

2023-24



CREDIT CARD POLICY 2023-24

Version 1.6

DOCUMENT VERSION CONTROL

Document Title	Credit Card Policy
Document Control	Version 1.6
Prepared By	Assistant General Manager (IT)
Reviewed By	Chief Technology Officer
Recommended By	General Manager (IT) / Chief Digital Officer
Approved By	Board of Directors
Effective Date	01-04-2023
Policy Validity	One year from the date of approval of the policy / till the next adoption of the policy by the Board of Directors.

Policy Version History		
Version No.	Date	Changes Remarks
1.0	06-02-2017	Initial Version
1.1	01-04-2018	Reviewed and Approved
1.2	14-09-2019	Annual review and modification in 1. Deletion of point no.11(fees and Charges) 2. Modification in Waiver of charges point. 3. Introduction of Credit Card Advance payment methods 4. Due to sending the welcome kit directly to the cardholder and generation of green PIN through our ATM. 5. Introduction of Pre-approved Titanium Credit Card.
1.3	22-05-2020	Annual review and modification in 1. Addition of Credit card renewal process 2. Revision in Eligibility Criteria
1.4	23-06-2021	Annual review and modification in 1. Introduction of credit rating for sanctioning credit cards. 2. Introduction of EMI facility in our credit cards.
1.5	16-02-2022	Annual review and modification in 1. Introduction of VISA Credit Card. 2. Enhancing security of card transactions.
1.6	28.06.2023	Annual review and modification in 1. Introduction of RuPay Credit Card. 2. Recent guidelines issued by RBI on Credit Card and Debit Card Issuance and Conduct. 3. Introduction of Loyalty rewards program for Credit Card customers. 4. Issuance of Co-branded Credit Cards.

1. Introduction:-

The term “Credit Card” usually/generally refers to a small plastic card or a virtual card assigned to a cardholder by the Card Issuer, usually with a credit limit, that can be used to purchase goods and services on credit through POS and E-com channels and obtain cash advances at ATM.

Our Bank launched “TMB CREDIT CARD” in direct association with MasterCard International Inc on 22/03/2017 and VISA on 11/11/2021. Also, RuPay Credit Card is introduced in our bank during 2022-23. The details about eligibility and features are mentioned in Annexure-I (Master and VISA Credit Card) and Annexure-II (RuPay Credit Card).

2. Objective:-

The main objective of this policy is to formulate a comprehensive Credit Card Policy with the approval of the Board and to issue such credit cards to our customers in accordance with this policy.

3. Scope:-

The policy, covering topics like credit card cell, credit card products, eligible customer and accounts, card validity, card limits, waiver of charges, terms of issuance, add-on cards, lost/stolen/hot listed cards, duplicate cards, billing and payments, review of operations, fraud control & security, recovery mechanism, IRAC aspects, reporting to CICs, redressal of grievances etc., is applicable to all branches / offices of the Bank and is to be read in conjunction with the related operational guidelines issued by the Bank from time to time.

4. Effective date:-

This policy comes into effect from the date of Board permission (i.e.06.02.2017) and is subject to review once in a year.

5. Credit Card Cell:-

An exclusive Credit Card Cell (CCC) is functioning to monitor, co-ordinate and follow-up the following activities with our Branches, Regional Offices, Customers and the Service Provider, related to Credit Card operations.

- Application processing, customer master creation, file processing
- Card personalization
- Dispatch of welcome kit to cardholders
- Reconciliation and Settlement
- Monthly billing to customers
- Recovery of monthly dues and overdue follow-up
- NPA management and follow-up

- Dispute Management & Claim settlement
- Credit Risk and Fraud Risk management
- Customer Care and Call Center operations

6. Secure Card Infrastructure:-

The Credit Cards have International Standard features like high coercivity (Hico) magnetic stripes. High coercivity magnetic stripes require high amount of magnetic energy to encode and therefore are harder to erase. The signature panels are highly secured as per ISO 7810 standard (high tolerance limit). Co-branded emblems have Hologram on the cards which are unique as per co-branded specifications. Co-branded logo will be fluorescent under Ultra violet light. For added security, Credit Cards have EMV chip and PIN based. Card manufacturing and Credit Card Service Providers are PCI-DSS (Payment Card Industry - Data Security Standards) certified as per RBI mandate.

All guidelines issued by the Department of Payment and Settlement Systems of Reserve Bank of India (RBI) under the Payment and Settlement Systems Act 2007, relating to security issues and mitigation measures including the Master Direction on Credit Card and Debit Card Issuance and Conduct Directions, 2022 will be complied with.

7. Credit Card Products of our Bank:-

Present TMB Credit Card products of our Bank and its usages are furnished in Annexure-I & II

Payment towards the credit card account is normally due, on a set date or payment due date. The linked CASA account of the cardholder will be debited on the payment due date. If the cardholder is not having sufficient balance for the total amount due on payment due date, then the available amount will be debited from that account and for the remaining amount, system will create Temporary Overdraft in the linked CASA account and adjust the total amount due. Interest will be calculated from the date of creation of TOD.

8. Eligible Customers and Accounts:-

The eligibility criteria for the TMB Credit Card products of our Bank is given in Annexure-I & II. The customer should not be a minor for availing Credit Card facility.

9. Card validity and renewal process:-

The validity period of the Credit Card is three (3) years from the date of card issuance.

The credit card renewal process is as detailed below.

S.No	Card Status	Description	Renewal process
1	<p>Active:</p> <p>a) Active Card Holders having good financial discipline</p> <p>b) Active Card Holders having weak financial discipline</p>	<p>a) 1. The cards are regularly used without any default in payment of credit card dues.</p> <p>a) 2. The cards are regularly used. But there are instances of creating Overdrafts to pay the card dues and the card holder closes the Overdraft so created within 60 days.</p> <p>b) The cards are regularly used. But there are instances of creating Overdrafts to pay the card dues and the card holder closes the Overdraft so created after 60 days.</p>	<p>a) 1. Cards will be automatically renewed by Credit Card cell and cards will be dispatched to customers directly by Speed Post during the first week of the month in which card is going to expire.</p> <p>a) 2. Cards will be automatically renewed by Credit Card cell and cards will be dispatched to customers directly by Speed Post during the first week of the month in which card is going to expire.</p> <p>b) List of such cards will be given to branches seeking their recommendation for renewal of cards or reduction of limits or cancel the cards.</p>
2	<p>Locked (Card having outstanding Credit card overdraft - whenever a card dues are paid by creating overdraft, we lock the card for further usage till closure of OD followed by receipt of branch recommendation to release locked status.</p>	<p>a) The cards are regularly used. But there are instances of creating Overdrafts to pay the card dues and the card holder closes the Overdraft so created within 60 days.</p> <p>b) The cards are regularly used. But there are instances of creating Overdrafts to pay the card dues and the card holder closes the Overdraft so created after 60 days.</p>	<p>a) Cards will be automatically renewed by Credit Card cell and cards will be dispatched to customers directly by Speed Post during the first week of the month in which card is going to expire.</p> <p>b) List of such cards will be given to branches seeking their recommendation for renewal of cards or reduction of limits or cancel the cards.</p> <p>In both the above cases card status(locked) will not be changed after renewal. The card unlock will be done only after closure of Credit card overdraft.</p>
3	Inactive	Cards which are not yet activated(used)	In respect of such Inactive cards, which are never used in life cycle of card, Credit Card cell will send the list of Inactive cards to the respective branches during the first week of the month in which

			card is going to expire., seeking branch recommendation to renew or not.
4	NPA	NPA customer	The cards which are in NPA status will not be renewed

10. Card Limits:-

Present Credit limit and Cash advance limit for Credit Card are as given in Annexure – I of TMB Credit Card and subject to change from time to time.

The sanctioning authority for all the variants of the Credit Cards are as below,

Sl.No	Card Limit	Sanctioning Authority
1.	Up to Rs.1,00,000	Scale-I Branch Heads
2.	Up to Rs.1,50,000	Scale-II Branch Heads
3.	Up to Rs.2,00,000	Scale-III Branch Heads
4.	Up to Rs.5,00,000	Chief Manager / AGM Branch Heads

11. Waiver of Charges:-

Bank may waive certain charges in part or in full for customers based on turnover in the account and past track record. Such waiver may be granted to customers by General Manager(Operations and Services Department) with the recommendation of Regional Manager.

12. Terms for issuance of Cards:-

- a) The Cards are being issued only against the customer's request / consent, except renewal cards issued to the existing cardholders. Also, Credit Card limit increment / enhancement is being done only with the customer's request / consent.
- b) The application received from the customers for card issuance shall include the set of contractual terms and conditions governing the issue and use of such cards. The application with terms & conditions need to be signed by the customer in token of acceptance of the said terms.
- c) Branches should ensure prudence while recommending credit card facility to the customers and independently assess the credit risk while issuing cards to persons, especially to students and others with no independent financial means.
- d) As holding several credit cards enhance the total credit available to any consumer, Branches / Regional Offices should assess the credit limit for a credit card customer having regard to the limits enjoyed by the cardholder from other Banks on the basis of self-declaration / credit information obtained from Credit Information Company/ies (CIC).

13. In-house rating for Credit Cards:-

The 'Eligibility Criteria' for sanctioning of credit card is

1. 'Credit score' of minimum 600 or above or 'No Credit history' is acceptable and
2. The scoring grade of the applicant should be between CTMB1 - CTMB5

14. Issue of Add-on Cards:-

Add-on cards (up to 2) shall be issued to the spouse or children above 18 years of age, at the request of the Principal Cardholder. Bank may issue add-on cards in form of wearables (Watch/Key Chain) in association to Fintech partners

The Principal Cardholder shall be fully liable to the Bank for all charges on his / her Card and also for those incurred by add-on Cardholders. The add-on Cardholder shall also along with Principal Cardholder be jointly and severally liable to the Bank for all Charges, even though the add-on Cards were issued at the request of the Principal Cardholder.

The Principal Cardholder may at any time request cancellation of any Add-on Card but will continue to remain liable for any charges on such Add-on Card(s). While each add-on Cardholder will have his / her own independent usage, spending's of Add-on cardholder shall be charged to the Principal Cardholder's account.

15. Lost / Stolen / Hot Listed cards:-

Bank provides means whereby customers may notify the loss, theft or copying of their card on payment devices, at any time of the day or night. On receipt of notification of the loss, theft or copying of the card, the Bank shall Hot-list the card to stop any further use of the card.

The Bank is not liable or responsible for any transactions incurred on the card account prior to the time of reporting of loss of the card, and the cardholder will be wholly liable for the same. However, in case of any dispute relating to the time of reporting such loss/theft/damage and/or transactions made on the Card post reporting of the loss/theft/damage/misuse, the Bank reserves the right to ascertain such time and or the authenticity of the disputed transactions.

In addition to notifying the Bank about loss or theft of the Card, the cardholder must report any loss or theft of Card to the Police, lodge an FIR and provide acknowledged copy of Police Complaint.

16. Issue of Duplicate Cards:-

Duplicate / Replacement cards shall be issued, in cases where the original card is lost / misplaced, against the written request of the cardholder.

17. Billing and Payments:-

In case of Personal Account Membership, the Cardholder's personal account will be debited for all card transactions.

At periodic intervals, the Bank will send E-statement / Physical Statement (optional) to the cardholder on the basis of copies of charge slips received from member establishments and other debits. The cardholder shall maintain sufficient credit balance in the "Concerned Charge Account" to enable automatic recovery of the dues payable in respect of the Card usage.

If the cardholder account is not having sufficient balance for the total amount due, then the available amount will be debited from that charge account and for the remaining amount system will create Temporary Overdraft (TOD) in the linked CASA account and adjust the total amount due.

If the cardholder opts to pay the due amount before the due date, the following options are available.

Credit Card payment methods**a. Internet Banking / Net Banking**

Using Internet banking, customers can pay the credit card bill amount before the payment due date, by debiting the operative accounts maintained at our bank.

b. Over the counter at branches

Customers can also pay the credit card bill amount before the payment due date over the counter at any of our branches.

c. NEFT/RTGS

Customers who have availed our TMB Credit Card, can also make the Bill payment easily through NEFT / RTGS from other bank Account by providing the details as given below,

Beneficiary details	Values
IFSC Code	TMBL0000900
Bank Name	Tamilnad Mercantile Bank Ltd

Branch Address	ATM Cell, Chennai
Account Number	<16 digit credit card Number>
Account Holder Name	<credit card holder name>

18. Review of operations:-

With a view to ensuring that the quality of customer service is ensured on an on-going basis in bank, the Standing Committee on Customer Service should review the credit card operations including reports of defaulters to a Credit Information Companies holding Certificate of Registration from RBI and of which, the bank is a member and credit card related complaints on a monthly basis and take measures to improve the services and ensure the orderly growth in the Credit Card operations.

The Credit Card Cell (CCC) will put up detailed quarterly analysis of credit card related complaints to their Top Management. The CCC will have in place a suitable monitoring mechanism to randomly check the genuineness of merchant transactions. The CCC will prepare and place before their Boards/Management Committee a comprehensive Review Report on credit card business on half-yearly basis as at the end of September and March of each accounting year, which will cover essential data on credit card business, such as category and number of cards issued and outstanding, number of active cards, average turnover per card, number of establishments covered, average time taken for recovery of dues from the card holders, debts classified as NPAs and provisions held there-against or amounts written off, details of frauds on credit cards, steps taken to recover the dues, profitability analysis of the business etc.

19. Fraud Control - Security and other measures:-

The CCC and the Service Provider are having secured infrastructure for card issuance in accordance with the guidelines issued by Reserve Bank of India (RBI), from time to time.

The customer's interest is safeguarded with the following measures;

- a) PIN is mandatory for all domestic Card present transactions including POS transactions.
- b) All cards are issued only for Domestic usage unless specifically requested by the customer for International usage. International transactions are allowed for the amount within the daily limits as requested by the customer and approved by the Bank.
- c) SMS / E-mail alerts will be sent for all financial transactions made using the card.

- d) EMV chip card, which is more secure when compared to the Magnetic stripe card will be issued mandatorily.
- e) All MasterCard Credit Card not present (e-Commerce) transactions are secured by “MasterCard SecureCode” which is an additional factor of authentication.
- f) For managing/mitigating risks pertaining to the usage of cards, our Service Provider is having the Fraud Risk Monitoring System (FRM Solution).
- g) Card preparation and Card personalization are taken care of by the Card Vendor. We have entered into an agreement with them with clauses pertaining to privacy and non-disclosure of personal information of card holders etc.
- h) Bank is also providing insurance cover to take care of the liabilities (up to Rs.50,000/-) arising out of lost cards.
- i) All VISA Credit Card not present (e-Commerce) transactions are secured by “VISA SecureCode” which is an additional factor of authentication.
- j) At the time of issue / re-issue, all credit cards (physical and virtual) will be enabled for use only at contact based points of usage [viz. ATMs and Point of Sale (PoS) devices] within India.
- k) We have provided cardholders a facility to switch on / off and set / modify transaction limits (within the overall card limit) for all types of transactions – domestic and international, at PoS / ATMs / online transactions through credit card customer portal and TMB Mobile Banking Application from April 2023.

20. Income Recognition and Asset Classification (IRAC):-

As per RBI Master Circular on Prudential norms on Income Recognition, Asset Classification and provisioning pertaining to Advances:-

- a) In credit card accounts, the amount spent is billed to the card users through a monthly statement with a definite due date for repayment. Banks give an option to the card users to pay either the full amount or a fraction of it, i.e., minimum amount due, on the due date and roll-over the balance amount to the subsequent months’ billing cycle.
- b) A credit card account will be treated as non-performing asset if the minimum amount due, as mentioned in the statement, is not paid fully within 90 days from the payment due date. The gap between two statements should not be more than a month.
- c) Bank will follow this uniform method of determining over-due status for credit card accounts while reporting to credit information companies and for the purpose of levying of penal charges, viz. late payment charges, etc., if any.

- d) System (Finacle CBS) will classify the TOD accounts of the cardholder as NPA based on IRAC norms.

21. Reporting to Credit Information Companies (CICs):-

For providing information relating to credit history/repayment record of the cardholder to a Credit Information Company having valid Certificate of Registration from RBI, the bank may explicitly bring to the notice of the customer that such information is being provided in terms of the Credit Information Companies (Regulation) Act, 2005.

22. Recovery Mechanism:-

- a) Branches should monitor the usage of the Credit Cards and the repayments made by the customers scrupulously.
- b) Branches should effectively follow-up and take time bound action in respect of Credit Card accounts showing first sign of weakness and prevent slippage.
- c) In case of any overdue, immediate recovery measures should be taken by the Branch.

23. Redressal of grievances:-

- a) Generally, a time limit of sixty (60) days may be given to the customers for referring their complaints/grievances.
- b) The CCC should constitute Grievance Redressal machinery and give wide publicity about it through electronic and print media. The name and contact number of designated grievance redressal officer of the bank will be mentioned on the credit card bills. The designated officer should ensure that genuine grievances of credit card subscribers are redressed promptly without involving delay.
- c) The Bank should ensure that their / Service Provider call centre staff are trained adequately to competently handle all customer complaints.
- d) If a complainant does not get satisfactory response from the bank within a maximum period of thirty (30) days from the date of his lodging the complaint, he will have the option to approach the Office of the concerned Banking Ombudsman for redressal of his grievance/s.

24. Loyalty Reward Program for our Customers: -

Tie-up arrangement with NPCI for providing Nth Rewards – a loyalty rewards platform. It will allow credit card customers to earn points through various transactions and redeem them on various products in the form of E-Vouchers, donations, hotel and flight bookings.

25. Credit Cards under co-branding arrangements: -

Bank may issue Co-Branded Secure Credit cards in association with Technology Service Provider (TSP) and Fintech to inorganically scale the co-branded cards issuance. Such co-branded cards will enhance

1. The income of our bank by way of share in interchange income from card usage by our customers.
2. Penetration of new customer segments - millennials and Gen-Z targeted by Fintech partnerships.

Guidelines listed in CHAPTER – IV CO-BRANDING ARRANGEMENT of RBI Master Direction – Credit Card and Debit Card – Issuance and Conduct Directions, 2022 dated April 21, 2022 to be complied with.

Instruction / Guidelines on KYC/AML shall be adhered to in respect of all credit cards issued under the Co-branding arrangement, vide Master Direction DBR.AML.BC.No.81/14.01.001/ 2015-16/18 Updated as on May 04, 2023 or later.

26. Review of the Policy:-

The Policy shall be reviewed once in a year or as and when there are major environmental or regulatory changes.

MD & CEO has been empowered to permit/approve modifications relating to Eligibility criteria for issue of cards, credit / cash limits (i.e. modification pre-fixed limits for each card variants), charges and waiver of charges etc.

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ANNEXURE – I (MASTER AND VISA CREDIT CARD)

SALIENT FEATURES OF TMB CREDIT CARD(MASTER AND VISA):-

Features	TMB Titanium Card	TMB Platinum Card (Secured)	Preapproved TMB Titanium Card
Eligibility	<p><u>For Resident Individuals</u></p> <p>a) CASA with our Bank</p> <p>b) Copy of last 2 years IT Return (for salaried employees of reputed companies last year IT return is enough [or] last 2 years Form-16 issued by Employer, provided gross annual income is Rs.2.00 lacs to less than Rs.2.50 lacs)</p> <p>c) Copy of PAN</p> <p>d) Latest CIBIL report should not reveal any adverse remarks.</p> <p>e) Gross Annual Income Rs.2,00,000/- or more</p> <p>f) 'Credit score' of minimum 600 or above or 'No Credit history' is</p>	<p>a) Term Deposit should be a minimum period of 3 years (Deposit maturity must not be less than the card expiry date)</p> <p>b) Minimum deposit amount shall be Rs.50,000/-</p> <p>c) Lien should be marked on the deposit and there should not be any LOD (Loan on Deposit) pending against the deposit receipt.</p> <p>d) Discharged deposit receipt to be kept along with the application.</p> <p>e) Premature closure of deposit not allowed.</p> <p>f) Deposit must be in the name of the Card Holder.</p> <p>g) Third party deposit not allowed.</p>	<p>(A). Eligibility- (CASA Customers)</p> <p>1. Any Individual having SB Account with minimum average balance of Rs.20,000/- and CA account with minimum average balance of Rs.50,000 continuously in 3 years</p> <p>2. There should not be any cheque returns and ECS returns for want of funds in Accounts.</p> <p>3. The account should be in Active status</p> <p>4. Latest CIBIL report should show minimum CIBIL Score of 650 and in-house credit card rating should be between CTMB1 to CTMB5.</p> <p>5. Minimum 12 customer induced credit or debit transactions per year in latest 3 years. (minimum 36 transactions in 3 years) (SB Interest credits are not to be taken as Customer Induced transaction)</p> <p>6. KYC status of Risk Category as “Low”</p> <p>7. Copy of PAN</p> <p>8. Latest Income Tax Return for minimum 2 years</p> <p>9. KYC latest proof + latest photo</p>

	<p>acceptable and the scoring grade of the applicant should be between CTMB1 - CTMB5.</p> <p><u>For Staff Members</u> Supporting staff, Clerks & Officers should be confirmed in service.</p>		<p>(B) - Eligibility- (Pure Term Deposit Customers)</p> <ol style="list-style-type: none"> 1. Any Individual having Term Deposit of Rs 10 lac or more for minimum 3 years. (In case of term deposit in the name of Joint Individuals, first named person to be taken and Deposit with lien should be excluded) 2. Latest CIBIL report should show minimum CIBIL Score of 650 and in-house credit card rating should be between CTMB1 to CTMB5. 3. KYC status of Risk Category as “Low” 4. Copy of PAN 5. Latest Income Tax Return for minimum 2 years 6. KYC latest proof + latest photo 7. A declaration to be obtained that the eligible applicant is aware of Banker's General lien over the deposits and in case of prolonged default in servicing credit card Over draft, the bank reserves exercising its rights of general lien to foreclose his deposits to liquidate credit card OD dues of him. <p>(C)-Eligibility- (Borrowers with proper credit worthiness)</p> <ol style="list-style-type: none"> 1. Borrower with track record of not less than 3 years without any cheque return & never
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			<p>slipped into SM1 status (overdue less than 30 days are acceptable)</p> <p>2. Latest CIBIL report should show minimum CIBIL Score of 650 and in-house credit card rating should be between CTMB1 to CTMB5.</p> <p>3. KYC status of Risk Category as “Low”</p> <p>4. Copy of PAN</p> <p>5. Latest Income Tax Return for minimum 2 years</p> <p>6. KYC latest proof + latest photo</p>
Minimum Card Limit	Rs.20,000/-	Rs.20,000/-	Rs.20,000/-
Maximum Card Limit	<ul style="list-style-type: none"> ◆ Up to 25% of annual income subject to maximum of Rs.5,00,000/- ◆ For Sub-staff maximum limit Rs.20,000/- only. 	<ul style="list-style-type: none"> ◆ Up to 75% against Term Deposit subject to a maximum of Rs.5,00,000/- 	<p>(A). Eligibility- (CASA Customers)</p> <p><u>Minimum of the following: -</u></p> <p>2 times of average balance maintained in the last 3 years (or)</p> <p>25% of annual income (or)</p> <p>Rs.5,00,000/-</p> <p>Note: While fixing the credit card limit, the applicant other loan commitments also should be taken into consideration</p>

			<p>(B) – Eligibility- (Pure Term Deposit Customers)</p> <p><u>Minimum of the following: -</u> 3 Times of Annual Term Deposits interest credited inclusive of TDS in our bank (or) 25% of annual income (or) Rs.5,00,000/-</p> <p>(C)-Eligibility- (Borrowers with proper credit worthiness)</p> <p><u>Minimum of the following: -</u> 25% of annual income (or) Rs.5,00,000/-</p> <p>Note: While fixing the credit card limit, the applicant other loan commitments also should be taken into consideration</p>																													
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<p>Note: If the request from the customers is beyond the sanction power of the Branch Heads, the sanction is to be obtained from</p>																																

	the respective Regional Office. Chief Manager / AGM at the Regional Office can sanction the credit card limit up to Rs.5,00,000/-.	
Cash advance limit	<ul style="list-style-type: none"> ◆ “25% of the sanctioned credit card limit “ ◆ Per day maximum limit of cash withdrawal is Rs.25,000/- 	
Limit Reset	To avoid utilization beyond the sanctioned card limit, the card limit will be reset after taking into consideration, the outstanding TOD and EMI.	
Free Add-on Cards	Up to 2 for spouse and children above 18 years of age.	
EMV Chip Card	All the Card variants shall be issued as EMV chip card at free of cost.	
Free Credit Period	Up to 45 days.	
Minimum repayment on Revolving Credit	A minimum 10% of the billed amount, subject to a minimum of Rs.500/-	
Card Validity	3 years	
GREEN PIN (Paperless)	<p>PIN shall not be issued through PIN mailer. Instead, the cardholder can generate the PIN as follows;</p> <ul style="list-style-type: none"> • The welcome kit containing the card will be sent directly to the cardholder through Speed Post. • The PIN will be in the form of GREEN PIN (Paperless). After obtaining the card, the Cardholder can generate the Green PIN in the following ways. <p>Cardholder can generate PIN just by inserting their card in any of our TMB ATM using OTP (or) Through Credit card customer Portal by providing Card Number, Expiry Date, Date of Birth and OTP.</p>	

Others	
Billing Date	20 th of every calendar month
Due date for payment	5 th of every calendar month
Lost card liability	'Lost Card liability' insurance applicable for Bank of India (maximum Rs.50,000/- per card) shall continue.
E-statement	The monthly account statement will be sent to the Cardholder's registered E-mail ID (marking a copy to the concerned branch) only. Printed A/c statement shall also be sent to the cardholders by post, at the option of the customers.
SMS / E-mail Alerts	<p>For every debit and credit, the following alerts shall be sent to the cardholder to his registered mobile number through SMS / E-mail;</p> <ul style="list-style-type: none"> • Transactions done in POS/ATM/Internet • Blocking / Locking of Card • Statement Generation • Overdue reminder • Payment receipt • Amount refund <p>The cost of SMS shall be borne by the Bank.</p>
Credit Card Outstanding Payment Procedure	<ol style="list-style-type: none"> 1. The Credit Card statement will be generated on 20th of every calendar month and sent to the cardholder's email ID. 2. The cardholder has to pay the outstanding amount mentioned in the statement on or before 05th of every month. 3. If unpaid, the linked CASA account of the cardholder will be debited on due date (05th of every month). 4. If the cardholder account is not having sufficient balance for the total amount due on payment due date, then the available amount will be debited from that account and for the remaining amount, system will create Temporary

	<p>Overdraft (TOD) in the linked CASA account and adjust the total amount due. Also, the card will be blocked temporarily, until the closure of TOD account in full.</p> <ol style="list-style-type: none"> 5. TOD will carry a ROI of 24% p.a, 6. Interest will be calculated from the date of creation of TOD, 7. If the cardholder wants to repay by availing EMI facility, he/she can convert the transaction(s) into EMI after login in the credit card customer portal. Minimum amount eligible for EMI conversion (single or multiple transaction) is Rs.5,000/- and the maximum amount eligible for EMI option is the card billed amount for the particular billing cycle (It may go upto maximum credit card limit sanctioned to the customer). 8. For unbilled transactions, customer can convert to EMI any time before billing. For billed transactions, customer can convert to EMI within the month end of the billing cycle. 9. The credit limit of the card will be reduced by the TOD outstanding and EMI outstanding if any of the cardholder.
EMI Facility	<ol style="list-style-type: none"> 1. EMI facility shall be extended only for purchases done across the Internet, POS terminals and Mobile Banking (No exclusions based on the items being purchased) and EMI facility is not available for cash advance /withdrawal, CA charges, Interest on cash advance, GST, GST on Fee, GST on interest, late payment fee/charges, GST on late payment fee/charges, etc., 2. The EMI facility may be availed by the TMB credit cardholder by way of giving positive confirmation to avail EMI facility in online credit card customer portal. 3. Maximum EMI tenor shall be 3,6,9,12 months, 4. Processing fee will be charged on the EMI amount at the rate of 0.5% subject to a minimum of Rs.150/-. 5. Rate of Interest shall be 18% p.a, 6. Pre-closure of EMI loan is allowed. 7. Card limit must be reduced by the outstanding amount under the EMI facility and TOD outstanding if any, 8. EMI facility must not be provided when; <ul style="list-style-type: none"> ✓ the single or cumulative transaction amount is less than Rs.5,000/- ✓ the customer is already having TOD in the linked CASA account. 9. If customer fails to pay single EMI, the card (including Add-on Card) must be blocked, 10. Unblocking shall be done by our Credit Card Cell, after clearance of the TOD in the linked CASA account.

	11. Our Credit Card Cell will daily journalize the credit card EMI transactions in the CBS system based on the daily journal report given by the vendor and the Credit Card EMI loan outstanding GL head will be tallied on daily and monthly basis after EMI repayment.
Non-Performing Asset	System (Finacle CBS) will classify the TOD accounts of the cardholder as NPA based on IRAC norms.
Submission of Data to Credit Information Companies	The Credit Card details of the customer like limit, expiry, outstanding, overdue., will be shared to the Credit Information Companies like CIBIL, CRIF, Experian, Equifax, etc.,
Insurance Coverage	Personal Accidental cover of Rs.5 Lakhs (For death benefit only) shall be provided.

ANNEXURE – II (RUPAY CREDIT CARDS)**SALIENT FEATURES OF TMB YOUTH CREDIT CARD (RUPAY) UNDER THE BRAND NAMES EUTH AND WINGS CREDIT CARDS:-**

Features	TMB YOUTH Credit CARD (RUPAY):-
Eligibility	Any Individual having SB account with our bank with a minimum vintage of 1 year and a minimum income of Rs.2 lakhs plus p.a.
Document Requirement	Latest 3 Months pay slip* (or) latest IT return for 1 year.
Minimum Card Limit	2 times of Monthly salary subject to minimum of Rs.30,000/- *
Maximum Card Limit	Rs.3,00,000/- or ten months' salary whichever is lower*
Cash advance Limit	25% of the sanctioned card limit. Per day maximum limit of cash withdrawal is Rs.25,000/-
Free Add on Cards	Up to 1, for spouse.*
Card brand	RuPay Platinum*
EMV Chip Card	Card variant is issued with Contactless and EMV chip facility with Contactless. Card variant is issued as EMV chip facility with applicable charges of Rs.250/- + Taxes*
Contact Less	Contact less Card with RFID Technology for transactions up to Rs.5,000/-
Wearables	Rs.600 reversible when customer spends exceed Rs.3,00,000 in a calendar year.*
Credit Period	Free up to 45 days
Minimum repayment on Revolving Credit	A Minimum of 10% of the monthly total billed amount, subject to minimum of Rs.500/-
Card Validity	3 Years
Pin Generation	Visit any of the nearby TMB ATMs (or) Login through TMB Credit Card Portal or TMB Mobile Banking application.
Card Activation	Card is not activated before the time of delivery to customer, for security reasons. Customer must activate the card on-receipt of it.
Card Dispatch	Welcome Kit containing the card will be sent to the customer address through DTDC courier or India Posts or any other secure dispatch.

EMI	Available for spends more than Rs. 2,500/- for specific spend categories. (except cash withdrawal).
Billing Date	20 th of every Month;
Due Date for payment	5 th of succeeding month
E-statement	Consolidated statement sent to Cardholders email ID on Billing Date. Only e-statements
SMS/Email	SMS & Email sent to Cardholders on every payment irrespective of amount.
Insurance Coverage *	Free personal accident death covers of Rs.10 Lakhs Funded by RuPay. (Conditions of RuPay Card for insurance is applicable).
Rewards and offers *	<ul style="list-style-type: none"> • Card Issuance Fee- “Waived Off”. • Contactless Payment capable. Customer needs to manually activate Contactless functionality, as per RBI direction. • 5% Cash Back on Utility Bill Payments (Recharge, Gas, Electric City, Water Bill, etc.). (Capped at Rs.50 per month) • 5% Cash Back on Eateries Places & Restaurants (Selected restaurants). (Capped at Rs.50 per month) • Free personal accident cover of Rs.10 lakhs (*Only Death Benefit). • 10% OFF on purchase in CENTRAL. • 10% OFF on Textile Products on CHENNAI SILKS • 10% OFF on BASKIN ROBBINS vouchers. • Other Seasonal Offers from RuPay announced from time to time
TMB Funded offers @ 25p per rewards point *	<ul style="list-style-type: none"> • Airport lounge access enabled for annual spends more than Rs.2.5 Lakhs. • 5 Reward Points for every Rs.300 spent on Electronic Items (Online). e.g.: Reliance Digital, Croma) • 4 Reward Points for every Rs.300 spent on E-Commerce Purchases.eg: Amazon, Flipkart, Myntra, Zomato, Swiggy, BookMYshow.

	<ul style="list-style-type: none">• 3 Reward Points for every Rs.300 spent on purchase in Super Markets. e.g.: DMart, Reliance stores, STAR Bazaar.• 5 Reward Points for every Rs.500 spent on Educational Fee Payments. (Online School & College Fee)• 4 Reward Points for every Rs.500 spent on insurance Payments.eg: LIC, Max Insurance <p>3 Reward Points for every Rs.200 spent on Utility Bill Payments.eg: Recharge, DTH, OTT Subscriptions</p>
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SALIENT FEATURES OF TMB ADVANTAGE BUSINESS CREDIT CARD (RUPAY) UNDER THE BRAND NAMES EMERALD AND PHOENIX CREDIT CARDS: -

Features	<u>TMB ADVANTAGE BUSINESS CREDIT CARD (RUPAY):-</u>
Eligibility	Any Individual or Proprietor having Current Account with our bank with minimum vintage of one year and at least an income tax returns filing of Rs.3 lakhs & more p.a.
Document Requirement	Latest IT return for 1 year
Minimum Card Limit	1/4 th of Annual Income with minimum of Rs.50,000/- (extant Card issuance policy of TMB)
Maximum Card Limit	Rs.10,00,000/-*
Cash advance Limit	25% of the sanctioned card limit. Per day maximum limit of cash withdrawal is Rs.25,000/-
Free Add on Cards	Up to 1, for spouse.*
Card issuer	RuPay Platinum.*
EMV Chip Card	Card variant is issued with Contactless and EMV chip facility with Contactless. Card variant is issued as EMV chip facility with applicable charges of Rs.250/- + Taxes
Contact Less	Contact less Card with RFID Technology for transactions up to Rs.5,000/-
Wearables	Rs.600/- onwards (Rs.600 reversible when customer's spends exceed Rs.3,00,000 in a calendar year.*
Credit Period	Free up to 45 days
Minimum repayment on Revolving Credit	A Minimum of 10% of the monthly total billed amount, subject to minimum of Rs.500/-
Card Validity	3 Years
Pin Generation	Visit any of the nearby TMB ATMs (or) Login through TMB Credit Card Portal or TMB Mobile Banking application.
Card Activation	Card is not activated before the time of delivery to customer, for security reasons. Customer must activate the card on-receipt of it.
Card Dispatch	Welcome Kit containing the card will be sent to the customer address through DTDC courier or India Posts any other secure dispatch.

EMI	Available for spent more than Rs.2,500/-.(except cash withdrawal).
Billing Date	20 th of every Month
Due Date for payment	5 th of succeeding month
E-statement	Consolidated statement sent to Cardholders email ID on Billing Date.
SMS/Email	SMS & Email sent to Cardholders on every payment irrespective of amount.
Insurance Coverage	Free personal accident covers of Rs.10 Lakhs funded by RuPay. (Conditions of RuPay card for issuance is applicable).*
Rewards and Offers*	<ul style="list-style-type: none"> • Contactless Payment capable. Customer needs to manually activate Contactless functionality, as per RBI direction • Free personal accident death insurance cover of Rs.10 lakhs • Rs.500/- off on Purchase of Rs.5000/- on Metro Wholesale. • 25% OFF on product purchase in CYBERIOR. • 10% OFF on Purchase in ITCstore.in • 20% Reward Points on Flight bookings in INDIGO. • Other Seasonal Offers from RuPay announced from time to time
TMB Funded offers and cashbacks @ 25p per rewards point*	<ul style="list-style-type: none"> • Card renewal Fee- Rs.1,000/- (Waived Off for spends more than Rs.6 lakh per calendar year) • Annual Fee- Rs.1,000/- (Waived Off for spends more than Rs.6 lakh per calendar year) • Free quarterly Airport lounge access for quarterly spends more than Rs.2 Lakhs. • 5% Cash Back on Utility Bill Payments (Recharge, Gas, Electric City, Water Bill, etc.). (Capped at Rs.50 per month)

	<ul style="list-style-type: none"> • 5% Cash Back on Eateries Places & Restaurants (Selected restaurants). (Capped at Rs.50 per month) • 5 Reward Points for every Rs.300 spent on Electronic Items (Online).eg: Reliance Digital, Croma) • 4 Reward Points for every Rs.300 spent on E-Commerce Purchases.eg: Amazon, Flipkart, Myntra, Zomato, Swiggy, BookMYshow. • 3 Reward Points for every Rs.300 spent on purchase in Super Markets. e.g.: DMart, Reliance stores, SPAR. • 5 Reward Points for every Rs.500 spent on Educational Fee Payments. (Online School & College Fee) • 4 Reward Points for every Rs.500 spent on insurance Payments.eg: LIC, Max Insurance • 3 Reward Points for every Rs.200 spent on Utility Bill Payments.eg: Recharge, DTH, OTT Subscriptions)
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