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(A Government of India Undertaking)

Credit Card & Merchant Acquiring Business Department

CREDIT CARD POLICY [2023-2024]

POLICY ON CREDIT CARDS

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CREDIT CARDS

I. VARIANTS OF CARDS:

Bank shall issue different variants of Credit Cards including Co-Branding, Co-Batching and Corporate Cards, to both its ETB (Existing To Bank) and NTB (New To Bank) Customers. Add-on cards wherever eligible shall also be issued. Accordingly, at present, we are issuing the following variants of Credit Cards:

Card Variant	Aimed for
1. Visa Gold	Low Variant - Mass Segment
2. VISA/Rupay Platinum	Mid Variant - Mid Segment
3. Rupay Select	Higher Variant - Upper Mid Segment
4. VISA Signature	Next Higher Variant - HNI Segment
5. VISA Business Platinum	For Corporates

Any new variant of card introduced by any of our existing associates VISA, Master Card and NPCI shall be introduced in the Bank with the prior approval of ORMC/CRMC. Any new agreement with a new agency shall only be with the prior approval of the Board.

The add-on cards shall be issued only to the persons specifically identified by the principal cardholder under both personal and business credit card categories. Add-on cards shall be issued with the clear understanding that the liability will be that of the principal cardholder.

Salient features Our Credit Card products:

1. Credit Cards with VISA affiliation:

- a. Visa Gold cards are designed for low income group, they are globally valid with offers and benefits provided as per VISA Gold standard guidelines, accidental insurance coverage to the card holder, etc.
- b. Visa Platinum card are designed for middle income group, they are globally valid with offers and benefits provided as per VISA Platinum standard guidelines, accidental insurance coverage to the card holder, etc.
- c. Visa Signature cards are designed for HNI customers, they are globally valid offers and benefits provided as per VISA Signature standard guidelines, accidental insurance coverage to the card holder, etc.

2. Credit Cards with Master Card affiliation

Master Cards are designed for middle income group/ HNI Customers. They are globally valid with offers and benefits provided by Master Card, accidental insurance etc.

3. Rupay Credit Cards in association with NPCI:

- a. The RuPay Platinum cards are also globally valid Credit Cards with limited feature as compared to the Select variant with Complementary accidental insurance coverage by M/s NPCI.



- b. The RuPay Select cards are designed for HNI customers, globally valid and with a host of value-added benefits like lounge access at airports, complementary accidental insurance coverage provided by NPCI etc.

4. Common features for all variants:

- a. Free credit period ranging from 21-50 days is allowed based on the date of purchase made.
- b. Cash withdrawals through ATMs are allowed, which attract a convenience charge on the amount withdrawn, along with finance charges at the applicable rate from the date of withdrawal to the billing date.
- c. Cash advance Limit is 40% of card limit for VISA Signature and Rupay Select variants, 30% of card limit sanctioned for VISA Platinum and RuPay Platinum Variants, 20% of card limit for VISA Gold Variant.
- d. No finance charges will be levied on POS/ E-commerce merchandise transactions even when the roll over facility opted. However, roll over charges are applicable at the time of billing, if full due amount is not paid.

Detailed features of each of the above card variants along with eligibility criteria for sanction of each variant are furnished in the *Annexure I*. These features are subject to change from time to time based on the guidelines of the card sponsoring company viz. VISA, Master Card and RuPay.

II. Guidelines for issuance of Credit Cards:

Our Credit Cards are issued to:

- 1. Individuals:
 - A. Customers
 - B. Non-Customers
- 2. Corporates

1. Individuals:

A. Customers:

PAN is mandatory for issuance of Credit Cards. Multiple cards can be issued within overall eligible limit against same PAN.

I. To Customers against proof of income:

Credit Cards to general public shall be issued only to individuals whose gross annual income is Rs. 1.80 lakhs and above. Generally, up to 20% of the declared annual income (as per the rating obtained), duly verified is sanctioned as limit for the Credit Card. While issuing the Cards against Income, the financials of the individual shall be ascertained through latest salary slips for the last 2 months, Form-16 or income tax returns for the last 2 years along with computation of income. The income estimation may also be derived from external data sources (CICs).



If a Customer wants to avail multiple cards either in one variant or other variants, the same can be sanctioned subject to maximum ceiling as per the overall eligibility arrived.

Details of limits and eligibility are as per Annexure I.

For issuance of cards in respect of agriculturists and those who are not having tax returns, the eligibility criteria shall be arrived based on the income certificate issued by revenue authorities not below the rank of MRO/Tahsildar.

As a part of welcome kit in respect of SB accounts with full KYC compliance, branches shall sanction Credit Card on the date of account opening itself, on the basis of CIBIL score and income criteria provided, Income as per IT returns, salary slip and Form-16 are verified.

Request for add-on Credit Cards may be considered and sanctioned within the overall eligible limit of the primary card i.e., limits of all Credit Cards of a customer should be within the primary Credit Card limit. Maximum 3 (three) add-on cards for spouse, children and parents can be availed by the primary cardholder.

II. U-Secure Credit Cards against Lien on Term Deposits:

a. Target Group and Purpose:

Bank issues Credit Card based on the security provided in the form of fixed deposits of our Bank to Individuals. Such card variant is issued based on lien against Term Deposits. These cards are termed as **U-Secure** Credit Card. U-Secure Credit Cards can be of any variant depending on the credit limit. However, ensuring that the expiry date of the Credit Card is before the maturity date of the deposit and at any point of time outstanding amount of the Credit Card should not exceed the outstanding amount of the fixed deposit. Branch/field functionaries should strictly monitor and follow up repayment of such cards.

These cards, based on lien against Term Deposits, are targeted to fulfill the need of customers who do not file IT returns/ have lower CIBIL score/ NRI Customers.

No income proof or rating sheet shall be insisted for sanction of U-Secure Credit Cards against deposits.

b. Eligibility:

Entry Age	Minimum - 18 years;
Credit Card limit	Minimum: Rs. 10,000/- Maximum: No Upper Limit.
Minimum annual salary / income	Not applicable



- i. Limit will be 75% of the Term Deposit or present outstanding balance at the time of issuance of card whichever is higher, with minimum deposit of Rs.20,000/- and above.
- ii. Minimum left over period of the deposit shall be One year with auto renewal facility. No loan on the deposit is allowed and cancellation shall be done only after surrender of the card along with payment of total dues.
- iii. U-Secure card will be issued only to the primary account holder of the Term Deposit. In case the deposit is jointly owned, Credit Card can be issued, after taking signatures of all the joint holders on the Credit Card application. Add-on cards can be issued to any of the joint deposit holders as per their request made in the Credit Card application.

III. Credit Cards to our Customers Availing Loan Facilities:

a. Target Group and Purpose:

Bank issues Credit Card with limit of Rs. 0.50 Lakh to existing Home/ Mortgage Loan borrowers with a minimum sanctioned loan amount of Rs.10.00 Lakh with asset classification of SMA “0” and having adequate security after meeting the loan component.

b. Eligibility:

Entry Age	Minimum - 18 years; Maximum - 70 years
Credit Card limit	Minimum : Rs. 50,000/- Maximum: Rs. 3,00,000/-
Minimum annual salary / income	Not applicable

- i. After factoring 125% of the security value (as per the latest Engineers valuation certificate) towards the loan, the value of the balance security available should cover the card liability and accordingly the card limit should be assessed.
- ii. Issued to existing Home/Mortgage loan borrowers, including NRIs. No limit enhancement will be considered for these cards.
- iii. However, borrowers under the Govt. sponsored schemes are NOT eligible under this category.

IV. Credit Card to MSME Borrowers:

A portion of assessed fund based working capital limit (not exceeding 20%) shall be issued in the form of a Credit Card to the MSME customer as per the guidelines issued by MSME Department of the Bank from time to time.



V. Credit Cards to NRI Customers:

- a. **Target Group and Purpose:** Bank issues Credit Card to NRI's against security of fixed deposit receipts (Domestic deposits and NRE deposits), duly marking lien on the said deposits with 25% margin on the deposit amount.

b. **Eligibility:**

Entry Age	Minimum - 18 years; Maximum - 70 years
Credit Card limit	Minimum: Rs. 10,000/- Maximum: No Upper limit

- i. In case of Card against Term Deposit, Limit will be 75% of the Term Deposit or present outstanding balance including accrued interest at the time of issuance of the card. Minimum left over period of the Term Deposit shall be One year.
- ii. Credit Card to NRI's will be issued only to the primary account holder of the Term Deposit. In case the deposit is jointly held, Credit Card can be issued, after taking signatures of all the joint holders on the Credit Card application. Add-on cards also can be issued to the joint Term Deposit holders as per their request on the Credit Card application.
- iii. No Loan on the deposit and cancellation of the Term Deposit only after surrendering the Credit Card, along with payment of total dues.
- iv. These Credit Cards can be of any variant as per Bank discretion.
- v. The amounts due from such cards shall be settled by inward remittance or out of the balances held in the cardholder's FCNR (B)/NRE/NRO Accounts as directed under RBI Master Circulars from time to time on remittance facilities for NRI/PIO.
- vi. Any changes in the guidelines as and when received from FEMA, RBI, specifically applicable to NRI/NRO/FCNR etc., shall be incorporated in the policy.
- vii. For sanction of Credit Cards to NRI customers, with deviations and for ratification of deviation, powers of delegation vests with CAC II.

VI. Credit Cards to Employees of PSU/State Government/other Govt. Institutions:

a. **Target Group and Purpose:**

Bank issues Credit Card to employees of PSU/State Government/other Govt. Institutions as per the following criteria:

- i. Salary of the employee should be credited in the salary account maintained with our Bank. Cards to be issued to those employees where salary is being credited in the branches for more than 3 months and above.
- ii. The CIBIL score should not be less than 650.



- iii. Auto debit to salary account is mandatory.
- iv. Card issued will be preferably RuPay Credit Cards.

b. Eligibility:

Age (Salaried)	Minimum - 18 years; Maximum - 65 years
CIBIL Score	650 & above.
Credit Card limit	Maximum: up to 20% of Gross annual income (based on the rating obtained)
Minimum annual salary / income	Rs. 1.80 Lakhs per annum

VII. Credit Cards based on average balance in SB Accounts:

a. Target Group and Purpose:

Savings Bank account holders of our Bank who are maintaining an average minimum balance of Rs.50,000/- and above for the last 12 months are eligible for availing Credit Cards.SB Accounts under Govt. Schemes like PMJDY, etc. are not eligible.

b. Eligibility:

Credit Card Limit is sanctioned as per average balance as mentioned in the following table.

Daily Minimum Balance	Limit to be sanctioned
Rs. 50,000 and above but less than Rs. 1,00,000	Rs. 25,000/-
Rs. 1,00,000 and above but less than Rs. 2,00,000	Rs. 50,000/-
Rs.2,00,000 and above	Rs. 1,00,000/-

Minimum annual income/ salary is not applicable. VISA Gold or VISA/ RuPay Platinum card is issued depending on the card limit.

Branches shall issue Credit Cards for full KYC Compliant SB accounts with relationship of more than 12 months through system, adhering to above guidelines only.

VIII. Pre-Approved Credit Cards (PACC) to ETB(Existing to Bank) Customers

Bank shall issue PACC Cards to the Asset and Liability customer categories basing on a predefined Business Rule Engine (BRE) under the respective categories with a specified limit, as decided by the Bank from time to time. These customers shall be on-boarded through Digital mode duly scrubbing the details with CICs.



IX. Credit Cards to NTB (New To Bank) Customers:

a. Target Group and Purpose:

To expand our Credit Card base, Bank shall issue Credit Card (including PACCs) to New To Bank (NTB) Customers also. The basic criteria mentioned hereunder are to be precisely complied with:

- Income Proof along with KYC Documents.
- CIBIL Score of 700 and above.
- Point of verification report from the Branch/ recovery agents has to be obtained at the place of applicant's residence/business address, for easy recovery and follow-up of Credit Card dues.
- One year account statement where the prospective card holder is maintaining the account.
- Possibility of opening an account with our Bank to be explored.

b. Eligibility:

Entry Age (Salaried)	Minimum - 18 years; Maximum - 65 years
Entry Age (others)	Minimum - 18 years; Maximum - 70 years
Credit Card limit	Up to 20% of the Gross annual income (based on the rating obtained). Minimum card Limit: Rs. 10,000/- Maximum card Limit: No Upper limit.
Minimum annual salary / income	Rs. 1.80 Lakhs per annum

NTB Customers shall be on-boarded through digital mode also duly scrubbing PAN, Aadhar, Credit Score and income proof.

Complimentary Credit Cards:

Bank shall also issue complimentary Credit Cards to individuals having regards to their status in the society on selective basis and the power to sanction such cards shall remain with Credit Card & MAB Department.

Cards shall also be issued under any specific deposit / loan scheme or product launched by the Bank as per the terms and conditions set out in the said scheme or product.

IV. General Provisions for sanction of Credit Cards:

The instructions/guidelines on KYC/AML/CFT applicable to Banks, issued by RBI from time to time, shall be adhered to in respect of all cards issued, including co-branded, corporate and on add-on cards.

The applicant's age, financial position, proven income, business profile, employment, residential/social status, etc. shall also be taken into consideration while sanctioning a card or for arriving at the limit to be sanctioned.



Credit risk shall be assessed while issuing Credit Cards, and shall be issued with a specific card limit, commensurate with the financial standing, credit worthiness, business relation of the applicant with the Bank and repayment capacity of the applicant.

The issuance of the cards is subject to satisfactory CIBIL score. The minimum CIBIL score required for issuance of Credit Card is 700. However, CIBIL score of -1, which means no credit history is available with Credit Information Companies(CIC), is also eligible for issuing Credit Card with enhanced due diligence. Sanction of Credit Cards to the borrowers having CIBIL score of -1 is vested with RO/FGMO even if it comes under the branch delegation to sanction the Credit Card. However, for issuance of cards to PSU/State Government/other Govt. employees whose salary is being credited at our branches, minimum CIBIL score required is 650.

Delegated authority can decide Credit Card limit of applicants as per eligibility norms and scoring model (minimum score 60% as per annexure II) in the application and calculate the Credit Card limit up to 20% of the gross annual income based on latest ITR.

Add on card shall be issued to the spouse/ children/ parents of the primary cardholder by obtaining add-on application from the primary cardholder with a specific clause that the liability of add-on cards shall be on principal cardholder. Customer ID shall be created for all add-on card holders after obtaining full KYC documents. The add-on cardholders should also fulfill the age criteria for issuing Credit Card. Maximum of 3 add-on cards can be issued to the primary card. However, the overall limit of all the cards shall be within the eligible card limit.

Issuance of Cards will be processed within a week from the date of receipt of all the valid documents as required by the Bank.

Bank shall not dispatch a card to a customer unsolicited, except in the case where the card is a replacement/renewal of a card already held by the customer.

In case a card is blocked at the request of the customer, replacement card in lieu of the blocked card shall be issued with the explicit consent of the customer.

Further, bank shall obtain explicit consent of the cardholder prior to the renewal of an existing card.

Bank may consider introducing an insurance cover to take care of the liabilities arising out of lost cards, card frauds, etc. In cases where the Bank is offering any insurance cover to its cardholders in tie-up with insurance companies, Bank shall obtain explicit consent in writing or in digital mode from the Cardholders along with the details of nominee/s.

In case of an insurance cover provided with a card, bank shall ensure that the relevant nomination details are recorded by the Insurance Company and the availability of insurance is included, along with other information, in every statement. The information shall also include the details regarding the insurance cover, name/address and telephone number of the Insurance Company which will handle the claims relating to the insurance.

The terms of Card issue shall put the Cardholder under an obligation to take all appropriate steps to keep the card safe and not to record the PIN or code, in any form that would be



intelligible or otherwise accessible to any third party if access is gained to such a record, either honestly or dishonestly.

Bank shall exercise care when issuing PINs or codes and shall be under an obligation not to disclose the cardholder's PIN or code to anyone, except to the cardholder.

With a view to reducing the instances of misuse of lost/stolen cards, Bank may consider issuing card with advanced features that may evolve from time to time.

Bank may also consider issuing cards linked to Overdraft accounts that are in the nature of Personal Loans without any end-use restriction, subject to the conditions as stipulated in the Overdraft account.

a. Other important Provisions:

- ⊖ As per RBI guidelines, by default all Credit Cards, though issued with global validity, shall be activated for domestic usage only. However, cardholder can activate the international usage by Logging in to Credit Card portal or through mobile application (U-mobile or Union Credit Card). Alternately, cardholder can send request email to Credit Card & MAB Department to enable international usage in their Credit Card.
- Cash advance Limit is 40% of card limit for VISA Signature and RuPay Select variants and 30% of the card limit sanctioned for VISA/ RuPay Platinum, 20% of card Limit for VISA Gold Variant.
- Card limit is subject to revision based on the track record of the cardholder.
- At any time, Bank shall NOT issue any unsolicited cards or allow any enhancement of Limit or sanction without specific consent of the card holder.
- Whenever the card applications are rejected, the Bank shall inform with reason for such rejection.
- Bank shall block a lost card immediately on being informed by the cardholder and formalities, if any, can follow within a reasonable period of 3 days.
- Bank shall immediately send a confirmation to the cardholder subsequent to the blocking of a card.
- Any information regarding discounts, cashbacks, reward points, loyalty points or any other benefits offered by the bank shall be displayed on the bank's website issuer and a copy of the same shall also be provided to the cardholder
- Bank shall mention the terms and conditions for the issue and usage of a card in clear and simple language (preferably in English, Hindi and the local language) comprehensible to the Cardholder.

Customer Acquisition

1. Bank shall provide a one-page Key Fact Statement along with the Credit Card application containing the important aspects of the Card such as rate of interest, quantum of charges, among others.



2. Conveying reasons in-writing about Rejection of application:
 - i. *In case of sanctions through CCARD Menu, Branches to communicate reason for rejection in writing.*
 - ii. *In case of STP application, a page containing Rejection, MITC, copy of agreement in PDF format [downloadable] will be made available*
 - iii. *In case of PACC, MITC & agreement will be sent over email*
3. Sending of MITC & copy of agreement between bank & Cardholder to his regd. email / postal address as per choice of customer will be provided against acknowledgement.
4. In case of applications through STP, consent of the applicant for Annual Insurance [as Y / N] and details of Nominee such as Name of nominee, Age, Relation shall be obtained on-line
5. Cards shall be issued only on request of customer and any upgradation shall be with the consent of the customer.
6. For activation of cards, customers are empowered via App, SMS to dedicated number or from Regd. Email ID.
7. As per RBI guidelines, w.e.f. 01.10.2022, for the cards which are not activated for more than 30 days from the date of issuance of cards, SMS link is provided for activation of cards. Based on OTP shared by cardholder for activation of cards, Cards will be activated. If OTP is not received within 7 working days from the date of link shared, such cards will be de-activated.
8. For renewal/replacement cards, on payment of applicable dues, cards will be de-activated if no consent is received within 7 days from the OTP based consent sent via SMS for activation of the cards.
9. In case of new cards, AMC/Insurance premium if any, will be recovered after activation of the cards.
10. Bank shall not report any credit information relating to a new credit card account to Credit Information Companies prior to activation of the card.
11. The consent for the cards issued or the other products / services offered along with the card shall be explicit and shall not be implied. In other words, the written consent of the applicant shall be required before issuing a credit card. Alternatively, Bank may use other digital modes with multifactor authentication to obtain explicit customer consent. Such alternative digital modes, if any used by the Bank, shall be communicated to the Department of Regulation, Reserve Bank of India.
12. The decision-making power for issue of credit card to a customer shall remain only with the Bank and the role of the Direct Sales Agent (DSA)/Direct Marketing Agent (DMA)/Other Agents shall remain limited to soliciting/servicing the customer/account.



13. Bank shall ensure that the telemarketers they engage, comply with directions/regulations on the subject issued by the Telecom Regulatory Authority of India (TRAI) from time to time while adhering to guidelines issued on “Unsolicited Commercial Communications - National Customer Preference Register (NCPR)”. The Bank’s representatives shall contact the customers only between 10.00 hrs and 19.00 hrs.

For inactivated cards, the Bank will withdraw all information shared with CIC within 30 days from the effective date of RBI directions. Charges if any levied to these inactivated cards till date will be absorbed in P & L.

Underwriting Standards

- Bank will assess credit risk taking into account independent financial means of applicants viz., Risk scoring matrix, CIBIL site verification, ITR verification, EPFO, Bank statement, Salary statement or any other correct means etc as necessitated from time to time depending on the mode of on-boarding customers.
- Bank will obtain total card limits enjoyed by the applicant from Credit Information companies [CIC] / Self-declaration as the case may be for sanctioning new card or enhancement of existing limit which should not cross beyond 75% of total Gross income of the last FY. Our application form should contain total card limit from industry which will be verified with CICs.

b. Limit Enhancement:

- Normally limit will be enhanced on the basis of income as per ITR/Salary Slip, at the request of the card holder.
- Limit can be enhanced without submission of any income documents depending upon the card usage (minimum card usage of 75% of the present Card limit) and prompt repayment pattern during the past 12 months period (SMA0 and SMA1 Category) and CIBIL SCORE of the card holder up to a maximum of 25% of the card limit on yearly basis by duly taking the consent through SMS. However, Re-KYC and obtention of income proof should be done once in three years.
- Limit can also be enhanced on temporary basis (ad hoc basis) under exceptional cases at the request of the card holder for a period of not more than three billing cycles in a year and with a maximum limit of Rs. 2.00 lakhs.

V. Benefits and Offers:

a. Airport Lounge:

Free airport lounge access to the cardholders at selected airports will be available, as provided by respective card networks (VISA/Rupay/Master Card). The terms and conditions are applicable as laid down and updated by card network from time to time.



b. Reward Points:

Reward Points program is applicable on usage of all individual Credit Cards for all merchant transactions from time to time with the following features:

- Reward Points are allotted only on successful merchant transactions (PoS/E-COM) after settlement of funds.
- Cardholder will earn 1 reward point for every Rs. 100 spent using Gold variant, 2 points for every Rs.100 spent on Platinum Variants and 4 points for every Rs.100 spent using Signature/ Select card variants.
- Value of each point shall be Rs. 0.25 for redemption. Reward point facility and the conversion price may vary from time-to-time.
- However, the following are not eligible for reward program:
 - Cash withdrawals from ATMs/ Cash at PoS.
 - Purchase of fuel at fuel stations.
 - If card is NPA, reward points stands cancelled.
- Corporate cards are not eligible for the program.
- Bank may introduce new Credit Card products which offers variable reward points on Credit Card spends based on merchant category (MCC) or cost benefit analysis to improve the card usage and customer experience.
- Bank can decide on the reward points for spends at various merchants irrespective of card variant based on card proposition and cost benefit analysis. However, Bank may restrict/enhance this facility to any of the Credit Card variants based on Credit Card features/proposition.
- Validity of reward points shall be for 1 year.
- Redemption of reward points through cash back is available to customers. At the option of the Credit Card holder, Reward points will be redeemed and credited to Card Account at monthly intervals at the time of billing.
- Bank may also facilitate reward point redemption through Nth rewards of NPCI. Redemption through other modes can be facilitated by the Bank based on the card proposition/features.
- Minimum points required for redemption are as follows:

Card Variant	Minimum Reward Points
Gold	500
Platinum	750
Signature/ Select	1000



The remaining points after redemption will be carried forward. Reward points on spends per variant will be reviewed on every year.

c. Fuel surcharge reimbursement:

Fuel surcharge shall be reimbursed @ 1% with maximum of ₹100/- per card per billing cycle. However, Bank may restrict/enhance this facility to any of the Credit Card variants based on Credit Card features/proposition.

d. Personal Accidental Insurance:

- Cardholders are covered under Personal accidental insurance package in case of death by accident. The premium payable for the insurance cover is borne by the card holder. Bank takes insurance policy which is valid for one year from 9th January 2023 till 8th January 2024, on the lowest premium per card as such insurance agencies may be changed from time to time. The insurance coverage and premium rates shall be as decided by the Bank/Insurance Company as per the laid down procedures. The premium rates shall be informed to the Cardholders. For exercising the option of enabling or disabling the Insurance facility, a link/SMS facility shall be given to the Cardholders. Insurance premium will be collected on pro-rata basis for existing/new Cardholders based on the date of exercising the Option.
- Bank shall debit the premium from Credit Card holders a/c on the date of activation of Credit Card. Accordingly the Credit Card holder will be covered from the date of premium debited from his/her account. It shall be the responsibility of the Cardholder to ensure that the Insurance Premium is debited to his Card Account.
- Upto 3 Add-on Credit Cardholders other than the Primary Cardholder are eligible for insurance after the consent from the Primary Card holder and payment of premium. However, add-on Credit Card members can be covered with Insurance only if primary Cardholder is covered.
- If a Cardholder has multiple cards, Claim will be paid for each card provided the premium is remitted for each Card.
- The admissibility/settlement of the Claim shall be with the Insurance Company only. Bank would only be a Facilitator for any Insurance Claim Settlements, if any.



- Sum Insured for the different card variants.

S.No.	Variant	Rs. (Sum insured)
1	VISA Gold	5,00,000
2	VISA Classic	5,00,000
3	VISA Platinum	10,00,000
4	VISA Signature	30,00,000
5	Rupay Platinum	10,00,000
6	RuPay Select	30,00,000

- In addition to the above, complimentary insurance offers if any, provided by any Network shall be applicable.
- Presently NPCI is offering the following free accidental death Insurance coverage for the Rupay Cardholders i.e. the Premium shall be borne by NPCI only, for Primary and Add-on Cards.

S.No.	Variant	Accidental death Insurance Coverage (Rs.)
1	<i>Rupay Platinum</i>	2,00,000
2	<i>Rupay Select</i>	10,00,000

Eligibility Criteria for lodging Insurance Claim for accidental death of the card holder: (Complimentary Offer by NPCI)

- The accidental death is to be reported immediately to TATA AIG but not later than 90 days of the date of accident.
- Insurance is covered for accidental death only.
- Minimum one successful RuPay Card induced financial transaction at any POS/e-com, both Intra and Inter-bank i.e. on-us or off us within 30 days prior to date of accident including accident date of RuPay Cardholder.

Procedure for Insurance Claim : Opted by the Cardholder :

- Procedure for claiming Insurance shall be as prescribed by the Insurer. Presently, the National Insurance Company is the Insurer for the period 9th January 2023 to 8th January 2024.



- The following documents are to be submitted to the Credit Card & MAB Department (Issuance Section).
 - Claim intimation by the Legal Heir/Nominee/Legal Representative to the Bank
 - Claim form duly filled in and signed by the Legal Heir/Nominee/Legal Representative, duly attested by Bank Official.
 - Death Certificate in original or copy of death certificate duly attested by the Bank officials or Gazette Officer.
 - Copy of First Information Report (FIR) / Police intimation (attested by the Bank official)/General diary with brief details of incident duly attested by police official/attested by bank official.
 - Copy of post-mortem report and viscera report if it is conducted (attested by the Bank officials). In case post-mortem not conducted, other supporting document which confirms cause of death may be required.
 - Statement of account duly attested by Bank officials.
 - Discharge/death summary (in case insured was admitted to hospital for treatment).
 - If the death occurs in the hospital a Medical Certificate to be submitted.
 - In the event of a missing person declared dead by the governing authority then in such a situation the claim should be settled by the insurer on the basis of FIR / Police intimation (attested by the Bank official)/General diary with brief details of incident by police official / attested by the Bank official, claim form and claim intimation only.
 - With regards to air accident, any documents substantiating the claim.
 - Copy of KYC documents of deceased cardholder and legal heir / nominee / legal representative attested by the Bank official.
- Additional documents may be requested by the Insurer based on the case requirement such as Medical Reports, Identity documents, etc.
- On receipt of the claim, the insurer sends an acknowledgement to the claimant/sender.



- Any requirement/deficiencies in the documents submitted shall be sought by the Insurer within 7 working days of receipt of the claim documents. All the documents being in order, the Insurer will settle the claim within 15 working days from the date of receipt of documents. In case of unexplained delay of beyond 30 working days, the Insurer shall pay interest @ 2% above the prevailing Bank Rate from the date of claim, on the claim amount.

Complimentary Insurance offered by NPCI

- The following documents are to be submitted to the Credit Card & MAB Department (Issuance Section).
 - Claim form duly completed and signed.
 - Original or Certified copy of Death Certificate.
 - Original or Certified copy of FIR / Police Report giving description of the accident.
 - Original or Certified copy of Post Mortem Report along with Chemical Analysis / FSL reports (wherever applicable)
 - Copy of all Medical records, if hospitalized
 - Copy of Newspaper cutting, if any.
 - Original CKYC Form with KYC, NEFT documents of Nominee
 - Aadhar copies of Cardholder and Nominee
 - Declaration from Credit Card Issuing Bank duly signed by authorized signatory and with Bank stamp affixed, specifying that :
 - ❖ Cardholder is holding a RuPay Card on RuPay issued Issuer Indentation Number (IIN) and mention the 16 digit card number.
 - ❖ Compliance of 30 days transaction criteria (to be supported with transaction log / account statement from the Bank's system)
 - ❖ Nominee details (including NEFT details) as per the Bank. Nominee form submitted at the time of account opening.
 - ❖ Brief description of Accident as per FIR translated in English or Hindi.
 - ❖ Bank official's Name and contact details with e-mail ID.
- Additional documents may be requested by TATA AIG based on the case requirement such as Medical Reports, Identity documents, etc.

Lost Card Insurance:

- Lost card insurance, if any, shall be governed by the Banker's Indemnity Policy of the Bank.



e. Offers:

Any offers presented by the card networks (VISA/ Master Card/RuPay) will be passed on to the cardholders.

f. Other Value Added Services:

Bank shall continuously strive for value addition to our existing and prospective cardholders. As of now, following facilities /benefits have been provided to the card holders for a carrying out hassle free transactions in a safe and secured environment.

- a. SMS/IVRS based services viz., balance enquiry, card activation, OTP for generation of pin through ATMs, Lost card marking in case of card lost, and request for replacement of lost card, enabling/ disabling international transactions, etc.
- b. EMI facility.
- c. Virtual card facility for online transactions.
- d. Credit Card portal for card holder's convenience.
- e. Credit Card mobile app (Android and IOS version) with card control and second factor authentication facility.
- f. E-mandate facility as per guidelines in force.

Bank shall endeavor to introduce utility payment options, card to card (C2C) balance transfer, arrange special discounts or freebies from agencies with reputed market brands or any other value additions to the cardholders. It shall endeavor to provide technically advanced products, facilities and related services to the cardholders, in tune with the card industry and in association with Card Networks.

VI. Closure of Credit Card:

- Bank shall endeavor to provide Cardholders an option to submit request for closure of credit card account through multiple channels such as helpline, dedicated email-id, Interactive Voice Response (IVR), prominently visible link on the website, internet banking, mobile-app or any other mode.
- Credit cards not used for more than a year; an e-mail/SMS will be sent to close the card. Before closing such cards, dues if any shall be recovered.
- Card closure details will be updated with CIC within a period of 30 days from date of closure.
- After closure of card, any credit balance will be transferred to CH's bank account for which account details will be obtained.
- In case of card issuance to NTB customers, account number & IFSC details will be captured in Application form or while on-boarding through digital process.



- Any request for closure of a credit card shall be honoured within seven working days by the Bank, subject to payment of all dues by the cardholder.
- Subsequent to the closure of credit card, the cardholder shall be immediately notified about the closure through email, SMS, etc.
- Bank shall not insist on sending a closure request through post or any other means which may result in the delay of receipt of the request.
- Failure on the part of the Bank to complete the process of closure within seven working days shall result in a penalty of ₹500 per day of delay payable to the customer, till the closure of the account provided there is no outstanding in the account.
- 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 by the Bank, subject to payment of all dues by the cardholder.
- The information regarding the closure of card account shall also accordingly be updated with the Credit Information Company/ies within a period of 30 days.
- Subsequent to closure of credit card account, any credit balance available in credit card accounts shall be transferred to the cardholder's bank account. Bank shall obtain the details of the cardholder's bank account, if the same is not available with the Bank.

VII. Issue of Unsolicited facilities

- Unsolicited loans or other credit facilities shall not be offered to the Credit Cardholders without seeking explicit consent. In case an unsolicited credit facility is extended without the written/explicit consent of the cardholder and the latter objects to the same, the Bank shall not only withdraw the facility, but also be liable to pay such penalty as may be considered appropriate by the RBI Ombudsman, if approached.
- Bank shall not unilaterally upgrade credit cards and enhance credit limits. Explicit consent of the cardholder shall invariably be taken whenever there is / are any change/s in terms and conditions.
- In case of reduction in the credit limit, the Bank shall intimate the same to the cardholder.

2. Corporate Credit Cards:

i. Customer - Corporates:

a. Target Group and Purpose:

Bank issues "corporate Credit Card" to companies having excellent track record. The primary corporate card will be in the name of the company and it will NOT be a physical card but will be for the purpose of account creation only. These cards are issued to the company executives as add-on cards only to the primary corporate card and in the name of company executives.



b. Eligibility:

- Companies having excellent track record with tangible net worth of minimum Rs. 1.00 Crore and consistent profits for the last 3 years.
- Credit Card Limit: Rs. 1.00 Lakh and above
- Overall spending limit will be 2% of the tangible net worth, with a minimum of Rs. 1.00 Lakh
- Board Resolution: Bank will obtain Board Resolution (Wherever applicable) mentioning the name and details of the executives whom cards will be issued.
- KYC details of these executives will be obtained.
- No cash withdrawals are permitted.
- Bill will be raised on the company and debited to company's account.
- Auto-debit for bill payment is mandatory.
- The Corporate Credit Card limit will be sanctioned by respective delegated authority.
- Multiple individual cards can be issued in the names of different officials/Executives of the corporate with different sub-limits as per their requirements. However, within the total (overall) corporate Credit Card limit sanctioned. The aggregate limit for all cards issued on behalf of the corporate shall not exceed 25% of the company's net worth or Rs. 5.00 Crores whichever is lower.
- VISA Business Platinum card variant will be issued for corporate cards where no reward points/ no insurance coverage is available.

The liability of the corporate/business entity on account of business cards shall form part of their total assessed credits for compliance to instructions issued by the RBI on Exposure norms as well as Prudential norms on Income Recognition, Asset Classification and Provisioning pertaining to Advances.

Similarly, while issuing corporate credit cards, the responsibilities and liabilities of the corporate and its employees shall be clearly specified. The liability of the corporate/business entity shall form part of its assessed credit limits.

ii. Eligibility Criteria for New to Bank (NTB) Corporates:

Companies availing credit facilities with Banks or Development Finance Institutions are only eligible for corporate Credit Cards duly following the guidelines:

- a) When 100% liquid security is offered as guarantee by way of lien on deposits/ Government securities for issue of Corporate Credit Cards. The limits sanctioned are to the extent of 75% of security notwithstanding the norms as to the net worth.



- b) New To Bank (NTB) Corporates are required to produce status report on their account dealings with their financing Banks/Development Finance Institution, etc., along with the application.
- c) Net worth of the company applying for corporate Credit Cards shall be minimum of Rs.1.00 Crore. The net worth is to be arrived at on the same basis adopted by our Bank in credit appraisals.
- d) The aggregate limit under various cards issued to a company should not exceed 25% of its net worth subjective to a maximum of Rs.5.00 Crores.

iv. Renewal of Corporate Credit Cards:

Branch/RO/FGMO shall review the financials of the company and communicate their sanction once in a year. The review shall be based on the latest available financial statements. Branch/RO/FGMO will communicate latest net worth of the company and the card limit sanctioned to the company. Credit Card & MAB Department shall consider renewal of cards based on the past performance of each card and within the renewed limit recommended and sanctioned by Branch/RO/FGMO-

v. Others:

- Payment of company's aggregate corporate card dues should be made by debit to the operating account of the company by the branch, irrespective of the status of the account.

Roll over facility is not available to the corporate cards.

- All charges as applicable for other Card Variants are applicable to Corporate cards also, except admission/joining fees shall be Rs. 1,500/- and annual charges shall be Rs. 2,000/- per card.
- All facilities available for other card variants are also applicable to corporate cards.
- Hot listing of cards and NPA classification is done based on the performance of individual card but not as a group.
- Declaration cum undertaking by the company and employees as per the format provided in the application is to be signed by authorized signatory of the company and employee in whose name the card is applied and also whenever additional cards are applied for. This undertaking is obtained with the joint signatures of the company and the employees.
- Company's Board Resolution is required, wherever applicable as per format provided in the application.
- Regional Offices shall send process and sanction note along with application and other documents to Credit Card department for onward processing and for issuance of cards.



- Regional Offices/Branches to note that this is also a credit facility and to be treated on par with other credit facilities sanctioned to the corporate and assessed the eligibility accordingly. Further, irrespective of the status of the borrower account, the card dues, in case of slippage to NPA, to be debited to the borrower account.

Co-branded/Co-Batching/ Affinity Cards:

1. Credit Card & MAB Department shall explore the opportunities for identifying suitable public sector, private sector, co-operative Banks, and reputed institutions/ organizations or Government or Government bodies, associations as partners for joint venture to issue co-branded Credit Cards, as per RBI guidelines.
2. Credit Card & MAB Department shall also expand the card base through specific groups having general Banking and credit relationship with the Bank by issuing customized affinity cards and also by sponsoring BIN to FinTechs, duly adhering to extant guidelines.
3. *Prior approval of the Reserve Bank is not necessary for the issuance of co-branded credit cards subject to the following conditions. In addition to the same, Credit Cards shall also be subject to the specific conditions applicable to such Cards.*
 - The co-branded credit card shall explicitly indicate that the card has been issued under a co-branding arrangement.
 - The co-branding partner shall not advertise/market the co-branded card as its own product. In all marketing/advertising material, the name of bank shall be clearly shown.
 - The co-branded card shall prominently bear the branding of the bank.
 - *The co-branding arrangement shall address issues pertaining to various risks, including reputation risk associated with such an arrangement and suitable risk mitigation measures.*
 - The information relating to revenue sharing between the card-issuer and the co-branding partner entity shall be indicated to the cardholder and also displayed on the website of the card-issuer.
 - Due diligence : Bank shall carry out due diligence in respect of the co-branding partner entity with which it intends to enter into tie-up for issue of such Cards to protect themselves against the reputation risk they are exposed to in such an arrangement. For this purpose, Bank shall empanel the Agencies to carry out the due diligence of the Companies with which it intends to enter into Co-branding arrangement.
 - Bank shall ensure that in cases where the proposed co-branding partner is a financial entity, it has obtained necessary approvals from its regulator for entering into the co-branding arrangement.



- Outsourcing of activities : Bank shall also be liable for the acts of the Co-branding partner. Bank shall ensure adherence to the guidelines on ‘Managing Risks and Code of Conduct in Outsourcing of Financial Services by Banks’ as amended from time to time. Bank shall also ensure that cash backs, discounts and other offers advertised by a co-branding partner are delivered to the Cardholder on time. Bank shall be liable for any delay or non-delivery of the same to the Cardholders.
- Role of Co-branding partner entity : The role of the Co-branding entity under the tie-up arrangement shall be limited to marketing/distribution of the cards and providing access to the Cardholder for the goods/services that are offered. The co-branding partner shall not have access to information relating to transactions undertaken through the co-branded card. Post issuance of the card, the co-branding partner shall not be involved in any of the processes or the controls relating to the co-branded card except for being the initial point of contact in case of grievances.

In addition to the conditions listed above, the co-branding arrangement for Credit Cards shall also be subject to the specific conditions applicable to such cards.

Credit Card Mobile Application (Android & IOS):

It is a Value-added service that offers the card holders to have a complete control of their Credit Card. Card holders can manage the usage of all their Credit Cards from mobile application. Card holders need to install the application in their smart phone and enter the card details on the mobile app which will enable them to manage the card. The basic facilities provided to the Credit Card holders through the App are as under:

- Account Summary
- Statement Summary (view and download for last 12 months)
- Transaction details (Billed and unbilled)
- Card control facility with the option to enable the channels like ATM, PoS, E-commerce, Temporary card blocking, set spending limits, etc.
- PIN generation
- Virtual Card
- Scan and Pay (Bharat QR Payments)
- Service request for card blocking, duplicate statement through mail, EMI creation, Card Replacement, Application for Add on Card, Application for new card through Pre-login page, Enabling/Disabling accidental Insurance Coverage etc.
- Enable/ disable international transactions.
- SMS notification alert.
- Second Factor Authentication channel setting through online or SMS.

The above features allow cardholder to make these changes instantly using their registered mobile on real time basis.



Billing & Account Maintenance including Interest rates and other charges:

The following procedure for billing and maintenance of card transactions shall be followed and any changes in the process shall be done with the approval of General Manager- Credit Card & MAB Department.

Monthly bills shall be prepared by the Service Provider on 25th of every month after the billing date showing the summary of the transactions in the card account as on the 25th of previous month to 24th of present month

- E-statement will be sent to all the cardholders on their registered email ID, in a password protected mode, using the details known only to the card holder.
- Physical copy of the bill will be sent to those card holders whose email ID is not available in the Bank record.
- SMS alert will also be sent to the card holder on their registered mobile number informing the billing amount and due date. Reminder SMS will also be sent before due date.
- To minimize the complaints of non-receipt of statements, branches are being provided with access to CCMS Portal where Branch can download the Card Statements at Branch level. This facility empowers the branches to download and print at branch level or email the statements to customer in their registered email ID or any alternate email ID as requested by the card holders.
- The bills shall be dispatched to card holders in the last week of every month, through Mass Mailing System of Department of Posts / Speed Post or any other approved courier service.
- Any changes in the billing date or due date, providing for more than one cycle of billing for the convenience of the customers or easing the workload at department shall be considered after due approvals from the General Manager - Credit Card & MAB Department duly informing card holders well in advance.

Interest rates and other charges

- i. Bank shall publicize through website the interest rates charged to various categories of customers as part of MITC.
- ii. Bank shall indicate upfront to the card holder [as part of MITC], the methodology of calculation of finance charges with illustrative examples, particularly in situations where only a part of the amount outstanding is paid by the customer.
- iii. Bank shall quote Annualized Percentage Rates (APR) on credit cards for different situations such as retail purchases, balance transfer, cash advances, nonpayment of minimum amount due, late payment etc., if different. The method of calculation of APR shall be given with clear examples for better comprehension. The APR charged, and the annual fee shall be shown with equal prominence. The late payment charges, including the method of calculation of such charges and the number of days, shall be prominently indicated. The manner in which the outstanding unpaid amount has been arrived at for calculation of interest shall also be specifically shown with prominence in all the billing



statements. These aspects shall also be shown in the Welcome Kit in addition to being shown in the billing statements.

- iv. MPD i.e. 5% of total outstanding amount will be shown separately. MPD cannot be paid through EMI.
- v. For the unpaid amounts of previous billings, interest free credit period shall not be available.
- vi. These will be captured in billing statements, with clear example will also be captured in Welcome kit & placed in bank's website.

Billing / Account Maintenance and Interest and other charges

- i. Bank shall ensure that there is no delay in sending/dispatching/ emailing bills/statements and the customer has sufficient number of days [at least one fortnight] for making payment before the interest starts getting charged.
- ii. Bank shall send a link by mail/SMS. By clicking on the link Bill statement can be downloaded by cardholder.
- iii. Bank shall ensure that wrong bills are not raised and issued to cardholders. In case, a cardholder protests any bill, the card-issuer shall provide explanation and, wherever applicable, documentary evidence shall be provided to the cardholder within a maximum period of 30 days from the date of complaint.
- iv. No charges shall be levied on transactions disputed as 'fraud' by the cardholder until the dispute is resolved.
- v. Card-issuers do not follow a standard billing cycle for all credit cards issued. In order to provide flexibility in this regard, cardholders shall be provided a one-time option to modify the billing cycle of the credit card as per their convenience.
- vi. Any credit amount arising out of refund/failed/reversed transactions or similar transactions before the due date of payment for which payment has not been made by the cardholder, shall be immediately adjusted against the 'payment due' and notified to the cardholder.
- vii. Bank shall seek explicit consent of the cardholder to adjust credit amount beyond a cut-off, one percent of the credit limit or ₹5000, whichever is lower, arising out of refund/failed/reversed transactions or similar transactions against the credit limit for which payment has already been made by the cardholder. The consent shall be obtained through e-mail or SMS within seven days of the credit transaction. The card-issuers shall reverse the credit transaction to the cardholder's bank account, if no consent/response is received from the cardholder.
- viii. Notwithstanding the cut-off, if a cardholder makes a request to bank for reversal of the credit amount outstanding in the card account into his/her bank account, the card-issuer shall do it within three working days from the receipt of such request.



- ix. Bank shall report a credit card account as 'past due' to CIC or levy penal charges, viz. late payment charges and other related charges, if any, only when a credit card account remains 'past due' for more than 3 days.
- x. The number of days past due and late payment charges shall however be computed from the payment due date mentioned in the Credit Card statement as specified under the regulatory instructions on 'Prudential norms on Income Recognition, Asset Classification and Provisioning pertaining to Advances' amended from time to time.
- xi. Penal interest, late payment charges and other related charges shall be levied only on the outstanding amount after the due date and not on the total amount.
- xii. Changes in charges shall be communicated with 30 days notice period, in case customer does not agree on payment of all dues, cardholder will be permitted to close without levying any extra charge.
- xiii. No Capitalization of unpaid charges / levies / taxes for charging / compounding of interest w.e.f 01.10.2022.
- xiv. There shall not be any hidden charges while issuing credit cards free of charge.

Payment of Bill:

- i. Due date for payment of Bill shall be 14th or 15th of the succeeding month of bill generation or any other date as approved from time to time, adhering up to 50 days interest free credit period.
- ii. Bank shall inform the cardholders of the implications of paying only 'the minimum amount due'. A legend/warning to the effect that "Making only the minimum payment every month would result in the repayment stretching over months/years with consequential interest payment on your outstanding balance" shall be prominently displayed in all the billing statements to caution the cardholders about the pitfalls in paying only the minimum amount due. The MITC shall specifically explain that the 'interest-free credit period' is suspended if any balance of the previous month's bill is outstanding.
- iii. Bank shall specify in the billing statement, the level of unpaid amount of the bill i.e. part payment beyond 'Minimum Amount Due' at which the interest-free credit period benefits would not be available to cardholders.
- iv. Bank shall work out illustrative examples and include the same in the Welcome Kit sent to the Cardholders and also place it on its website.

The cardholders shall be given the options to pay either the entire amount of card dues or Minimum Payment Due (MPD) or any amount between MPD and the total dues.



Minimum payment due will be 5% of the outstanding if the card holder does not have any previous unpaid dues. The minimum due calculation will be as under:

Minimum due = All previous unpaid minimum dues + 5% of the current outstanding + Over limit amount (if any) + EMI amount (if opted)

When Minimum Payment Dues or any amount between MPD and total dues are paid, service charges (interest) at the specified rates are levied.

To encourage cardholders for better utilization of their card limits by opting Roll over facility and for revenue generation to the Department, the monthly service charges shall be kept at competitive rates.

1. Presently the service charges as approved at the rate of 2.50% per month, if Minimum Payment Dues (MPD) is paid before due date.
2. If MPD is not paid by the cardholder before the due date, a service charge at 2.95% per month shall be charged on the total outstanding and a late payment fee at specified rate shall also be levied.

Goods and Service Tax (GST) will be applicable on the Banking services availed.

The monthly bill statement shall have a notice of *“Making only minimum payment every month would result in the repayment stretching over long periods with consequent interest payment on your outstanding balance”*, so as to caution the customers about the implication in paying only minimum amount due.

The card holder will have the following options to make Payment:

- Pay by cash/ by transfer from Union Bank of India account at any of the branches through CBS.
- Deposit cheque favouring card number in any of the Union Bank branches.
- Issue standing instruction or Auto debit* of the account on due date.
- Through Mobile Banking and Internet Banking.
- Make online payment from any Bank account by NEFT/IMPS/ UPI modules etc.
- Payment through PG services from other Bank accounts.

Auto Debit: Standing Instruction is mandatory for all the cardholders who hold Bank account with the Union Bank of India. However, cardholder can opt for either MPD or total amount outstanding.

EMI Facility:

In order to facilitate card holders, to conveniently repay the card dues and to provide a competitive edge to our Credit Card product, for its increasing usage for high value merchant transactions, an option to make payments in Equated Monthly Installments (EMIs) shall be made available to the Cardholders.

Bank shall ensure complete transparency in the conversion of Credit Card transactions to Equated Monthly Instalments (EMIs) by clearly indicating the principal, interest and upfront discount provided by the merchant/Bank (to make it no cost), prior to the conversion. The same shall also be separately indicated in the Credit Card bill / Statement. EMI



Conversion with interest component shall not be camouflaged as zero-interest / no-cost EMI.

Bank shall ensure that loans offered through Credit Cards are in compliance with the instructions on loans & advances issued by the Reserve Bank from time to time.

Bank shall ensure that the credit limit as sanctioned and advised to the Cardholder is not breached at any point in time without seeking explicit consent from the Cardholder.

Accordingly, an EMI facility with the following salient features, as approved is in vogue.

1. Merchant transactions of Rs.5,000/- and above, except the under mentioned are eligible for EMI facility. Transactions less than Rs.5,000/- cannot be combined.
 - a. Cash withdrawal through ATM and Cash @ PoS
 - b. Transactions done at Bars.
 - c. Transaction made for Jewellery Purchases.
 - d. Amount spent through card on purchase of fuel at petrol pumps.
2. The EMI repayment period shall be 3/6/9/12 months as per convenience of the cardholder with Rate of Interest at 16% per annum under reducing balances.
3. One-time processing charges of 2% of transaction amount subject to a Minimum of Rs.200/- and a maximum of Rs.1,000/- shall be levied on the card, for each EMI request registered.
4. Interest shall be charged at the prescribed rate presently 16% per annum on reduced balances.
5. Pre-closure charges shall be levied at 2% of the outstanding amount under EMI still not due.
6. The monthly billing will include the amount spent during the month and the installment under EMI, falling due in the month.

Conversion of total outstanding balance of the card to 3/6/9/12 EMIs may be considered as one-time facility on selective basis, where there is no default in the card till date and card is been used for more than one year. However, for NPA cards, on case-to-case basis, restructuring guidelines of the Bank to be followed.

Procedure for availing EMI facility and maintenance:

On a successful completion of an eligible transaction, an automated SMS will be sent on the registered mobile number of the card holder, informing the EMI facility being available for the transaction. Upon receipt of SMS, cardholder can convert the transaction into 3/6/9/12 EMI, either through Credit Card mobile app or can call Toll free number and register EMI Request for eligible transactions.

Customers can avail the EMI facilities if provided by the Bank both Online/Offline at the time of transaction.



Once registered, the EMI schedule will commence from subsequent Billing cycle, depending on number of EMIs opted by card holder. General Manager - Credit Card & MAB Department shall have the delegated powers to make any changes in the procedure and operative guidelines of the EMI scheme.

Post-Billing Monitoring:

If current month bill is not paid by a cardholder by due date, soft tele-follow up shall be made and the cardholder shall be reminded to make the payment.

In addition to the random check on the genuineness of merchant transactions, all high volume transactions or exceptional transactions in higher limit card accounts may be monitored on daily basis during the first month of operations or for unusual transactions and any suspicious transactions shall be verified and cross checked with the cardholder. In the event of any transaction, which was not authorized by the cardholder and any fraudulent usage is observed; further usage of the card shall be blocked immediately. A replacement card with a new card number shall be sent to the cardholder on receipt of confirmation from the cardholder.

Fair Practices in Debt Collection:

In the matter of recovery of dues, Bank shall ensure that they, as also their agents, adhere to the extant instructions on Fair Practices Code for lenders. A model code of conduct for recovery agencies with the following provisions shall be put in place.

- a. The Recovery agents are advised to adhere to the extant guidelines on fair practices code while dealing with the cardholders for collection of card dues and also ensure the BCSBI code of Bank's commitment to customers.
- b. Bank/its Agents shall not resort to intimidation or harassment of any kind, either verbal or physical, against any person in their debt collection efforts, including acts intended to humiliate publicly or intrude upon the privacy of the credit cardholders' family members, referees and friends, making threatening and anonymous calls or making false and misleading representations.
- c. With regard to appointment of third-party agencies for debt collection, the Bank shall ensure that their Recovery Agents refrain from action that could damage the integrity and reputation of the Bank and that they observe strict customer confidentiality.
- d. Recovery agents carry the identification card issued by Bank and shall not adopt uncivilized, unlawful and questionable behavior on recovery process causing reputation loss to the Bank. Any complaints from the cardholders against Bank or recovery agents, related with Recovery of dues shall be dealt appropriately.
- e. All communications issued by Recovery agents must contain the Name, email-id, telephone number and address of the concerned Senior officer of the bank whom the customer can contact.
- f. Further, bank shall provide the name and contact details of the recovery agent to the cardholder immediately upon assigning the agent to the cardholder.



- g. The disclosure of customers' information to the DSAs/DMA/Recovery Agents shall also be limited to the extent that will enable them to discharge their duties. Personal information provided by the Cardholder but not required for recovery purposes shall not be released by the Bank.
- h. Bank shall ensure that the DSAs/DMA/Recovery Agents do not transfer or misuse any customer information during marketing of credit card products.
- i. Bank shall ensure that the appointment of service providers do not compromise the quality of the customer service and the card-issuers' ability to manage credit, liquidity and operational risks.
- j. In the choice of the service provider, the card-issuers shall be guided by the need to ensure confidentiality of the customer's records, respect customer privacy and adhere to fair practices in debt collection.
- k. Bank shall have a system of random checks and mystery shopping to ensure that their agents have been properly briefed and trained as to how to handle customers and are also aware of their responsibilities, particularly with regard to soliciting customers, hours for calling, privacy of customer information, conveying the correct terms and conditions of the product on offer.
- l. Bank shall ensure that its employees/agents do not indulge in mis-selling of credit cards by providing incomplete or incorrect information to the customers, prior to the issuance of a credit card. The Bank shall also be liable for the acts of its agents. Repetitive complaints received in this regard against any employee/agent shall be taken on record by the card-issuer and appropriate action shall be initiated against them including blacklisting of such agents. A dedicated helpline and email-id shall be made available to the cardholders to raise complaints against any act of mis-selling or harassment by the representative/Recovery Agents of the Bank.

Cardholder Services and Grievance Redressal:

Bank shall put in place a Grievance Redressal Mechanism within the card issuing entity and give wide publicity about it through electronic and print media as required. The name, direct contact number, email-id and postal address of the designated grievance redressal officer of the card-issuer shall be mentioned on the credit card bills and account statements.

The designated officer shall ensure that grievances of cardholders are redressed promptly without any delay.

The specific timelines for redressal of grievances shall be in accordance with the Board approved Policy on Grievance Redressal from time to time.

The grievance redressal procedure and the Board approved policy shall be displayed on the website of the card-issuer with a clearly visible link on the homepage.



Bank shall ensure that their call centre staff are trained adequately to competently handle and escalate, a complaint, if necessary.

The Grievance Redressal process shall have a provision for automatic escalation of unresolved complaints from a call center/base level to higher authorities. There shall be a system of acknowledging customers' complaints for follow up, such as complaint number/docket number, even if the complaints are received over phone

Bank has established a process for handling customer grievances and providing needed assistance, as part of better customer service. Bank has setup Call Centre/IVRS/ Help Line for inquires, requests and for recording any grievances. Bank has extended some of these services through the web module and Union Credit Card/U-Mobile app also.

Call center/IVRS is connected 24x7 with adequate number of telephone lines for easy reach of cardholder. Also, help desk at Department during Banking hours i.e. 10.00 AM to 5.00 PM to be made available.

Services offered by call center/help line/Union Credit Card app includes:

- a. Hot listing of Credit Card due to card loss.
 - b. PIN Change
 - c. Balance enquiry
 - d. Transaction / payment details.
 - e. Queries on payment discrepancy.
 - f. Register for statements through e-Mail.
 - g. Request for re-issue/replacement of cards.
 - h. Status of card sent for reissue/renewal/replacement.
- ❖ All the branches will help the customer to activate their cards and recommend for enhancement of card limit for customers from time to time by sending a communication to Credit Card & MAB Department.
 - ❖ Branches/ Department shall make efforts to examine and resolve the complaints and grievances at the earliest.
 - ❖ Bank shall display the grievance redressal procedure and the details of chief Grievance Redressal Officer on Bank's website.
 - ❖ Bank shall put in place a system of grievance redressal where customer complaints are first acknowledged, a complaint number is given for reference and necessary steps are taken to ensure closure within turnaround time.
 - ❖ All complaints received from cardholder over phone / e-mail / post shall be acknowledged and redressed within a reasonable time depending upon the nature of complaint. However, in matters involving inter-Bank disputes, the timelines set by respective networks will be followed.

To have a concerted approach in dealing with card holders the queries of cardholders shall be categorized into separate categories.

Bank shall display the Board approved Credit Card Policy on its Website.



Requests & Enquiries, Grievances & Complaints:

i) Requests and Enquiries:

Normally, the request & enquiries from the card holders will be as below:

- Request for change of address.
- Enquiries about details of bill.
- Balance enquiries
- Request for statement of account.
- Report loss of Credit Card.
- Request for issue of duplicate card/ PIN.
- Request for up gradation of card or enhancement of credit limit.
- Request for Add-on cards.
- Request for activation of blocked card.
- Request for activation of blocked PIN.
- Enquiries on status of application.
- Enquiries about non-receipt of card or PIN.
- Request for waiver of Annual Subscription / Late payment fees / Service charges.
- Request for cancellation of card.
- Enquiry about non-acceptance of Card / Transaction.
- Request on Registering for Second Factor Authentication for One Time Password (OTP) for online transactions.

It shall be the endeavor of the Department to ensure that all requests and enquiries received over phone at Help Desk are answered immediately. All requests and enquiries received through emails / post shall be redressed at the earliest.

ii) Grievances:

Grievances arising on account of non-compliance of cardholders' requests within reasonable time.

- Looking after grievances on wrong billing such as double debits, non-acceptance of transaction etc.
- Grievance about non-receipt of cash through ATM
- Grievance about credit not posted.
- Grievances on non- receipt of bills/PINs/cards

An option to lodge complaint has also been provided at all branches through CBS Menu.

If a complainant does not get satisfactory response from the Bank within a maximum period of one month from the date of lodging the complaint, he / she will have the option to approach the Office of the concerned RBI Ombudsman for redressal of his/her grievance(s).



Protection of Customer Rights:

As mandated by RBI, Bank shall frame and circulate to all its cardholders, the Most Important Terms and Conditions (MITC) of Card activation and utilization.

1. All cardholders shall be clearly informed about the Most Important Terms and Conditions (MITC) covering the following details:
 - a. Fees and Charges
 - b. Cash Withdrawal limits,
 - c. Billing,
 - d. Default and circumstances,
 - e. Termination/ revocation of card membership,
 - f. Loss/Theft/Misuse of card and
 - g. Grievance Redressal and Compensation Framework; and
 - h. Disclosure.
2. During Marketing, aforesaid item 'a' shall be disclosed.
3. Particulars mentioned under aforesaid items 'a' to 'c' above shall be disclosed in the application form.
4. In the welcome kit of Credit Cards, MITC on the aforesaid items 'a' to 'h' are provided with explanation.
5. MITC are available in Bank's Website and updated from time-to-time.
6. Monthly Bill sent to the cardholder will have the items from a, b and c.

The details of the Most Important Term & Conditions and charges presently levied on the card are furnished in *Annexure V*.

Any changes in the Terms and Conditions shall be with the approval of ORMC and such changes shall be intimated with prospective effect, giving one-month notice to the cardholders through monthly bills, SMS, brochures enclosed with the monthly bills and published in our Bank's website.

Cardholders shall also be kept informed, as per guidelines on any new/ modifications of Terms and conditions, charges, value additions, facilities, etc.

Other Provisions:

Cardholder's rights in relation to personal privacy, clarity related to rights and obligations, preservation of records, maintaining confidentiality of customer information and fair practices in debt collection shall be maintained.

1. Bank shall not issue unsolicited cards/upgradation. If it is done and activated without the explicit consent of the recipient and the latter is billed for the same, the Bank shall not only reverse the charges forthwith, but also pay a penalty without demur to the recipient amounting to twice the value of the charges reversed.



2. If such cards are misused before reaching the persons in whose names these have been issued, any loss arising out of misuse of such unsolicited cards shall be the responsibility of the Bank only.

Bank may initiate outbound calls through call center for marketing Credit Cards. However, Customers who inform the Bank that they do not wish to receive unsolicited calls/ SMS for marketing of our Credit Card products, as per statutory guidelines, will have the option to register at "Do Not Call Register" (DNCR) maintained by telecom companies. The Do Not Call Registry numbers are not passed on to any unauthorized person/s and Bank is not engaging any Tele-Marketers for marketing of card products.

Customer confidentiality:

1. Bank shall obtain specific consent from the applicant with explicit option for sharing the information with other agencies. The purpose and implications of sharing the information are explained and provided in the application. Bank shall ensure strict compliance to the extant legal framework on data protection.
2. For providing information relating to credit card history / repayment record of the cardholder to a Credit Information Company (that has obtained Certificate of Registration from RBI), the Bank shall explicitly bring to the notice of the customer that such information is being provided in terms of the Credit Information Companies (Regulation) Act, 2005.
3. Before reporting default status of a credit cardholder to a Credit Information Company, the Bank shall ensure that it adheres to a procedure, duly approved by the Board, including issuing of a seven day notice period to such cardholder about the intention to report him/her as defaulter to the Credit Information Company.
4. In the event the Customer settles his/her dues after having been reported as defaulter, the Bank shall update the status within 30 days from the date of Settlement.
5. Bank to be particularly careful in the case of cards where there are pending disputes. The disclosure/release of information, particularly about the default, shall be made only after the dispute is settled.
6. In all cases, a well laid down procedure shall be transparently followed and be made a part of MITC.

Compensation Framework :

Bank shall be liable to compensate the complainant for the loss of his/her time, expenses, financial loss as well as for the harassment and mental anguish suffered by him/her for the fault of the Bank and where the grievance has not been redressed in time.



Bank shall be guided by the Policy on Compensation, Grievance Redressal and Customers Rights for financial losses which customers might incur due to deficiency in the services offered by the Bank which can be measured directly. The commitments as per the Policy on Compensation, Grievance Redressal and Customers Rights are without prejudice to any right, the Bank will have in defending its position before any Forum duly constituted to adjudicate banker-customer disputes.

Compensation with respect to Frauds:

Since Bank issues EMV Credit Cards, frauds due to card cloning/ counterfeiting has been reduced to a great extent. Bank sends One Time Password (OTP) for all domestic online transactions as second factor authentication as SMS to Registered Mobile Number. Bank also sends SMS alerts on successful completion of transactions to the cardholder.

Whenever a cardholder has informed about fraudulent use of his/her card, Bank shall examine such complaint and do the necessary initial investigation. On confirming that prima facie there is fraud and it happened without connivance or negligence of the customer, Bank shall initiate the chargeback to get back the amount from the acquiring Bank/merchant. Wherever the disputes could not be resolved through chargeback, Bank shall raise Pre-arbitration/ Arbitration claim against the acquiring Bank/ merchant.

However, since such procedures would take long time to settle, Bank, in the meantime, will consider releasing the money to the customer by debit of a separate suspense account, pending such settlement, to gain the customer confidence and avoiding reputational loss. Whenever the charge back claim is settled, such amount is adjusted against the compensation paid through suspense account.

Meantime, Credit Card Department will place the matter before the competent authority as per IC 1714 dated 30/09/2019, if department is convinced that on prime facie fraud has happened without the negligence of the customer and customer has taken all the preventive measures like replacing the card on foreign visit etc.-

On the basis of conclusion given by the committee, if element of fraud Observed/concluded, Credit Card department will report the matter to Fraud Risk Management Department, Central Office for further investigation and reporting purposes.

The write-off should be considered as a last resort, after exploring all efforts for its adjustment and delegated authority should be exercise judiciously.

Liability of Customer:

Liability of Customer against unauthorized transaction will be governed by Banks Compensation Policy issued from time to time.



**Annexure I
Credit Cards at a glance**

Type of Fee	VISA Gold	Visa Platinum	VISA Signature	RUPAY Platinum	Rupay Select	UNICARBON (HPCL) (Rupay Platinum)	JCB Wellness (Rupay Select)	JCB Health (Rupay Platinum)	Union MSME (Rupay Select)
Eligibility	Major Resident Indian Nationals								
Age criteria (For Salaried)	18-65 Yrs.	18-65 Yrs.	18-65 Yrs.	18-65 Yrs.	18-65 Yrs.	18-65 Yrs.	18-65 Yrs.	18-65 Yrs.	--
Age criteria (For Professionals)	18-70 Yrs.	18-70 Yrs.	18-70 Yrs.	18-70 Yrs.	18-70 Yrs.	18-70 Yrs.	18-70 Yrs.	18-70 Yrs.	--
Age criteria (against Term Deposits)	Min : 18 Years	Min : 18 Years	Min : 18 Years	Min : 18 Years	Min : 18 Years	Min : 18 Years	Min : 18 Years	Min : 18 Years	--
Minimum Income	Rs.1.80 lakhs per annum	Rs.2.50 Lakhs per annum	Rs.10.00 Lakhs per annum	Rs. 2.50 lakhs per annum	Rs.7.50 lakhs per annum	Rs.2.50 lakhs per annum	Rs.7.50 lakhs per annum	Rs. 2.50 lakhs per annum	--
CIBIL SCORE	Other than PSU/Central Government /State Government employees >=700 or -1; for Government Servants >=650 or -1. (Sanction of Credit Cards to the borrowers having CIBIL score of -1 is vested with RO/FGMO even if it comes under the branch delegation to sanction the Credit Card. In case of branches which are reporting directly to CO Verticals, it should be referred to the respective verticals for placing the same to CACs.)								
Base Card Limit	Rs.10,000/-	Rs.50,000/-	Rs.2.00 lakhs	Rs.10,000/-	Rs.1.50 lacs	Rs.10,000/-	Rs.1.50 lacs	Rs.50,000/-	Rs.20,000/-
Against Deposit (without Income Proof & scoring)	Min Deposit Rs. 20,000/-	Min Deposit Rs.67,000/-	Min Deposit Rs.2.67 lakhs	Rs.13,500/-	Rs.2,00,000	Rs.13,500/-	Rs.2,00,000	Rs.67,000	--
Margin	with 25% margin								--



Type of Fee	VISA Gold	Visa Platinum	VISA Signature	RUPAY Platinum	Rupay Select	UNICARBON (HPCL) (Rupay Platinum)	JCB Wellness (Rupay Select)	JCB Health (Rupay Platinum)	Union MSME (Rupay Select)
Against Deposit Card base Limit	Rs.15,000/-	Rs.50,000/-	Rs.2.00 lakhs	Rs.10,000/-	Rs.1.50 lakhs	Rs.10,000/-	Rs.1.50 lakhs	Rs.50,000	--
Validity of Card	Globally Valid across VISA/ PULSE/ Diners Club network								
Validity period	4 Years from the date of issue of Card								
Compatibility of Card	All cards are Compatible for PoS, ATM, Internet & IVR transactions								
Welcome Benefits	-	-	-	-	-	Up to Rs.300/- by way of credit to the Bill. The Customer has to purchase fuel worth Rs.300 and above at HPCL authorized fuel outlet within 60 days from activation of card	Rs 22,000/- worth Spa Services , Health Checkup , Gym Access , Golf Program , Merchant Offers	Rs.31,750/- worth medical as well as lifestyle services on the activation of the card.	-
Admission/Joining Fee	NIL	NIL	NIL	NIL	NIL	Rs.499/-	Rs.999/-	Rs.499/-	NIL
Annual Fees - Main card	Rs.299/-	Rs.399/-	Rs.1,999/-	Rs.299/-	Rs.499/-	Rs.499/-	Rs.999/-	Rs.499/-	NIL
Annual Fees - Add on card	Rs.199/-	Rs.299/-	Rs.999/-	Rs.199/-	Rs.399/-	Rs.199/-	--	--	No add on card



Type of Fee	VISA Gold	Visa Platinum	VISA Signature	RUPAY Platinum	Rupay Select	UNICARBON (HPCL) (Rupay Platinum)	JCB Wellness (Rupay Select)	JCB Health (Rupay Platinum)	Union MSME (Rupay Select)
Annual Fees waived in the first year and not levied if usage in the previous year is	Rs.30,000/-	Rs.50,000/-	Rs.2,70,000	Rs.30,000/-	Rs.50,000/-	Rs.1,00,000/-	Rs.1,00,000/-	Rs.50,000/-	NA
Free Credit Period	21 to 50 days depending up on the date of purchase								
Roll Over Facility	2.50% <i>p.m.</i> / 30% <i>on annualized basis</i> (2.95% <i>p.m.</i> / 35.4% <i>on annualized basis</i> if MPD is not paid)								
Accidental Insurance Coverage	Rs. 5.00 Lakhs	Rs. 10.00 Lakhs	Rs. 30.00 Lakhs	Rs. 2.00 Lakhs	Rs. 10.00 Lakhs	Rs.10.00 lakhs	Rs.10.00 lakhs	Rs. 10.00 lakhs	Rs. 10.00 lakhs
Premium Payment	Borne by the Card holder	Borne by the Card holder	Borne by the Card holder	Being borne by NPCI presently	Being borne by NPCI presently	Being borne by NPCI presently	Being borne by NPCI presently	Being borne by NPCI presently	Being borne by NPCI presently
lost Card Insurance Coverage	Up to Rs.1.50 Lakhs	Up to Rs.1.50 Lakhs	Up to Rs.1.50 Lakhs	Up to Rs.1.50 Lakhs	Up to Rs.1.50 Lakhs	Up to Rs.1.50 lakhs	Up to Rs.1.50 lakhs	Up to Rs.1.50 lakhs	Up to Rs.1.50 lakhs
Cash Advance Limit	20% of the Card limit	30% of the Card limit	40% of the Card limit	30% of the Card limit	40% of the Card limit	40% of the Card limit	40% of the Card limit	30% of the Card limit	Not allowed
Lost Card Charges	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Card Replacement Charges	Rs.149/-	Rs.249/-	Rs.299/-	Rs.149/-	Rs.249/-	Rs.149/-	Rs.149/-	Rs.149/-	Rs.249/-



Type of Fee	VISA Gold	Visa Platinum	VISA Signature	RUPAY Platinum	Rupay Select	UNICARBON (HPCL) (Rupay Platinum)	JCB Wellness (Rupay Select)	JCB Health (Rupay Platinum)	Union MSME (Rupay Select)
Charge Slip Request Charges	Rs. 200/-	Rs.200/-	Rs.200/-	Rs.200/-	Rs.200/-				
Transactions charges at Railways	1.5%+ IRCTC Charges	1.5% + IRCTC Charges	1.5% + IRCTC Charges	1.5%+ IRCTC Charges	1.5% + IRCTC Charges	1.5% + IRCTC Charges	1.5% + IRCTC Charges	1.50 %+ IRCTC Charges	1.50 %+ IRCTC Charges
Surcharge on fuel purchase Waiver	1% up to Rs.100 p.m.	1% waiver on transaction value of Rs.200 and above at HPCL outlets with a cap of Rs.100 per billing cycle.	1% up to Rs.100 p.m	1% up to Rs.100 p.m.	1% up to Rs.100 p.m				
Foreign Currency Markup Fee	3.00%	3.00%	3.00%	3.00%	3.00%	3.00%	3.00%	3.00%	3.00%
Temporary Enhancement charges per occasion	Rs.200/-	Rs.200/-	Rs.200/-	Rs.200/-	Rs.200/-	Rs.200/-	Rs.200/-	Rs.200/-	Not allowed
Hot Listing Charges	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Hot Listing charges if MPD Not paid	Rs.200/-	Rs.200/-	Rs.200/-	Rs.200/-	Rs.200/-	Rs.200/-	Rs.200/-	Rs.200/-	Rs.200/-



Type of Fee	VISA Gold	Visa Platinum	VISA Signature	RUPAY Platinum	Rupay Select	UNICARBON (HPCL) (Rupay Platinum)	JCB Wellness (Rupay Select)	JCB Health (Rupay Platinum)	Union MSME (Rupay Select)
Cash withdrawal through own Bank ATMs	3 % or with Min Rs 200/-	3 % or with Min Rs 200/-	3 % or with Min Rs 200/-	3 % or with Min Rs 200/-	3 % or with Min Rs 200/-	3 % or with Min Rs 200/-	3 % or with Min Rs 200/-	3 % or with Min Rs 200/-	Not allowed
Cash Withdrawal charges Other Bank ATMs	3 % or with Min Rs 200/-	3 % or with Min Rs 200/-	3 % or with Min Rs 200/-	3 % or with Min Rs 200/-	3 % or with Min Rs 200/-	3 % or with Min Rs 200/-	3 % or with Min Rs 200/-	3 % or with Min Rs 200/-	Not allowed
Bal. Enquiry in Own ATMs	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Balance Enquiry in Other Bank ATMs	Rs. 20/-	Rs. 20/-	Rs. 20/-	Rs.20/-	Rs.20/-	Rs.20/-	Rs.20/-	Rs.20/-	Rs.20/-
Interest on cash advance charges	2.5% per month from date of withdrawal								NA
Service charge on revolving credit facility if MPD is NOT paid within due date	2.95% per month from the date of Transaction	2.95% per month from the date of Transaction	2.95% per month from the date of Transaction	2.95% per month from the date of Transaction	2.95% per month from the date of Transaction	2.95% per month from the date of Transaction	2.95% per month from the date of Transaction	2.95% per month from the date of Transaction	2.95% per month from the date of Transaction
Over Limit charges	2.5% of the over limit amount, minimum Rs.250/-								
Green PIN Charges	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Cheque return Fee	Rs. 250	Rs. 250	Rs. 250	Rs. 250	Rs. 250	Rs.250	Rs.250	Rs.250	Rs.250



Type of Fee	VISA Gold	Visa Platinum	VISA Signature	RUPAY Platinum	Rupay Select	UNICARBON (HPCL) (Rupay Platinum)	JCB Wellness (Rupay Select)	JCB Health (Rupay Platinum)	Union MSME (Rupay Select)
Late Payment Charges									
Up to Rs. 25,000/-	Rs.200/-	Rs.200/-	Rs.200/-	Rs.200/-	Rs.200/-	Rs.200/-	Rs.200/-	Rs.200/-	Rs.200/-
Above Rs.25,000/-	Rs.500/-	Rs.500/-	Rs.500/-	Rs.500/-	Rs.500/-	Rs.500/-	Rs.500/-	Rs.500/-	Rs.500/-
Statement for > 3 months	Rs. 50/- per statement	Rs. 50/- per statement	Rs. 50/- per statement	Rs. 50/- per statement	Rs. 50/- per statement	Rs. 50/- per statement	Rs. 50/- per statement	Rs. 50/- per statement	Rs. 50/- per statement
EMI facility:	EMI facility can be availed for 3/ 6 /9 / 12 months, except for Gold purchase, Cash withdrawals and fuel transactions, transactions at BAR								
Processing Fee	Processing fee 2% minimum Rs.200/- and maximum Rs.1,000/- per transaction								
Rate of Interest	16% p.a., on reducing balances								
Pre-Closure Fee	2% of the outstanding amount under EMI still not due.								
Eligible Reward points for Redemption	500 Points	750 Points	1000 Points	750 Points	1000 Points	750 Points	1000 Points	750 Points	1000 Points



Type of Fee	VISA Gold	Visa Platinum	VISA Signature	RUPAY Platinum	Rupay Select	UNICARBON (HPCL) (Rupay Platinum)	JCB Wellness (Rupay Select)	JCB Health (Rupay Platinum)	Union MSME (Rupay Select)
Reward Points per Rs.100 Spent	1 Point	2 points	4 points	2 points	4 points	2 points	4 reward points on spend towards Dining, Shopping, Groceries and Departmental Stores &Apparel. 2 points on all other non-fuel spends	2 points	4 points
Lounge Access	No	No	Complimentary Domestic lounge access across India -2 per quarter and International lounge access - 1 per year	-	Complimentary Domestic lounge access across India -2 per quarter and International lounge access - 2 per year	No	Complimentary Domestic lounge access across India -2 per quarter and International lounge access - 2 per year	Complimentary Domestic lounge access across India -2 per quarter and International lounge access - 2 per year	Complimentary Domestic lounge access across India -2 per quarter and International lounge access - 2 per year

All charges are exclusive of GST.

In case of VISA Business Platinum Corporate Cards, Admission Fee shall be Rs. 1,500/- and Annual Fee shall be Rs. 2,000/- per card.

The above charges are subject to changes and for latest changes, please visit our website <https://onlinecreditcards.UnionBank.in/>



Additional features of Union Unicarbon card:

Rewards Program:

On every Rs.100 spend on non-fuel transaction the cardholder will earn 2 reward points.

1 Reward Point = Rs. 0.25 i.e. for every Rs. 100 spend on above non-fuel transactions cardholder will earn Rs. 0.50.

Cash Back Benefits:

1) 16 reward on fuel spends for transaction value of Rs.500 and above at authorized HPCL outlets which would be equivalent to Rs.4.00 cashback on every Rs. 100.00 spend (i.e.,4% Cash back) up to a maximum of Rs.150 per billing cycle per card.

2) Additional 1.50% cash back in the form of 6 payback points on transactions made on HP Pay App of HPCL through "UNI CARBON" Card. These points will be credited to HP Pay App.

Milestone rewards:

On reaching spends of Rs. 1,25,000 in a year cardholder will get additional points in the form of milestone rewards.

On reaching annual spends (Rs.)	Additional rewards points earned	Cumulative rewards points earned
1,25,000	500	500
1,50,000	600	1,100
1,75,000	700	1,800
2,00,000	800	2,600

Customer will receive additional 1,000 rewards for every Rs. 50,000 spends beyond Rs. 2.00 lakh in a billing year.

Milestone rewards points will accrue over and above the normal rewards and cash backs.

Cardholders will be able to enjoy many benefits and offers brought out by NPCI from time to time basis including entertainment, lifestyle, travel, shopping, food delivery etc.

Various scenarios of cashback by using "UNI CARBON" Credit Card at HPCL outlets:

1. Using the card at HPCL outlets through PoS: Cardholder will get 4% cash back {16 reward points) and 1% fuel surcharge waiver to his card account, i.e., a total of 5% Cashback.
2. Using the card for loading money to HP Pay wallet: Cardholder will get 1.50% cash back (6 pay back points) in their HP Pay wallet, i.e., 1.50% cashback.
3. Using the card for payment at HPCL outlets through HP Pay App: Cardholder can get 4% cash back(16 Reward points) and 1% fuel surcharge waiver to his card account and 1.50% cashback (6 pay back points) in their HPPay wallet, i.e., a total 6.50% cashback.

*Cashback/offers available subject to monthly cap/limit mentioned above.

Redemption: Redemption of rewards can be made in the form of cashback or through Union Rewards or through HPPAY App. {towards purchase of HPCL products only). Each reward is equivalent to Rs.0.25.



Additional features of Union JCB Health Card:

This card is specially designed keeping in view of Medical, Medical products and Home and Lifestyle expenses. The basic features of the card are as follows.

Sr.No.	Medical facilities and approximate Benefit (Amount in Rs.)		Wellness facilities and approximate benefit (Amount in Rs.)		Home and Life style facilities and approximate Benefit (Amount in Rs.)		Home Digital Protection facilities and approximate Benefit (Amount in Rs.)		Free Insurance cover facility and approximate Benefit (Amount in Rs.)	
1	Tele Consultation	4000	Dietician	2000	Car Wash	3000	Antivirus device protection	1000	Personal accident and disability cover	Upto Rs.10 lacs
2	Psychologist	4000	Fitness training	3000	Car Services	3000	Email account monitoring from Cyberior	500		
3	Diagnostic packages	3500			Home appliances Repair	3000				
4	Medicine delivery	750			Fashion stylish consultation	2000				
5					Hobby development	2000				
	Total	12250		5000		13000		1500		

Along with the above, Customers can also avail all the offers provided by RuPay, JCB and our Bank from time to time for further details on the offers customers may visit website <https://unioncards.unionbankofindia.co.in>

1.	Redemption	Redemption of rewards can be made in the form of cash back or through Union Rewards Loyalty program
2.	EMI Conversion	A flexible repayment option to conveniently repay the card dues for high value merchant transactions.

For every spend of Rs.50,000 beyond Rs. 2.00 lakh, customers will receive incremental reward of 2000 points.

Also, Customers are facilitated with additional benefits during travel outside India in the form of discounts & offers. Similar to NPCI, JCB too tied up with merchants at the selected international destinations and the card holders can enjoy the benefits brought out by JCB on top of the existing RuPay Platinum Offers like international airport lounge access, city lounges, shopping, dining etc.

- Cash Withdrawals through ATMs are allowed, which will attract a convenience charge on the amount withdrawn, along with finance charges at the applicable rate from the date of withdrawal to the billing date.
- No finance charges will be levied on PoS/ E-commerce merchandise transactions even when the roll over facility opted. However, roll over charges are applicable at the time of billing, if full due amount is not paid.



Additional features of Union JCB Wellness Card: The annual benefits on this card are worth INR 22,000 as mentioned below:

Features & Benefits	Merchant Partner	Description
Spa Services - Complimentary & Discounted Program	O2 Spa	Per 60 Min Massage (Swedish/Aromatherapy)
	Four Fountains	Per 60 Min Massage Session
Health Check Up - Complimentary (once in a year)	Thyrocare	Diagnostic Test
	SRL Diagnostics	Diagnostic Test
Gym Access Program - 15/30 days free trial (once in a year)	Golds Gym	Membership Program(30days)
	Talwalkars	Membership Program(30days)
Golf Program - Complimentary(once in a year) Lounge Program - Domestic & International	Golf Rounds/ Lessons	Per Round
	Domestic	Two per Quarter
	International	Two per Year
Merchant Offers	Select Merchants	Discount on shopping, dining and travel merchants

The list of cities where the Spa and golf course services would be available are mentioned below

SPA Services	Golf Course Services
Delhi	Bengaluru
Bengaluru	Chennai
Chennai	Hyderabad
Hyderabad	Ahmedabad
Mumbai	Kolkata
Pune	Jaipur
Ahmedabad	Chandigarh
Kolkata	Kodaikanal
Jaipur	Cochin
Chandigarh	Mumbai
	Gurugram
	Jorhat
	Goa
	Visakhapatnam

Milestone Rewards	On reaching spends of Rs. 1,50,000 in a year get additional rewards on reaching milestones
	INR 1,50,000 - 1000 Points INR 2,00,000 - 1500 points INR 2,50,000 - 2000 points

Other features:

All other features as per MITC of other Credit Cards mentioned in the Policy and may visit our website <https://unioncards.unionbankofindia.co.in> from time to time.



ANNEXURE - V

MOST IMPORTANT TERMS AND CONDITIONS (MITC) - CREDIT CARDS

A. FEES AND CHARGES

ADMISSION / JOINING FEE AND ANNUAL FEE:

- Admission / Joining Fee is a one-time fee collected from the Cardholders upon activation of the Card and may vary for different Card Variants.
- Annual Fee is a fee collected in advance at the beginning of the second year of the Card.
- Both Joining Fee and Annual fee as mentioned hereunder will be charged to the Principal Cardholders Credit Card account and would be reflected in the monthly Credit Card statement of the month in which it is charged.
- No refund of the fees will be available.

Card Variant	Admission / Joining Fee		Annual Fee	
	Primary	Add on	Primary	Add on
VISA Gold	NIL	NIL	Rs 299/-	Rs 199/-
VISA Platinum	NIL	NIL	Rs 399/-	Rs 299/-
VISA Signature	NIL	NIL	Rs 1999/-	Rs 999/-
RuPay Platinum	NIL	NIL	Rs 299/-	Rs 199/-
RuPay Select	NIL	NIL	Rs 499/-	Rs 399/-
Union UNI-CARBON	Rs 499/-	NIL	Rs 499/-	Rs 199/-
JCB Wellness	Rs 999/-	NA	Rs 999/-	NA
JCB Health	Rs 499/-	NA	Rs 499/-	NA
Union MSME	NIL	NA	NIL	NA
VISA Business Platinum Corporate Cards	Rs.1,500/-	NA	Rs.2,000/-	NA

Annual fee will be waived if usage in the previous year is	VISA Gold / RuPay Platinum	Rs.30,000/-
	VISA Platinum / RuPay Select / JCB Health	Rs.50,000/-
	Union UNI-CARBON / JCB Wellness	Rs.1,00,000/-
	VISA Signature	Rs.2,70,000/-



CASH ADVANCE (WITHDRAWAL) FEE

- Union Bank of India Credit Card holders have been provided with the facility to withdraw cash from any Bank ATM within the stipulated limit as mentioned at Point B on Drawal Limits.
- All Cash advances attract interest @ 2.5% p.m. from the date of withdrawal / advance.
- A Cash Advance fee as tabulated hereunder will be charged to the Cardholder upon availing this facility.

Cash Withdrawal at own Bank ATMs	3% of Cash Advance subject to a Min of Rs.200/-
Cash Withdrawal at Other Bank ATMs	3% of Cash Advance subject to a Min of Rs.200/-

SERVICE CHARGES

Card Replacement Charges	VISA Gold/ RuPay Platinum/ Union UNI-CARBON/ JCB Wellness/ JCB Health	Rs.149/-
	VISA Platinum/ RuPay Select/ Union MSME	Rs.249/-
	VISA Signature	Rs.299/-
Lost Card Charges	NIL	
Charge slip Request Charges	Rs 200/-	
Temporary Enhancement (Not allowed for Union MSME)	Rs 200/- per occasion	
Hot Listing Charges	Nil	
Hot Listing Charges if MAD not paid	Rs. 200/-	
Balance enquiry Charges	At own Bank ATM - Nil At other Bank ATM - Rs. 20/-	
Green PIN Charges	Nil	
Cheque Return Charges	Rs. 250/-	
Over limit Charges	2.5% of the over limit amount, Minimum Rs. 250/-	
Foreign Currency Markup Fee	3%	



Fuel Surcharge Waiver	a. 1% upto Rs 100/- per month (except Union UNI-CARBON Card) b. For Union UNI-CARBON card 1% waiver on transaction value of Rs 200/- and above at HPCL outlets with a cap of Rs 100/- per billing cycle
Transaction Charges at Railways	1.5% + IRCTC Charges
Late Payment Charges	a. Outstanding dues upto Rs 25000/- - Rs.200/- b. Outstanding dues above Rs.25,000/- - Rs 500/-
Statement for >3 months	Rs 50/- Per statement

EMI FACILITY

Cardholders can avail EMI facility on all merchant transactions of Rs.5,000/- & above, except on Jewellery purchases, Cash withdrawal through ATMs and Cash @ PoS, Purchase of fuel at Petrol Pumps and transactions at Bars. The facility can be availed for 3 / 6 / 9 / 12 months. This facility attracts the following charges.

Rate of Interest	16% per annum on reducing balances
Processing Fee	2% with a Minimum of Rs 200/- and Maximum of Rs 1000/-
Pre-closure charges	2% of the Outstanding Amount

All the above Fees & Charges are exclusive of GST.

The above charges are subject to change. For latest charges, please visit our website <https://unioncards.unionbankofindia.co.in/> .

INTEREST-FREE (GRACE) PERIOD:

The Interest-free credit period could range from 20 to 50 days. However, this is applicable only on retail purchases and if the previous month's balance has been cleared in full. There is no Interest-free grace period for Cash withdrawals from ATMs (Cash Advance).

FINANCE CHARGES

If Minimum Amount Due (MAD) paid by Payment Due Date	2.50% p.m. / 30% on annualized basis
If Minimum Amount Due (MAD) not paid by Payment Due Date	2.95% p.m. / 35.4% on annualized basis

FINANCE CHARGES CALCULATION (ILLUSTRATIVE EXAMPLE):

In the event a Credit Cardholder chooses not to pay his/her Outstanding balance in full on the due date, the Cardholder will not have any Grace period and Finance charges are payable at the monthly interest rate.



For Cash Withdrawals (Cash Advance), there is no Grace period and interest is payable from the date of withdrawal.

Example:

Considering Billing date 25th of every month
Transaction Period: 25th Aug'22 to 24th Sept'22
Billing Date: 25th Sept'22 and Due Date: 15th Oct'22 (20days after billing date)

Date of Transaction	Transaction Particulars	Amount
30-08-2022	Grocery	5000 Dr
10-09-2022	E-comm	10000 Dr

Assuming no previous balance carried forward from 25th Aug'22, the Statement generated on 25th Sep'22 shows an outstanding balance of Rs. 15000/-. MAD @ 5% would be Rs.750/- with Payment Due date as 15th Oct'22.

1. If the entire outstanding of Rs.15,000/- is paid by due date i.e. on or before 15th Oct'22, no finance charges will be levied.

2. If MAD paid on or before Payment Due date:

MAD of Rs. 750/- paid on 15th Oct'22, Bank will charge finance charge @ 2.50% p.m. on remaining balance i.e. @ 2.50% on Rs. 14,250/- for one month.

Statement generated on 25th Oct'22 shows total dues as Rs. 14,670.37 [i.e. Rs.14250 + Interest amount Rs. 356.25+ GST Rs. 64.12] and MAD @ 5% on Rs.14,670.37 i.e. Rs.740/- (rounded off to the next 10).

3. If MAD is not paid on or before Payment Due date:

Bank will charge finance charge @ 2.95% p.m. on total due amount i.e. @ 2.95% on Rs. 15000/- for one month and late payment fee Rs. 200/- shall be levied.

Statement generated on 25th Oct'22 shows total dues as Rs. 15,758.15 [i.e. Rs.15000 + Interest amount Rs. 442.50+ GST Rs. 79.65 + Late fee Rs. 200 + GST Rs. 36] and MAD @ 5% on Rs.15,758.15 i.e. Rs.790/- (rounded off to the next 10).

B. DRAWAL LIMITS

- The Bank will at its sole discretion, determine the Credit Limit and Cash Advance Limit and notify the Cardholder.
- The available Credit Limit to the Cardholder will be the unutilized value of the Credit Limit at any point of time after taking into account, the balance outstanding and any transaction already done by the Cardholder, but not received by the Bank for processing as on that date.
- The Bank at its sole discretion may consider Renewal, Enhancement / Reduction in Credit Limit/ Cash Advance Limit based on proven income as per Bank's policy guidelines.
- The total limit will be terminated upon cancellation of the Credit Card.



➤ The Cash withdrawal limits for all Card variants is as under.

VISA Gold	20% of Card Limit
RuPay Platinum/ VISA Platinum/ JCB Health	30% of Card Limit
RuPay Select/ VISA Signature/ Union UNI-CARBON/ JCB Wellness	40% of Card Limit
Union MSME / VISA Corporate Business Card	Cash withdrawals not Allowed

C. BILLING

Bills will be mailed by the Credit Card Department on the 25th of every month to the Registered e-mail ID provided by the cardholder. Bills are sent to cardholders provided there is (1) usage in the card (2) any outstanding amount in the Card and (3) any Credit balance in the Card.

- i. Due Date for payment of the bill amount will be 14th/15th of the succeeding month i.e. 20 days from the date of Billing.
- ii. To find out the details of the Bill, Card holder can contact the Bank through 24x7 National Toll-free No. 1800 425 1515 or Phone No. 040-24683219 / 3210 /3220 or during office hours,
- iii. Non-receipt of the Bill will not absolve the Card holder's obligation or liability under the agreement. Card holders are expected to settle the bills based on usage of the Card / Charge slips or by inquiring the bill amount on the above numbers or through Mobile App (Union Credit Card App / VYOM).
- iv. **Rollover Credit Facility:** Card holder can choose to pay "Minimum Amount Due" (MAD) as shown in the Bill. MAD is 5% of the total amount due with a minimum of Rs. 100/- plus unpaid MAD, if any, of the previous month plus EMI payable during the month.
- v. If only MAD is paid on or before Due Date, the outstanding balance will be rolled over to the subsequent month. The Roll-over balances attract Finance charges as mentioned under the head 'Fees and charges' above.
- vi. Card holder is also at liberty to pay the total dues or MAD or any amount between the MAD and total dues.
- vii. The liability arising out of the usage of Add-on Card will be that of the Principal Cardholder only.
- viii. Making only the minimum payment every month would result in the repayment stretching over months/years with consequential compounded interest payment on the outstanding balance.

Method of Payment

- I. Payment of Credit Card bills are accepted in cash or cheque or any other Bank cheque/DD across the counter at all Branches of Union Bank of India.
- II. Customers can opt for standing instructions / Auto debit for payment of "Total bill amount" OR "Minimum Amount Due" from their linked Operative Account. Sufficient balance is to be maintained in such Operative account to execute the Standing instruction on due date.
- III. Card holders who have opted for Internet Banking facility can make the payment through the option available by logging in to <https://www.unionbankonline.co.in> .



IV. Credit Card holders can also make payment from any other Bank through NEFT /IMPS. Such cardholders have to provide the following details to their Bank along with Credit Card number:

Name of the Beneficiary Bank : **Union Bank of India**
Branch Name : **Credit Card & MAB Department**
IFSC Code : **UBIN0807826**
Account number of Beneficiary : **16 Digit Credit Card Number**
Name of the Beneficiary : **Union Bank Credit Card & MAB
Department**

Sender's information : **Mobile number & e-mail ID**

Payment can be made through UPI and Payment Gateway also.

The VPA (Virtual Payment Address) for payments via UPI will be as per following syntax:

cc<XXXXXXXX>@ubicard; where <xxxxxxx> stands for Credit Card customer ID.

- V. In the event of dishonour of cheque or if standing instruction is not executed due to insufficient balance or for any other reason, Bank reserves the right to initiate appropriate action under Sec. 138 of Negotiable Instrument Act, in addition to levying Cheque Return Charges & Service Charges as applicable.
- VI. In the event of Card holder making payment in excess of the amount due as per the monthly bill, Card holder shall not be entitled to any interest on the credit balance. The same shall be adjusted against amount due in the subsequent monthly bills.
- VII. In case of change in address, registered Mobile number, landline number or e-mail ID, Card holders are requested to communicate the change to the Bank immediately, for effective communication.
- VIII. Billing Disputes: All contents of monthly bill will be deemed to be correct and accepted by the Card holder, unless Card holder informs the Bank of any discrepancies before the due date of the bill. The Bank on receipt of written complaint shall duly investigate as per the VISA/NPCI dispute resolution procedure and rectify, in case of any genuine discrepancy.

The Cardholder may contact the Bank for making any enquiries or for any Grievance Redressal through any of the following means:

- 1) 24x7 Toll Free No.: 1800-425-1515
- 2) 040-24683210 / 3219 / 3220 (Customer Service Officer during office hours)
- 3) Through e-mail: ccdhelpdesk@unionbankofindia.bank
- 4) In case response is not received by the Cardholder within a reasonable time, Card holder may contact the Credit Card & MAB Department Grievance Redressal Officer at Credit Card & MAB Department. Union Bank of India, Union Bank Building, Sultan Bazar, Hyderabad on Phone No 040- 24683209 or by sending an e-mail to: ccd.grievances@unionbankofindia.bank



D. IN CASE OF DEFAULT

Before reporting a Cardholder as defaulter, such Cardholder will be issued a seven-day notice period about Bank's intention to report him/her as defaulter to the Bank.

If the Cardholder settles the dues after having been reported as defaulter, Bank will update the status within 30 days from the date of settlement of the dues.

Special Mention Accounts (SMA)

As per the Regulatory guidelines, Bank is required to identify stress accounts by creating sub-asset categories known as Special Mention Accounts (SMA).

SMA is categorized based on Principal or Interest payment or any other amount wholly or partly overdue

SMA 0 (Up to 30 days from Payment Due Date)

SMA 1 (More than 30 days & up to 60 days from Payment Due Date)

SMA 2 (More than 60 days & up to 90 days from Payment Due Date)

Non-performing Asset (NPA)

A Credit Card account will be treated as NPA if the MAD is not paid within ninety (90) days from the Payment Due Date as mentioned in the statement.

In case of default Payment, reminders are sent by telephone, SMS, e-mail from time to time to the Card holders, for payment of outstanding amount in the card account. Bank staff and or third parties will contact cardholder personally to remind, follow-up and collect dues. Any third party so appointed, shall adhere fully to the Fair Practices Code for lenders. Bank retains the right to initiate legal action against the Card holder / legal heirs in case of default.

Occurrence of one or more of the following instances shall constitute an event of default and the Bank may, at its sole discretion, withdraw the Credit Card facility.

- Card holder fails to pay amount due to the Bank within the stipulated period.
- Card holder fails to perform his/her obligations as per Credit Card Application / Agreement.
- Any representation made by the cardholder, if proved to be incorrect, false or incomplete including but not limited to income and / or Photo and address identification documents submitted to the Bank.
- Default status of the Credit Card holder shall be reported to CIBIL or any other Credit Information Company as approved by RBI, if minimum amount due or total dues are not paid.
- In the event of settlement of dues by the Cardholder to the full satisfaction of the Bank, the default report shall be withdrawn within 30 days from the date of full settlement of dues.
- In case of death of Cardholder, the Bank retains the right to proceed against the legal heirs.

INSURANCE COVERAGE

Group Personal Accidental Insurance coverage is available to the Credit Cardholders as detailed below, the Premium for which is to be borne by the Cardholders only.



S. No.	Variant	Accidental death Insurance Coverage (Rs.)
1	VISA Gold / VISA Classic	5,00,000
2	VISA Platinum	10,00,000
3	VISA Business Platinum	NIL
4	VISA Signature	30,00,000
5	RuPay Platinum	10,00,000
6	Union UNI-CARBON (RuPay Platinum variant)	10,00,000
7	RuPay Select	30,00,000

In addition to the above, presently NPCI is offering the following free accidental death Insurance coverage for the RuPay Cardholders i.e. the Premium shall be borne by NPCI for Primary and Add-on Cards.

S. No.	Variant	Accidental death Insurance Coverage (Rs.)
1	RuPay Platinum	2,00,000
2	Union UNI-CARBON (RuPay Platinum variant)	10,00,000
3	RuPay Select	10,00,000

Insurance amount, Premium, Policy Tenure along with Policy Provider are subject to changes from time to time. For latest details please visit our Credit Card website <https://unioncards.unionbankofindia.co.in/>.

Details of Accidental death Insurance Coverage and Premium payable:

- i. In the event of settlement of claim, the Bank is at its discretion, to adjust the proceeds of insurance claim first to all its outstanding liabilities of the Cardholder in the card account and any other loans & advances pertaining to the deceased cardholder.
- ii. Bank is only a facilitator in settlement of Insurance claims and any claim settlement, is at the discretion of the insurance Company as per terms and conditions of Policy. Any dispute in settlement of claim is at the discretion of the Insurance Company as per Terms of the Policy and Bank takes no responsibility or liability in this matter, whatsoever.
- iii. Bank will debit the premium from Credit Card holders A/c on the date of activation of Credit Card and hence, the Cardholder will be covered from the date of premium debited from Credit Card holders A/c.
- iv. The accidental insurance cover provided will be available to card holder, only so long as the card holder remains a Cardholder of the Bank, with his card account being in "Active" status.
- v. For RuPay variants, to be eligible for claiming Insurance coverage offered by NPCI, Cardholder should have done minimum one successful RuPay Card induced financial transaction at any PoS/e-com, both Intra and Inter-bank i.e. on-us or off-us within 30 days prior to date of accident including accident date of RuPay Cardholder.
- vi. Cardholder desirous of opting for Accidental Death Insurance Coverage, can do so explicitly in writing or in digital mode, duly providing the details of nominee viz. Name of the Nominee, Age of the Nominee and Relationship with the Cardholder.



E. TERMINATION / REVOCATION

- i. Cardholder is at liberty to terminate the agreement at any time by notifying the Bank in writing or through dedicated e-mail ID, IVRS or SMS. Termination will be effective only after payment of the total dues in the Card account.
- ii. For cancellation of Credit Card, Cardholder can also visit our Website <https://unioncards.unionbankofindia.co.in/>
- iii. The Agreement shall stand terminated on the death or insolvency of the Cardholder and the Bank will be entitled to recover the entire dues against the Card immediately on the death or insolvency of the Cardholder.
- iv. The Bank at its sole discretion may terminate the agreement at any time and restrict the use of the Cards without assigning any reason whatsoever and without prior notice thereto. However, Card holder will be informed of such action.
- v. Cardholder is liable for all charges incurred by using primary card/add-on card before termination or cancellation of the Cards.
- vi. If a Credit Card has not been used for a period of more than one year, the process to close the Card is initiated after intimating the Cardholder. If no reply is received from the cardholder within a period of 30 days, the card account is closed, subject to payment of all dues by the Cardholder.

F. LOSS / THEFT / MISUSE OF CARD:

- i. In the event a Card is lost or stolen, the Cardholder must notify the Bank immediately by Phone or through e-mail / SMS / Mobile App.

Telephone	24x7 National Toll-free Number-1800 425 1515 or Phone No. 040-24683210 or 24683220
e-mail	ccdhelpdesk@unionbankofindia.bank
SMS	From Registered Mobile Number to 7836884400 as under. CARDLOST<space>XXXX (XXXX denotes LAST 4 digits of the Credit Card Number)

- ii. The Card holder must lodge a complaint/First Information Report (FIR) with police and a copy of which must accompany the notice to the Bank.
- iii. Card holder is liable for all transactions, charges incurred on the Cards, till the notice/communication is received by the Bank.
- iv. If the Card holder has a reason to believe that he/she has not received the Card, or his/her Card is being misused by others, the Cardholder must immediately notify the same to the Bank in Writing.
- v. Cardholder shall bear the entire loss in cases where the loss is due to negligence by the Cardholder, e.g. where the Cardholder has shared payment credentials or Account/Transaction details, viz. Internet Banking user Id & PIN, Credit Card PIN/OTP or due to improper protection on customer devices like mobile / laptop / desktop leading to malware / Trojan or Phishing / Vishing attack. This could also be due to SIM deactivation by the fraudster. Under such situations, the Cardholder will bear the entire loss until the Cardholder reports the unauthorized transaction to the Bank.
- vi. Card holder must fully co-operate with the Bank / Law enforcing authorities in the event of any investigation into any disputed transactions.



G. GRIEVANCE REDRESSAL AND COMPENSATION FRAMEWORK

The Cardholder may contact the Bank for making any enquiries or for any Grievance Redressal through any of the following means:

- i. 24x7 Toll Free No.: 1800-425-1515
- ii. 040-24683210 / 3219 / 3220 (Customer Service Officer at office hours)
- iii. Through e-mail to ccdhelpdesk@unionbankofindia.bank
- iv. By calling Credit Card & MAB Department, Union Bank of India, Sultan Bazar, Koti, Hyderabad - 500095, Telangana, India.

- v. In case response is not received by the Cardholder within a reasonable time, Cardholder may contact the Grievance Redressal Officer at Credit Card & MAB Department, Union Bank of India, Sultan Bazar, Koti, Hyderabad on Phone No 040- 24683209 or by sending an e-mail to ccd.grievances@unionbankofindia.bank

Bank will be guided by the Policy on Compensation, Grievance Redressal and Customers Rights for financial losses which customers might incur due to deficiency in the services offered by the Bank which can be measured directly. The commitments as per the Compensation Policy are without prejudice to any right, the Bank will have in defending its position before any Forum duly constituted to adjudicate banker-customer disputes.

H. DISCLOSURE

- i. The applicant expressly authorizes the Bank as under.
“To disclose, from time to time any information relating to my/our card/s including any default or payments to any other card issuer, CIBIL or any credit information bureau, financial institution, subsidiary, affiliate or associate of Union Bank of India and to any third party engaged by Union Bank of India for purposes such as Marketing, Verification, Recovery or follow-up of card dues and to improve functionality and stability of the financial system.

I. EXCLUSION OF LIABILITY

Without prejudice to the foregoing, the Bank shall be under no liability whatsoever, to the Card holder in respect of any loss or damage arising directly or indirectly out of -

- a) Any defect in any goods or services purchased through the Credit Card.
- b) Refusal of any person to honour or accept the Credit Card
- c) Malfunction of any Electronic Data Terminal or any computer terminal/equipment or communication network.
- d) Giving transaction instruction other than by the Card holder.
- e) Any statement made by any person requesting to return of the Card or any act performed by any person in conjunction.
- f) Handing over of the Card and details like card number, expiry date, 3 digit CVV number mentioned on the rear side of the card or PIN or Password created under One Time PIN (OTP) by the Cardholder to others.



- g) The Bank exercising its right to demand and procure the surrender of the Card, prior to the expiry date embossed on its face, whether by the Bank or any person or Electronic Data Capture Terminal (EDC or PAS) or computer terminal or ATM.
- h) The exercise by the Bank of its right to terminate any Card.
- i) Any injury to the credit character and reputation of the Cardholder alleged to have been caused by repossession of the Card and for any request for its return or the refusal by any merchant establishment/ATM/website or mail order, or any establishment to honour or accept the Card.
- j) Decline of a charge because of exceeding foreign exchange entitlements as prescribed by FEMA rules or RBI guidelines, issued from time to time or the Bank becoming aware of the Card holder exceeding his/her limit or entitlements etc.
- k) In the event of a demand of outstanding dues or claim for settlement of outstanding dues from the Card holder is made either by the Bank or any person acting on behalf of the Bank, the Cardholder agrees and acknowledges that such demand or claim shall not tantamount to be an act of defamation or an act prejudicial to or reflecting upon the character of the Card holder, in whatsoever manner.
- l) Bank is nowhere held responsible for whatsoever the acts of VISA / NPCI concierge services or any other services offered by VISA / NPCI in any country or merchants who have offered any discounts or cash back or any merchant benefits or under any scheme, that is offered or that may be offered, from time to time.
- m) Decline on any online transaction authorization by the computer system or communication network due to defects in authentication on validating with wrong details of the card.

J. LIEN AND RIGHT OF SET-OFF:

- i. The Bank will have a lien and right to set-off on all monies belonging to the cardholder and/or Add-on Card holder standing to their credit in any accounts, whatsoever with the Bank or in the possession or custody of the Bank, without any relation to the age of the debt/liability.
- ii. The Bank reserves the right to alter/modify any terms and conditions, from time to time as per the Internal policy of the Bank or Statutory or RBI Guidelines.
- iii. Such changes made from time to time will be communicated through the Monthly bill or by sending SMS or by email and are binding on the Cardholder.
- iv. In case of Corporate cards, the company is wholly liable for unpaid outstanding balance. Bank will have a lien/right to set-off over the balances lying in the accounts of the company, whatsoever with the Bank/Securities in the possession or custody of the Bank.

K. MISCELLANEOUS:

- i. Cardholder should activate the Card within 30 days from the date of issuance of the Card, failing which the Card will be cancelled as per RBI guidelines.
- ii. Cardholder shall visit our Website <https://unioncards.unionbankofindia.co.in/> or use the Union Credit Card App / VYOM for Green PIN generation.



- iii. Cardholder should furnish the Mobile number and e-mail address for receiving the transaction alerts. Any change in the e-mail ID or Mobile number is to be informed to the Bank immediately, by approaching any branch of Union Bank of India. Any correspondence with the Bank shall be from the registered e-mail id only.
- iv. Cardholder shall set the sub-limits within his/her overall Credit Card limit viz. for e-Comm, PoS, ATM for domestic as well as for International transactions, through the Union Credit Card App / VYOM.
- v. Cardholder should inform the Bank immediately (24x7 Toll free No. 1800 425 1515) upon receipt of any alert not pertaining to him/her, which may be of suspicious nature on account of fraudulent transaction / misuse of the card.
- vi. Cardholder shall use the card only in a reputed merchant establishment and ensure that the card swipe takes place in their presence to avoid skimming fraud. Any online transactions to be made only in a secured website (website with https://) to prevent misuse or hacking the card data.
- vii. Whenever a Cardholder makes any online transactions, it should be ensured that the transaction is done with a 2 factor authentication (2FA). If the Website is not prompting for additional password authentication, the Cardholder is held responsible for all acts and payments in this regard. Bank is not responsible in case any dispute arises at a later date.
- viii. Cardholder to avoid any phishing e-mail that may demand for the card details, expiry date CVV number or 2 factor authentication password or OTP.
- ix. Apart from the terms and conditions mentioned above, Bank 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.



ANNEXURE - VI
ISSUANCE OF CORPORATE CARDS

1) Eligibility Criteria:

- a) Companies availing credit facilities with Banks or Development Finance Institutions are eligible for corporate credit cards. However, the following are exceptions.
 - i) When 100% liquid security is offered as guarantee by way of lien on deposits/ Government securities for issue of Corporate Credit Cards.
 - ii) Top Executives/Directors of Public Sector Undertakings of Central and State Governments and first-class companies whose financial position is strong.
- b) Non-customer Corporates are required to produce status report on their account dealings with their financing Banks/Development Finance Institution, etc., along with the application.
- c) Net worth of the company applying for corporate credit cards shall be minimum of Rs.1.00 Crore. The net worth is to be arrived at on the same basis adopted by the Bank in credit appraisals.
- d) Where liquid securities by way of lien on deposits, Government securities is offered, the limits are to the extent of 75% of security notwithstanding the norms as to the net worth.
- e) The aggregate limit for all the cards issued on behalf of a corporate shall not exceed 25% of the company's net worth or Rs.5.00 Crores, whichever is lower.

2) Add-on cards:

- a) No add-on cards to the corporate credit cards are allowed. However, the executives holding corporate cards can also have any of our cards in his individual capacity with or without add-on cards as per guidelines prescribed.
- b) *Sanctioning Authority:* Discretion/powers of sanction are as per the delegated authority mentioned in *Annexure IV*.
- c) *Renewal of Corporate Credit Cards:* Renewal will be done by respective sanctioning authority after reviewing the financials of the company and communicate their sanction once in 12 months. The review shall be based on the latest available financial statements.

3) Others:

- i) Payment of company's aggregate corporate card dues should be made by debiting to the operating account of the company by the branch, irrespective of the status of the account.
- ii) Roll over facility is not available to the corporate cards.
- iii) All charges applicable for the category of the card issued are also applicable to Corporate Cards, except admission and annual charges. All facilities available for category of the card issued are also applicable to Corporate Cards.
- iv) Hot listing of cards and NPA classification is done based on the performance of each card but not as a group.
- v) Declaration cum undertaking by the company and employees as per the format provided in the application is to be signed by Authorized Signatory of the company and Employee in whose name, the card is applied and also whenever additional cards are applied for. This undertaking is obtained with the joint signatures of the company and the employee.
- vi) Company's Board Resolution wherever applicable as per format provided in the application is required along with corporate card application.
- vii) After obtaining the sanction as per the Delegation, Branch will enter the request for issuance of Credit Card in the CBS. Credit Card Department will download the file from



Finacle for onward processing and issue of cards. It is to be noted that this is also a credit facility, to be treated on par with other credit facilities sanctioned to the Corporate, firm, society, trust, etc., and assessed for eligibility accordingly. Further, irrespective of the status of the borrower account, the card dues, in case of slippage to NPA, to be debited to the Company's account.



ANNEXURE-VIII

1. Definitions

(a) In these Directions, –

- i. **Add-on Credit Card** means a supplementary credit card to the principal or primary credit card, issued to person/s with predefined relationship with the primary cardholder, within the credit limits and liability of the latter, subject to such terms and conditions as stipulated by the card-issuer.
- ii. **Annual Percentage Rate** is the annual cost of credit to the cardholder which includes interest rate and all other charges associated with the credit card under different scenarios based on card features.
- iii. **Billing Cycle/Billing Period** is the regular length of time between closing dates of two consecutive bills raised by the card-issuer.
- iv. **Business Credit Cards** are issued to business entities/individuals for the purpose of business expenses with specified terms and conditions and not for personal use.
- v. **Cardholders** - A person to whom a card is issued or one who is authorized to use an issued card.
- vi. **Card-issuers** - Banks which issue debit or credit cards and NBFCs which have been permitted by RBI to issue credit cards in India.
- vii. **Card Loyalty/Reward Programme/s** are those schemes linked to a credit card or debit card whereby the card-issuer or associated merchant establishments, upon use of the card/s, offer digital coupons, points, discounts, cash backs or other benefits having monetary value that can be used/redeemed for the same transactions or other future transactions after accumulation.
- viii. **Charge Card** is a type of credit card where the user has to pay the billed amount in full on due date after the billing cycle, and no rolling over of credit to the next billing cycle is permitted.
- ix. **Co-branded Card** is a card that is issued jointly by a card-issuer and a co-branding entity bearing the names of both the partnering entities.



x.	Convenience Fee is a fixed or pro-rata charge on use of credit/debit cards as one of the alternative forms of payment which is not ordinarily accepted vis-à-vis other forms of payment.
xi.	Corporate Credit Card is a credit card that is issued to specific employee/s of a corporate employer wherein the liability could rest with the corporate entity or the employee or jointly on both, as per the product design features.
xii.	Credit Card is a physical or virtual payment instrument containing a means of identification, issued with a pre-approved revolving credit limit, that can be used to purchase goods and services or draw cash advances, subject to prescribed terms and conditions.
xiii.	Credit Limit is the maximum amount of revolving credit determined and notified to the cardholder to transact in the credit card account.
xiv.	Debit Card is a physical or virtual payment instrument containing a means of identification, linked to a Saving Bank/Current Account which can be used to withdraw cash, make online payments, do PoS terminal/Quick Response (QR) code transactions, fund transfer, etc. subject to prescribed terms and conditions.
xv.	Form Factor is the physical or virtual instrument that can be used in place of a card to undertake a payment/banking transaction.
xvi.	Interest-Free Credit Period is the time period from the date of transaction to the due date of payment, wherein interest free payment can be made, subject to the payment of entire outstanding on or before the payment due date by the cardholder.
xvii.	Minimum Amount Due is the minimum amount of money, as a part of the total bill amount, that a cardholder has to pay to not be treated as an overdue bill.
xviii.	Most Important Terms and Conditions (MITC) are the standard set of conditions for the issuance and usage of credit cards, thereby defining the responsibilities and liabilities of the card-issuer and the cardholder.
xix.	Prepaid Card is a Prepaid Payment Instrument as defined in the Master Direction on Prepaid Payment Instruments .



xx. **Principal Cardholder** means the customer who has been issued credit card by a card-issuer and on whose name the card account has been opened.

xxi. **Unsolicited Credit Card** is a credit card issued without a specific written/digital request or an application therefor. **Provided** the issuance of a credit card for renewal or replacement shall not be treated as an unsolicited card. Renewal contemplates the issuance of a new card on account of expiry of an existing card and replacement includes issuance of a new card in place of an existing card in lieu of the change in the underlying account relationship, upgradation due to new technology or systems or re-issuance of cards that have been lost, blocked or suspended temporarily, but does not include the opening of a new account after a previous account was closed

xxii. **Upgradation of Credit Card** means enhancement in the benefits and features of credit cards issued, for example, an increase in the credit or cash limit of the card.

(a) All other expressions unless defined herein shall have the same meaning as have been assigned to them under the Banking Regulation Act, 1949 or the Reserve Bank of India Act, 1934 or any statutory modification or re-enactment thereto or as used in commercial parlance, as the case may be.

