are being made using your Credit Card information with sum insured of INR 200,000 per cardholder and INR 2,000,000 per entity.

Terms & Conditions

1. Gross negligence is not covered. Any claim due to deliberate breach of law is not be payable.
2. 2 days prior notification and 7 days post-notification, including the date of reporting.
3. PIN based transaction (ATM, Telephone) are not covered
4. Fraudulent counterfeit and internet transactions are covered
5. Pre-delivery fraud and loss in transit are not covered
6. Terrorism is not covered
7. Any claim due to violation of law is not payable
8. For all claims, investigation report should be submitted. In case of lost card, FIR would have to be mandatorily submitted.
9. For counterfeit cases, which have occurred in foreign location, instead of FIR, bank's investigation report could be accepted.
10. The sum insured would be restricted to the credit limit of each card OR maximum upto 2 lacs (whichever is lower) and any one accident cover upto 20,00,000 per entity.
11. Claims should be reported within 45 days from fraud transaction date subject to SBI submits investigation report immediately after claim registration to IL OR at the time claim registration.
12. Pre-reporting period: The policy covers all Unauthorized / Fraudulent transactions disputed by the account holder which have happened up to a period of 2 days prior to his reporting date to SBI.
13. Post-reporting period: The policy covers all Unauthorized / Fraudulent transactions disputed by the account holder which have happened within a period of 7 days post his reporting date to SBI.

Claim Process

1. In case of Lost Card, file an FIR within 24 hours of discovering unauthorized charges or ATM withdrawals.
2. In case of counterfeit & online fraud where Credit Card is in your possession, report unauthorized charges that have been made to SBI Card within 48 hours of discovering theft or loss or fraud. Call ICICI Lombard at 1800 2666 within 2 days for card cancellation and within 15 days of loss as to its discovery on card to register the claim.
3. Complete the claim form and submit the signed copy along with the list of documents mentioned below:

Claim Form

<https://www.sbicard.com/sbi-card-en/assets/docs/pdf/corporate/credit-cards/corporate-cards/all-risk-claim-form.pdf>

List of Documents Required

<https://www.sbicard.com/sbi-card-en/assets/docs/pdf/corporate/credit-cards/corporate-cards/final-icici-travel-insurance.pdf>
(or)

<https://www.sbicard.com/sbi-card-en/assets/docs/pdf/corporate/credit-cards/corporate-cards/final-icici-travel-insurance.xlsx>

Address:

ICICI Lombard General Insurance Co. Ltd

PA card claims,

ICICI Lombard GIC Ltd

ICICI Bank Towers, plot no 12, Financial District, Nanakramguda, Hyderabad-500032

AIR ACCIDENT:

Club Vistara SBI Card is entitled for an air accident cover of ₹50 Lakh by the United India Insurance Company Limited. In event of accidental death arising out of Aircraft, scheduled Airlines etc. (In this condition mention the operative time of the quote i.e. from Take-off to landing from scheduled airline) as defined under the policy the claim would be payable only if the ticket is purchased using the SBI Credit Card. Insurance Benefit is available only to the cardholder holding SBI Credit Card. In the event of insured having multiple cards, the personal Air accident claim would be payable for sum insured amount limit assigned to the card through which respective ticket is booked.

Exceptions

The Company shall not be liable in respect of:

1. Loss or damage whether direct or indirect, occasioned by, happening through, or arising from any consequence of war, act of foreign enemy, hostilities (whether war be declared or not), civil war, mutiny, rebellion, revolution, insurrection, military or usurped power, riot, strike or civil commotion or loot or pillage in connection therewith or confiscation or detention by the order of any Government or Public Authority, Earthquake, Volcanic eruption, flood, storm, tempest, typhoon, hurricane, tornado, cyclone or other similar convulsions of nature, and atmospheric disturbances.
2. Damage caused by overloading or strain.
3. Consequential loss, depreciation, wear and tear or mechanical breakdown.
4. Loss or damage occurring whilst being used for racing or pace making.
5.
 - a. Loss, destruction of, or damage to any property whatsoever or any loss or any expense whatsoever resulting or arising therefrom or any consequential loss.
 - b. Any legal liability of whatsoever nature directly or indirectly caused by or contributed to by or arising from ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel or from any nuclear weapons material.

Conditions

1. NOTICE: Every notice and communication to the Company required by this Policy shall be in writing to the office of the Company through which this insurance is effected.

2. MISDESCRIPTION: This policy shall be void and all premium paid thereon shall be forfeited to the Company in the event of misrepresentation, misdescription or non-disclosure of any material particular.
3. REASONABLE CARE: The Insured shall take all reasonable steps to safeguard the property insured against accident, loss or damage.
4. CANCELLATION : The Company may at any time cancel the Policy on grounds of misrepresentation, fraud, non-disclosure of material fact or non-cooperation by the insured by sending fifteen days notice in writing by Registered A/D to the insured at his last known address in which case the Company shall return to the insured a proportion of the last premium corresponding to the unexpired period of insurance if no claim has been paid under the policy. The insured may at any time cancel this policy and in such event the Company shall allow refund of premium at Company's short period rates provided no claim has occurred up to the date of cancellation.
The Policy may also be terminated at any time at the request of the Insured in which case the Company will retain the premium for the period this Policy has been in force at the Company's customary short period scales of rates.
5. CLAIMS PROCEDURE: The Insured shall upon the occurrence of any event giving rise to or likely to give rise to a claim under this policy give immediate notice thereof to the Company and shall within 14 (Fourteen) days thereafter furnish to the Company at his own expense detailed particulars of the amount of the loss or damage together with such explanations and evidence to substantiate the claim as the Company may reasonably require.
6. CONTRIBUTION: If at the time of the happening of any loss or damage covered by this policy there shall be existing any other insurance of any nature whatsoever covering the same property, whether effected by the Insured or not, then the Company shall not be liable to pay or contribute more than its rateable proportion of any loss or damage.
7. FRAUD: If any claim under this Policy shall be in any respect fraudulent or if any fraudulent means or devices are used by the Insured or anyone acting on the insured's behalf to obtain any benefit under this Policy, all benefits and rights under the Policy shall be forfeited.
8. INDEMNITY: The Company may at its option reinstate, replace or repair the property or premises lost or damaged or any part thereof instead of paying the amount of loss or damage or may join with any other insurer in so doing but the Company shall not be bound to reinstate exactly or completely but only as circumstances permit and in reasonably sufficient manner and in no case shall the Company be bound to expend more in reinstatement than it would have cost to reinstate such property as it was at the time of the occurrence of such loss or damage not more than the sum insured by the Company thereon.
9. AVERAGE: If the property hereby insured shall at the time of any loss or damage be collectively of greater value than the sum insured thereon, then the Insured shall be considered as being his own insurer for the difference, and shall bear a rateable proportion of the loss or damage accordingly. Every item, if more than one, in the Policy, shall be separately subject to this condition.
10. ARBITRATION: If any difference arises as to the amount of any claim under this Policy, such difference shall independently of all other questions be referred to the decision of an Arbitrator to be appointed in writing by the parties in difference, or if they cannot agree upon a single Arbitrator, to the decision of two disinterested persons as Arbitrators, of whom one shall be appointed in writing by each of the parties within two calendar months after having been required

to do so in writing by the other party. In case either party shall refuse or fail to appoint an arbitrator within 2 calendar months after receipt of notice in writing requiring an appointment, the other party shall be at liberty to appoint a sole Arbitrator, and in case of disagreement between Arbitrators, the difference shall be referred to the decision of an Umpire who shall have been appointed by them in writing before entering on the reference and who shall sit with the Arbitrators and preside at their meetings. The death of any party shall not affect the authority or powers of the Arbitrator, Arbitrators or Umpire and in the event of the death of either or both of the Arbitrators or the Umpire, another shall in each case be appointed in his stead by the party or the Arbitrators (as the case may be) by whom the Arbitrator or Umpire so dying was appointed. The costs of the reference and of the award shall be in the discretion of the Arbitrator, Arbitrators or Umpire making the award.

It is clearly agreed and understood that no difference or dispute shall be referable to arbitration as hereinbefore provided, if the Company has disputed or not accepted liability under or in respect of this policy and it is also expressly stipulated and declared that it shall be a condition precedent to any right of action or suit upon this policy that the award by such Arbitrator, Arbitrators or Umpire of the amount of the claim if disputed shall be first obtained.

Communicable Disease Exclusion Clause:-

1. Notwithstanding any provision, clause or term of the Policy, to the contrary, it is declared and/or clarified that nothing in the Policy shall be construed as covering loss, cost, damage, liability, claim, fines, penalty or expense or any other amount of whatsoever nature, whether directly or indirectly and/or in whole or in part, related to, caused by, contributed to by, resulting from, as a consequence of, attributable to, arising under, out of or in connection with, or in any way involving (this includes all other terms commonly used and/or understood to reflect or describe nexus and/or connection from one thing to another whether direct or indirect):
 - 1.1 a Communicable Disease including fear and/or threat thereof (whether actual or perceived), the actual or alleged transmission thereof, regardless of any other cause or event having occurred or contributed thereto either concurrently or in any sequence
 - 1.2 a pandemic or epidemic, whether declared by the World Health Organisation or any governmental authority.
2. As used herein, Communicable Disease means: any infectious, contagious or communicable substance or agent and/or any infectious, contagious or communicable disease which can be caused and/or transmitted by means of substance or agent where:
 - 2.1 the disease includes, but is not limited to an illness, sickness, condition or an interruption or disorder of body functions, systems or organs, and
 - 2.2 the substance or agent includes, but is not limited to, a virus, bacterium, parasite, other organism or other micro-organism (whether asymptomatic or not); including any variation or mutation thereof, whether deemed living or not, and
 - 2.3 the method of transmission, whether direct or indirect, includes but not limited to, airborne transmission, bodily fluid transmission, transmission through contact with human fluids, waste or the like, transmission from or to any surface or object, solid, liquid or gas or between organisms including between humans, animals, or from any animal to any human or from any human to any animal, and

2.4 the disease, substance or agent is such:

2.4.1 that causes or threatens damage or can cause or threaten damage to human health or human welfare, or

2.4.2 that causes or threatens damage to or can cause or threaten damage to, deterioration to, contamination of, loss of value of, loss of marketability of or loss of use or usefulness of, tangible or intangible property. For avoidance of doubt, Communicable Disease includes but is not limited to Coronavirus Disease 2019 (Covid -19) and any variation or mutation thereof.

3. For further avoidance of doubt, any contingent or other business interruption loss, cost, damage, loss of income, loss of use, increased cost of working and/or extra expense arising out of or attributable to:
 - 3.1 any partial or complete closure of and/or slowdown in, including but not limited to any closure by or under the advisories of public, military, government or civil authorities, or any prevention/denial of access to insured premises, or customer and or supplier premises (including service / utility providers), or
 - 3.2 change in consumer behaviour, or
 - 3.3 an absence of infected employees or employees suspected of being infected shall not be covered by this Insurance Contract.
4. For still further avoidance of doubt, loss, cost, damage, liability, claim, fines, penalty or expense or any other amount excluded hereby, includes but is not limited to any cost to identify, clean-up, detoxify, disinfect, decontaminate, mitigate, remove, evacuate, repair, replace, monitor, sanitize or test:
 - (1) for a Communicable Disease or
 - (2) any tangible or intangible property covered by this Insurance Contract that is affected by such Communicable Disease.
5. It is clarified that
 - (1) no other prior, concurrent or subsequent provision, clause, term or exception of this Insurance Contract (including (but not limited to) any prior, concurrent or subsequent endorsement and/or any provision, clause, term, buy back or exception that operates, or is intended to operate, to extend the coverage of, or protections provided by, this Insurance Contract by whatever name called like any coverage extension, additional coverage, global extension, exception to any exclusion);
 - (2) any change in the law, clause or similar provision;
 - (3) any follow the fortunes clause or similar provision; and/or
 - (4) no change in the law or any regulation (to the extent permitted by applicable law), shall operate to provide any Insurance, coverage or protection under this Insurance Contract that would otherwise be excluded through the exclusion set forth in this Endorsement Clause.
6. If the Insurer alleges that by reason of this Endorsement, any amount is not covered by this Insurance Contract, the burden of proving to the contrary shall be upon the Insured.

OBSERVANCE OF TERMS AND CONDITIONS: The due observance and fulfilment of the terms, conditions and endorsements of this Policy in so far as they relate to anything to be done or complied with by the Insured, shall be a

condition precedent to any liability of the Company to make any payment under this Policy.

Claims Settlement Process –

Please contact SBICPSL for any claim request at customercare@sbicard.com or call on our helpline 1800 180 1295/39 02 12 12 (prefix local STD code)

TERMS AND CONDITIONS- Baggage Damage & Flight Cancellation Insurance

1. The insurance company will pay only the cancellation charges levied by the Tata SIA Airline Limited (“Vistara”) to their customer.
2. To avail this benefit, customer must book the air ticket using SBI Credit Card.
3. This benefit is available only to primary cardholder of SBI credit card.
4. These benefits will be given only to SBI credit cardholder who has booked their air ticket directly from www.airvistara.com.
5. The claim would be payable for refundable as well as non-refundable tickets
6. The coverages would be for both Domestic and international travel.
7. Claim amount will be credited to customer SBI Card account only after he/she receive the ticket refund amount from Vistara.
8. Claim should be reported to insurance company within 30 days from the date of Incident
9. Claim documents should be submitted within 30 days from the date of intimation to Insurance Company.

FRAUD LIABILITY COVER

Your Club Vistara SBI Card is protected against unauthorized charges, in case it is lost or stolen or even if your credit card is in your possession and unauthorized charges are being made using your Credit Card information.

The Club Vistara SBI Card is covered for up to INR 1,00,000 of financial loss incurred due to fraudulent usage of your Credit Card.

The cardholder will have to call the 24 – hour SBI Card Customer Helpline Number in India to report the loss and raise the request for immediate blocking of the card.

In case of loss/damage of your Club Vistara SBI Card you will have to apply for a replacement card and pay the fee as applicable at that time. This protection is insured by “United India Insurance Company Ltd” SBI Card and Payment Services Private Limited (“SBI Card”) is only acting as a group policy administrator for this particular policy. SBI Card does not accept any responsibility for the Insurer’s actions or decisions. SBI Card holds no warranty & makes no representation about claims processing. The insurer is liable for claims processing as per the terms and conditions of this policy. Conditions apply.

General Exclusions

1. Gross Negligence is not covered
2. Any claim due to deliberate breach of law would not be payable
3. Only chip & pin-based cards are covered under this policy
4. Claims should be reported within 45 days from fraud transaction date subject to SBI submits investigation report

immediately after claim registration to IL OR at the time claim registration

ONLINE FRAUD PROTECTION

- i. Phishing/ account takeover - Any fraudulent loss or damage arising due to Information obtained by Unauthorized Access to sensitive information such as usernames, passwords and any card details by masquerading as a trustworthy entity in an electronic communication which is not owned, operated or contracted by the Insured or the Insured's Bank Card processor
- ii. The policy covers all online fraudulent utilization of Credit Cards using the authorized CVV (Card Verification Value Code) issued to the Cardholder by the Bank
- iii. Reporting Period - 3 days pre-reporting and 7 days post reporting
- iv. Password based transactions are not covered.
- v. All losses arising from breach of 2nd level authorizations are not covered.
- vi. The Insured must cancel the Card as soon as practicable, but in any event not more than 3 days, after receipt of notification of unauthorized access or theft.
- vii. Any losses arising due to bank server hacking or data breaching at bank will not be covered under the policy.
- viii. Losses arising out of duplicate or counterfeit cards as issued by the Bank created without the Card holder's knowledge.
- ix. The Company will not make any payment for any claim directly or indirectly arising from, or occasioned by, or due to:
- x. Loss incurred by the cardholder because of misuse of debit card at any site not having authorized Verisign Security status or any other equivalent security status at any point in time for the entire period of the insurance.
- xi. Any failed/ duplicate/ declined transactions by host website/ authorized bank
- xii. Any errors made by the host website/ authorized bank.
- xiii. Internet Banking Frauds is defined as fraudulent transactions being made on the internet by use of lost/stolen cards.
- xiv. Claims should be reported within 45 days from fraud transaction date subject to SBI submits investigation report immediately after claim registration to IL OR at the time claim registration.
- xv. Claim documents to be submitted within 60 days of claim intimation to Insurers subject to partial documents are received within 60 days from claim intimation date else claim will be rejected in view of claim documents not received.

Note: Insurer is subject to change at the sole discretion of SBICPSL.

Claim Process:

Please contact SBICPSL for any claim request at customercare@sbicard.com or call on our helpline 1800 180 1295/39 02 12 12 (prefix local STD code)

CARD LIABILITY COVER (LOST CARD, COUNTERFEITING/ SKIMMING/ PHISHING AND ONLINE FRAUD PROTECTION)

LOST CARD LIABILITY

1. Reporting Period – 3 days pre-reporting and 7 days post-reporting.
2. The sum insured limit will be restricted to the credit limit under each card.

3. PIN based transaction (ATM, Telephone) are not covered.
4. Pre-Delivery Fraud and loss in transit is not covered.
5. Any claim due to violation of law is not payable.
6. The Insured must cancel the Card as soon as practicable, but in any event not more than 3 days, after receipt of notification of the unauthorized access or theft.
7. All losses arising from breach of 2nd level authorizations are not covered.
8. FIR has to be mandatorily submitted in case of lost card in India. For lost cases happened in foreign location, instead of FIR, bank's investigation report of bank can be accepted.
9. Claim should be intimated to Insurer within 45 days from date of fraudulent transaction and bank investigation report to be submitted immediately after claim registration or at the time of claim registration.
10. All supporting claim documents to be submitted within 60 days of claim intimation to Insurer subject to at least partial documents being received within 60 days from claim registration.
11. Claim documents to be submitted within 60 days of claim intimation to Insurer subject to partial document is received within 60 days from claim intimation date else claim will be rejected in view of claim documents not received.
12. Internet Banking Frauds is defined as fraudulent transactions being made on the internet by use of lost/stolen cards.

Counterfeit Cards

1. Skimming - Any Fraudulent Use of a Bank Card(s) where property, labor or services are sold and delivered by a merchant to an individual purporting to be the cardholder using telephone, fax machines, postal services or a computer-based system or network
2. Counterfeit Card shall mean a Card which has been embossed or printed so as to pass off as a Card issued by the Bank which is subsequently altered or modified or tampered without consent of the Bank named in Part I of the Schedule
3. Any losses arising due to bank server hacking or data breaching at bank will not be covered under the policy
4. Losses arising out of duplicate or counterfeit cards as issued by the Bank created without the Card holder's knowledge
5. The Insured must cancel the Card as soon as practicable, but in any event not more than 3 days, after receipt of notification of unauthorized access or theft
6. Reporting Period - 3 days pre-reporting and 7 days post-reporting
7. Claims should be reported within 45 days from fraud transaction date subject to SBI submits investigation report immediately after claim registration to IL OR at the time claim registration
8. Claim documents to be submitted within 60 days of claim intimation to Insurer subject to partial document is received within 60 days from claim intimation date else claim will be rejected in view of claim documents not received.

FLIGHT CANCELLATION COVERAGES

1. Flight cancelled/Rescheduled by Customer due to below reason are covered.

- Insured Person's death, serious injury or sudden sickness requiring minimum three days hospitalization.
 - Death of Insured Person's spouse or parent or child.
 - Serious injury or sudden sickness requiring minimum three days hospitalization of Insured person's wife or child who were booked to travel with the Insured person and who is also insured with the Insurer.
 - Due to terrorism, Natural calamities, Cyclone, flood, storm etc.
 - Due to Any Personal Reason. The reason can be anything. There is no definition for personal reason.
2. In case of Refundable Ticket, Insurance company will be paying the difference amount upto INR 3,500 whichever is less i.e. Entire ticket amount minus taxes minus convenience fees.
 3. In case of Non- Refundable Ticket, the insurance company will be paying the ticket fare (Excluding Tax and convenience fee) or INR 3,000 per cancellation whichever is less.

BAGGAGE DAMAGE COVER

1. Insurance company will pay the actual repairing cost if repairable or cost of similar bag up to sum insured limit whichever is less. Subject to no compensation letter from Vistara.
2. Insured will be reimbursed for the expense incurred for emergency purchase of basic essential items in the event that he suffers a baggage damage.
3. Original invoice or bills to be produced at the time of claim.
4. No partial loss damage shall be compensated by the company.
5. Valuables are not covered. Valuables shall mean photographic, audio, video, computer, telecommunication and electrical equipment, telescopes, binoculars, spectacles, sunglasses, antiques, watches, furs and articles made of precious stones and Metals.

Claims Settlement Process –

Step 1: Club Vistara SBI Cardholder will intimate the claim via Email or Telephone to Howden Insurance Brokers India Pvt. Ltd., within 30 days of the incident with below mentioned information: -

- a. Cardholder Name-
- b. Club Vistara SBI Credit Card Number-
- c. Cancellation Date-
- d. Loss description- Cancellation/Baggage Damage
- e. Date and Time intimation to SBI

Step 2: Claim reference number will be shared by Howden Insurance Brokers India Pvt. Ltd. to the customer post registration of the claim. Customer can use Claim reference number for tracking purpose

Step 3: Once claim is notified/registered; Cardholder must share the below documents for Claim settlement to Howden Insurance Brokers India Pvt. Ltd. within 30 days from incident date.

For Flight Cancellation

- Ticket Copy

- Copy of email/Portal for Cancellation request made to Vistara
- Card Statement of the cardholder
- Customer Letter to Insurance Company
- Statement highlighting the transaction. (Refund made to customer by the Vistara)

For Baggage Damage

- Ticket Copy
- Customer Letter to Insurance Company
- Original Bills
- No compensation letter from Vistara

Step 4: All claims documents should be couriered to below given Address:

Howden Insurance Brokers India Pvt. Ltd., 6th floor, Peninsula Chambers, Peninsula Corporate Park,
Ganpatrao Kadam Marg, Lower Parel, Mumbai - 400013

Step 5: Scanned copy of original claim documents should be emailed to:

Jinesh.shah@howdenindia.com, sudeep.sudevan@howdenindia.com
benefitclaim@manipalcigna.com (Manipal Cigna 1800-102-4462)

Step 6: Claims will be processed within 30 working days after submission of all the documents mentioned in the above list.

Step 7: On claim settlement, fund would be transferred to Customer/SBI Card account within 15 working days.

Howden Insurance Brokers India Pvt. Ltd.

6th floor, Peninsula Chambers, Peninsula Corporate Park,
Ganpatrao Kadam Marg, Lower Parel,
Mumbai - 400013

Below are the detailed Terms & Conditions for Card Upgrade:

1. Renewal benefit (1 Economy Ticket Voucher) and Milestone benefit (1 Economy Ticket each, on annual spend of Rs.1.25 Lakhs, Rs. 2.5 Lakhs and Rs. 5 Lakhs) will be discontinued for all cards due for renewal after 01 April 2025. The Renewal Fee of Rs.1499 will be waived off during card renewal in such cases.
2. Cardholders whose card renewal date precedes 01 April 2025 will still be able to avail the Renewal and Milestone benefits (detailed above), if, and when they become eligible for the same. Renewal Fee of Rs.1499 will also be chargeable in such cases.

The credit limit enhancement on the new card will be at the sole discretion of SBI Card. The reward point accumulated on the previous card will automatically be transferred onto the new card post upgrade.

The upgrade would be offered to eligible customer's basis the internal evaluation/parameters of customer performance and credit history

on the card. Old Credit Card will be active for a period of 90 days from the date of upgrade or till the first transaction is made on the new card, whichever is earlier. 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. Downgrade may be initiated by a customer only within a period of 90 days post upgrading the existing SBI Card.



MOST IMPORTANT TERMS & CONDITIONS

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SBI CARD-MOST IMPORTANT TERMS & CONDITIONS

1. *FEES AND CHARGES

A. Annual Fees & Renewal Fees

There is Annual Fee and Renewal Fee applicable on the SBI Credit Card (SBI Card). Annual fee is a one-time charge ranging between Rs.0 to Rs.9,999 plus applicable taxes and renewal fee is charged every year and ranges between Rs.0 to Rs.9,999 plus applicable taxes. 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 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

Credit Card Name	Annual Fee (Rs.)	Renewal Fee (Rs.)
Club Vistara SBI Card	1,499	1,499

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 Cardholders can pay SBI Credit Card dues at select branches of State Bank of India (SBI) by mentioning their credit card number & amount in pay-in slip and depositing the same at the branch counter. An instant payment acknowledgement receipt will be provided to the cardholder. This facility is available at a service fee of Rs.250 + applicable taxes. KVB

SBI Cardholders can also pay their credit card dues at select branches of Karur Vysya Bank (KVB). No fee is applicable for payment made at Karur Vysya Bank (KVB) branches.

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 credit period

The 'Interest free credit period' could range from 20 to 50 days, subject to submission of claims by the merchant. However, 'Interest free credit period' is suspended if any balance of the previous month's bill is outstanding. For cash advances, interest is charged from the date of transaction until the date of payment.

F. Finance 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.5,000 – On 20th June'19

2. Cash Withdrawal of Rs.7,000 – 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 will first be cleared against GST, EMI amount, Fees/Charges, Finance charges, Retail Spends and Cash Advance in that order. 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.10,000 – On 5th Jan'19

2. Online Purchase of Rs.30,000 – 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.6,000 – 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.890, (5% of 6000 (retail spends)) + 90 (total GST) + 500 (100% of fee/charges) 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. Since the

Minimum Amount Due has been paid, yet a balance of the previous month's bill is outstanding, thus the

'interest free credit period' has been suspended. Considering the effective rate of 3.50% p.m., finance charge calculation will be done as follows:

On the balance of Rs.6,000 (15th March to 22nd April) for 38 days:

$(3.50 \times 12) \times (38/365) \times 6000/100 = \text{Rs.}262.36$

On the balance of Rs.5,700 (22nd April to 2nd May) for 11 days:

$(3.50 \times 12) \times (11/365) \times 5700/100 = \text{Rs.}72.14$

Total Interest charged = Rs.334.50

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 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 retail spends, cash advance (if any) and finance charge (if any) 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.1,100 transactions and Total amount due of Rs.1,100. 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 38 days: $(3.50 \times 12) \times (38/365) \times 500/100 = \text{Rs.}21.86$

On the balance of Rs.600 (20th Dec to 22nd Jan) for 33 days:

$(3.50 \times 12) \times (33/365) \times 600/100 = \text{Rs.}22.78$

On the balance of Rs 600 (22nd Jan to 2nd Feb) for 12 days

$(3.50 \times 12) \times (12/365) \times 600/100 = \text{Rs.}8.28$

Total Interest Charged = Rs.52.93

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

1) Beginning balance of Rs.652.93 – On 3rd Feb'19

2) Retail Purchase of Rs.1,000 – On 5th Feb'19

3) Online Purchase of Rs.3,000 – On 15th Feb'19

Assuming previous balance of Rs.652.93 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.652.93 (3rd Feb – 15th Feb) for 12 days: $(3.50 \times 12) \times (12/365) \times 652.93/100 = \text{Rs.}9.02$

Total Interest Charged = Rs.9.02

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. Minimum Amount Due Definition

Minimum Amount Due shall be Total GST + EMI amount + 100% of Fees/Charges + 5% of [Finance charge (if any) + Retail Spends and Cash Advance (if any)] + Overlimit Amount (if any)

W.e.f 15th March 2024, In case 5% of (finance charge + retail spends and cash advance) is less than finance charges then MAD calculation will be Total GST + EMI amount + 100% of Fees/Charges + 100% of finance charges + Overlimit Amount (if any)

Example:

Card Statement Date - 2nd of every month

Billing Statement period - 3rd Jan 2024 - 2nd Feb 2024

Total Retail Purchase balance - Rs.1,34,999.60

Finance Charge - Rs.11,972.18

Fee & Charges in the statement - Rs.2,700.00

Total GST in the statement - Rs.2,640.99

Assuming cardholder doesn't make any spend transaction during the statement period, Minimum Amount Due (MAD) will be calculated as given below:

5% of (Finance Charge + Retail Spends + Cash Advance), i.e. 5% of (11,972.18 + 1,34,999.60 + 0) = Rs. 7,348.58

Since 5% of (Finance Charge + Retail Spends + Cash Advance) i.e. Rs 7,348.58 is less than Finance Charge of Rs.11,972.18, Minimum Amount Due will be calculated as Total GST + EMI amount + 100% of Fees/Charges + 100% of Finance Charges + Overlimit Amount (if any)

So, Minimum Amount Due (MAD) shall be, Total GST (Rs.2,640.99) + EMI amount (Rs.0) + 100% of Fees/Charges (Rs.2,700) + 100% of Finance Charges (Rs.11,972.18) + Overlimit Amount (Rs.0) = Rs.17,313.17

H. Late Payment Charges

- **NIL for Outstanding Amount on payment date from Rs.0-Rs.500**
- **Rs.400 for Outstanding Amount greater than Rs.500 & up to Rs.1,000**
- **Rs.750 for Outstanding Amount greater than Rs.1,000 & up to Rs.10,000**
- **Rs.950 for Outstanding Amount greater than Rs.10,000 & up to Rs.25,000**

- **Rs.1,100 for Outstanding Amount greater than Rs.25,000 & up to Rs.50,000**

- **Rs.1,300 for Outstanding Amount 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.5,000 – On 5th Jan'16

(2) Online Purchase of Rs.5,000 – 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 2019, 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.1,000 & 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.2,000 – On 8th Feb'16

2. Online Purchase of Rs.2,500 – 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.4,500 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.1,000 & up to Rs.10,000)

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

Transaction done between 3rd Sep – 2nd Oct

(1) Retail Purchase of Rs.9,400 – On 5th Sep

Assuming no previous balance carry forward from the 2nd Sep statement, the card holder will get 2nd Oct statement showing Rs.9,400 as total amount due. The cardholder needs to make payment against the outstanding by 22nd Oct, i.e. 20 days from the Statement Date, for any amount between the entire amount or Minimum Amount Due. The cardholder makes complete payment of Rs.9,400 against the outstanding on or before 22nd Oct.

Transaction done between 3rd Oct – 2nd Nov

(1) Retail Purchase of Rs.5,000 – On 5th Oct

(2) Online Purchase of Rs.5,000 – On 15th Oct

The card holder will get 2nd Nov statement showing Rs.10,000 as total amount due. The customer receives a refund of Rs.9,400 for the transaction done in previous cycle from the merchant on 10th Nov. This refund amount will be adjusted against the total amount due. The cardholder needs to make payment against the outstanding on or before 22nd Nov, i.e. 20 days from the Statement Date, for any amount between the outstanding amount or Minimum Amount Due. Since credit amount arising out of refund is greater than Minimum Amount Due, the cardholder will not be charged with Late Payment Charge.

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

Transaction done between 3rd Jan – 2nd Feb

(1) Retail Purchase of Rs.4,500 – On 5th Jan

(2) Online Purchase of Rs.6,000 – On 15th Jan

The card holder will get 2nd Feb statement showing Rs.10,500 as total amount due. The customer receives a refund of Rs.500 for Payment Dishonor Fee that was charged in the previous cycle on 10th Feb. The cardholder needs to make payment against the outstanding by 22nd Feb, i.e. 20 days from the Statement Date, for any amount between the entire amount or Minimum Amount Due. Credit amount arising out of reversal initiated by SBI Card will not be adjusted against the payment due. If the cardholder does not make the payment of the Minimum Amount Due or more on or before 22nd Feb he would be charged a Late Payment Charge of Rs.950 (Rs.950 for greater than Rs.10,000 & up to Rs.25,000).

I. Over Limit Fees

As a service gesture, SBI Card may approve Overlimit transactions subject to internal policy, eligibility with respect to transaction, customer profile and customer consent. If the outstanding amount exceeds the credit limit, an Overlimit Fee equal to 2.5% of the overlimit amount that exceeds the credit limit or Rs.600, whichever is higher, will be levied. Overlimit

Fee will be levied only once per billing cycle. Please note that consent given by Cardholder to enable Overlimit facility on his/her credit card will automatically enable the facility on all credit cards held by the cardholder under the same account. Overlimit Fee will not be reversed in case of transaction reversal / cancellation / refund.

J. 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

K. Other charges:

- Card Replacement Fee: Rs.100/- - Rs.250/- (Rs.1,500/- for Aurum)
- Cheque Payment Fee: Rs.100
- Foreign Currency Transaction fee: 3.50% (For all cards except ELITE & AURUM) and 1.99% (For ELITE & AURUM Cardholders). The exchange rate used to convert Foreign Currency transaction into INR will be determined by network (VISA/Mastercard etc.), 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 the network. Foreign Currency Transaction fee will not be reversed in case of transaction refunds.
- Dynamic & Static Currency Conversion Markup Fee: 3.50% (For all cards except ELITE & AURUM) and 1.99% (For ELITE & AURUM Cardholders) is charged on transactions greater than or equal to Rs.1,000 carried out in Indian Currency at an international location or at merchants located in India but registered overseas. Dynamic & Static Currency Conversion Markup Fee will not be reversed in case of transaction refunds.
- Rewards Redemption Fee: Rs.99. Applicable only on physical product, Statement Fee Credit & on vouchers that are sent physically as specified in the individual product Terms & Conditions, for all cards except AURUM.
- Processing Fee on all Rent Payment Transactions**: Rs.199. Processing Fee will not be reversed in case of transaction reversal / cancellation / refund.

L. Balance Transfer:

Balance Transfer Offer allows the customer to transfer other Bank credit cards' outstanding to SBI Credit Card.

	Tenure	Rate of Interest	Important Points
Balance Transfer	60 days	0%	On all subsequent purchases, whether made in retail and/or cash and other outstanding balances, the applicable finance charge of up to 3.5% p.m. (42% p.a.) for Unsecured card, 2.75% p.m. (33% p.a.) for Secured card and 2.75% p.m. (33% p.a.) for Shaurya card shall be levied, and all such levying of applicable finance charge be made applicable from the date of purchase itself and shall accordingly cover all card holders who may have BT amount in their card account. Furthermore, it is clarified that for and up to 50 days, interest free period is not valid on any retail purchases or otherwise for those cardholders who may have a BT amount in their account. A one- time Processing Fee is charged over and above the ROI.
	180 days	1.7% p.m. (20.40% p.a.)	

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 its 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 Total GST + EMI amount + 100% of Fees/Charges + 5% of [Finance Charge (if any) + Retail Spends and Cash Advance (if any)] + Overlimit Amount (if any)

W.e.f. 15th March 2024, In case 5% of (Finance Charge + Retail Spends and Cash Advance) is less than Finance Charges then MAD calculation will be Total GST + EMI amount + 100% of Fees/Charges + 100% of Finance Charges + Overlimit Amount (if any)

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 GST, EMI amount, Fees/Charges, Finance charges, Retail Spends 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

The Cardholder can write on dedicated email id for Mis-selling and Harassment related complaints - salesgrievance@sbicard.com

The Cardholder can register any dispute/unauthorized transaction through our Mobile App / website. Alternatively, the Cardholder can write on dedicated E-mail ID for dispute / unauthorized transaction at chargeback@sbicard.com

The Cardholder can call us up on dedicated helpline for Miss-Sell/ Harassment related

complaints : 080-39356050

j) Reversals initiated by SBI Card, including reversal of Fees and Charges, will not be adjusted against the payment due and will be treated as credit for the current billing cycle.

Any credit amount arising out of refund/failed/reversed transactions with an effective date of such transactions pertaining to previous billing cycle will be considered as payment if the amount is credited before the Payment Due Date of the previous billing cycle.

Any credit amount arising out of refund/failed/reversed transactions with an effective date of such transactions pertaining to the current billing cycle, will not be considered as payment even if the amount is credited before the Payment Due Date of the previous billing cycle.

k) SMA & NPA

• Special Mention Accounts ('SMA'):

In furtherance to Regulatory requirements, SBI Card is required to identify incipient stress in the account by creating a sub-asset category viz. 'Special Mention Accounts ('SMA') with the three sub-categories as given in the table below. Credit cards are treated as “Loans other than revolving facilities”.

SMA Sub-categories other amount wholly	Basis for classification [Principal or interest payment or any or partly overdue]
SMA – 0	Upto 30 days from Payment Due Date ('PDD').
SMA – 1	More than 30 days & upto 60 days from PDD
SMA – 2	More than 60 days & upto 90 days from PDD

Example regarding classification of SMA:

If Payment Due Date ('PDD') of a Credit Card account is 31st March 2021, and Minimum Amount Due ('MAD') is not received before this date then after the due date, the account will be mentioned as SMA – 0.

If the account continues to remain overdue beyond 30 days from PDD i.e., beyond 30th April 2021 then this account shall get tagged as SMA-1. Similarly, if the account continues to remain overdue, beyond 60 days from PDD i.e., beyond 30th May 2021 then this account shall get tagged as SMA – 2.

• Non-Performing Asset ('NPA'):

A credit card account will be treated as non-performing asset ('NPA') if the Minimum Amount Due, as mentioned in the statement, is not paid fully within ninety (90) days from

the PDD mentioned in the statement.

Further, any account where a settlement or restructuring arrangement has been availed will be classified as NPA. An account continues to be classified as NPA till the entire arrears of interest and principal are paid. Settlement and restructured accounts do not qualify for an upgrade. Finally, if any customer has even one credit card with SBICard tagged as NPA, all cards of the customer will be classified as NPA.

Example regarding classification of an account as NPA:

If Payment Due Date ('PDD') of a Credit Card account is 31st March 2021, and Minimum Amount Due as mentioned in the statement has not been fully paid by the customer within a period of 90 days from the PDD i.e., till 29th June 2021, then the lender shall consider the credit card account as NPA.

l) In compliance of the RBI circular on Harmonization of Turn Around Time (TAT) and customer compensation for failed transactions using authorized payment systems dated 20th September 2019, in case SBI Card does not reverse the money debited due to a failed transaction within a prescribed timeline in applicable cases, then compensation shall be paid to the customer as per provisions of the above circular, basis any such confirmation/information received from card networks on failed transactions.

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 prior communication to the card holder. In the event of non-payment of at least the Minimum Amount Due by the Payment Due Date, card account will be reported as 'Default' to credit information bureaus / agencies

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/REVOCAION 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. In case a Cardholder having negative Rewards Point Balance at the time of voluntary closure, then the equivalent value of such negative reward points will be automatically converted to statement debit and is required to be paid by the Cardholder along with any other dues. 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.

Example – Negative Reward Point Balance at the time of voluntary closure : -1000

Upon voluntary closure, -1000 negative Reward Point balance will be automatically converted to statement debit of Rs 250 i.e. 1000 Negative Reward Points X Rs 0.25 per Reward Point (this conversion value may vary for different card variants). This amount will be charged to the Cardholder account and is required to be paid by the Cardholder along with any other dues.

The Cardholder can write on email id for account closure on dedicated email id- closurerequest@sbicard.com.

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.

d) If a credit card has not been used for a period of more than one year, the process to close the card shall be initiated after intimating the cardholder. If no reply is received from the cardholder within a period of 30 days, the card account shall be closed, subject to payment of all dues by the cardholder.

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 through SMS, 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.

The Card holder can contact on dedicated helpline no -18605003000 for reporting of Lost/theft/unauthorized transaction.

The Cardholder can write on dedicated email id for reporting of lost card – lostcard@sbicard.com.

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."

(h) SBI Card offers complimentary Air accident / Personal accident insurance cover on certain credit cards. The said insurance is provided by a third-party insurance company, who is also responsible for any claim settlement in this regard. SBI Card shall not be responsible for any dispute arising due to claim settlement. Insurance issuer can be changed by SBI Card without any prior notice.

Current Insurance Company : Oriental Insurance Company Ltd.

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 Foreign Exchange Management Act, 1999 ("FEMA") and Regulations thereunder issued by RBI. 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)	Rs. 0 - Rs. 9999
Renewal Fee (p.a.)	Rs. 0 - Rs. 9999
Add on Fee (p.a.)	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	Finance Charges: 3.50% p.m. (42% p.a.) for unsecured cards; 2.75% p.m. (33% p.a.) for Shaurya, Defence Cards and Secured cards
Minimum Finance Charges	Rs. 25
Minimum Amount Due	Total GST + EMI amount + 100% of Fees/Charges + 5% of [Finance Charge (if any) + Retail Spends and Cash Advance (if any)] + Overlimit Amount (if any)
W.e.f. 15th March 2024,	In case 5% of (Finance Charge + Retail Spends and Cash Advance) is less than Finance Charges then MAD calculation will be Total GST + EMI amount + 100% of Fees/Charges + 100% of Finance Charges + Overlimit Amount (if any)
Cash Advance	
Cash Advance Limit	Up to 80% of Credit Limit (Max. 12K / day for Gold and Titanium Cards & 15K / day for Platinum, Prime, Elite, Aurum & Co-brand Cards)
Free Credit Period	Nil
Finance Charges	Finance Charges: 3.50% p.m. (42% p.a.) for unsecured cards; 2.75% p.m. (33% p.a.) for Shaurya, Defence Cards and Secured cards The above-mentioned charges will be applicable from the date

Minimum Finance Charges	of Cash withdrawal. Rs. 25
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. 250
Payment Dishonor fee	2% of Payment amount (subject to a minimum of Rs. 500)
Cheque Payment Fee	Rs. 100
Late Payment	NIL for Outstanding Amount from Rs.0-Rs.500; Rs. 400 for Outstanding Amount greater Rs. 500 & up to Rs. 1000; Rs. 750 for Outstanding Amount greater than Rs. 1000 & up to Rs. 10,000; Rs. 950 for Outstanding Amount greater than Rs. 10,000 & up to Rs. 25,000 Rs. 1100 for Outstanding Amount greater than Rs. 25,000 & up to Rs. 50,000 Rs. 1300 for Outstanding Amount greater than Rs. 50,000 Rs. 100
Additional Late Payment Charge	
Overlimit	2.5% of Overlimit Amount (subject to a minimum of Rs 600). Overlimit Fee will not be reversed in case of transaction reversal / cancellation / refund.
Card Replacement	Rs.100 - Rs.250 (Rs.1,500 for Aurum)

Emergency Card Replacement (When Abroad)	Actual cost (subject to a minimum of \$175 for VISA & \$148 for Master Card)
Foreign Currency Transaction Fee	3.5% (For all cards Except ELITE & AURUM) and 1.99% (For ELITE & AURUM Cardholders) Foreign Currency Transaction fee will not be reversed in case of transaction refunds.
Dynamic & Static Currency Conversion Markup Fee	3.5% (For All Cards Except Elite & Aurum) and 1.99% (For Elite & Aurum Cardholders) Dynamic & Static Currency Conversion Markup Fee will not be reversed in case of transaction refunds.
Rewards Redemption Fee	Rs.99. Applicable only on Physical products, Statement Credit & on Vouchers that are sent physically as specified in the individual product Terms & Conditions, for all cards except AURUM.
Processing Fee on all Rent Payment Transactions**	Rs.199. Processing Fee will not be reversed in case of transaction reversal / cancellation / refund.
Priority Pass Lounge Charges	All Airport Lounge visits within India through Priority Pass Program will be charged an usage fee of up to USD27 per visit + applicable taxes. All Airport Lounge visits outside India through Priority Pass Program, after exhausting the complimentary visits, will be charged with a usage fee of up to USD27 per visit+applicable taxes. For details, please visit sbicard.com"
Grace period	

Grace period	Grace period of 3 days is allowed from the payment due date on credit card accounts, where payments are not overdue from previous billing cycle(s). The payment due date as mentioned on the credit card statement is the date by which clear funds must be credited to the credit card, however 3 grace days are provided to accommodate for processing time of payments.
Surcharge	
Railway Tickets - Railway Counters Railway Tickets - www.irctc.co.in Petrol & all products/services sold at petrol pumps	Rs. 30 + 2.5% of transaction amount 1% of transaction amount + all applicable taxes Fuel surcharge is levied by the acquiring bank providing the terminal to the merchant. The transaction value on charge slip will differ from the credit card statement since the surcharge & GST is levied by acquiring bank on the transaction value. 1% fuel surcharge waiver (excluding GST) shall be provided for eligible transaction value on select cards. Fuel surcharge waiver terms and conditions may vary. Refer product T&Cs for details.
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%

Payments received against the Cardholder’s card outstanding will be adjusted against GST, EMI amount, Fees/Charges, Finance charges, Retail Spends and Cash Advance in that order.

**All transactions towards payment of rent through any merchant will be levied

Rs.199+Applicable Taxes as processing fee. All the transactions identified under Merchant Category Code (MCC) 6513 will be considered as rent payment transactions.

As per the RBI KYC guidelines and to ensure that documents, data or information collected under Customer Due Diligence process is kept up-to-date, the cardholder shall be required to periodically update the KYC records at specific intervals, as intimated by SBI Card from time-to-time. As per company’s internal policy, failure to provide the KYC documents during the periodic updation process may lead to temporary suspension/blocking of the credit card account. The card(s) suspended temporarily will not incur Annual Fee for the inactive period. The Annual Fee will be levied once the card account is activated, upon completion of periodic updation process.

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 on 28th MAY 2024 and is subject to change at the discretion of SBICPSL. SBI Card Most Important Terms and Conditions are also available at www.sbicard.com

