

## **MOST IMPORTANT TERMS & CONDITIONS FOR CREDIT CARDS**

Dear Cardmember – The Most Important Terms and Conditions (MITC) are to be read along with the Cardmember Agreement of Equitas Small Finance Bank Ltd for complete understanding. The MITC are subject to revision from time to time post 30 days notice to customers. Refer [www.equitasbank.com](http://www.equitasbank.com) for details.

Please click here to refer [Card Member Agreement](#) and [Key Fact Statement](#)

### **1. Fees and Charges**

#### **a. Joining Fees and Annual Fees for Primary Card Holder:**

The fees may vary for each Cardmember, and from offer to offer. The same is communicated to the Cardmember at the time of applying for the Credit Card. The below fees as applicable are billed to the card account and are stated in the card statement of the month in which it is charged.

<b>Equitas Credit Card Variant</b>	<b>Joining fees (Actual Fees will be conveyed at the time of application)</b>	<b>Annual fees (Actual Fees will be conveyed at the time of application)</b>
Tiga	₹ 500	₹ 500
Tiga Secured	₹ 1,000	₹ 1,000
Selfe	₹ 1,000	₹ 1,000
Selfe Secured	₹ 2,000	₹ 2,000
PowerMiles	₹ 5,000	₹ 5,000
PowerMiles Secured	₹ 5,000	₹ 5,000

#### **b. Cash Advance Fees**

<b>Cash Advance Fees</b>	2.5% of the amount withdrawn or ₹250 whichever is higher. All Cash Advances also carry a finance charge equal to charges on revolving credit from the date of withdrawal until the date of full payment
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The Cardmember can use the Credit Card to access cash round the clock from ATMs in India or abroad. A transaction fee of 2.5% (Minimum ₹250) would be levied on the amount withdrawn and would be billed to the Cardmember in the next monthly statement. The transaction fee is subject to change at the sole discretion of Equitas. All cash advance transactions also carry a finance charge equal to charge on revolving credit from the date

of withdrawal until the date of full payment. Applicable finance charge is subject to change at the sole discretion of Equitas.

### c. Service Charges Against Transactions:

Fuel Surcharge Waiver <sup>^^</sup> on transaction amount (As per Applicable Rate)	All Products Eligible for Fuel Surcharge Waiver: 1% of the transaction amount (to be waived only for transactions of ₹500 - ₹3,000) (No Reward Points will be accrued for transactions where Fuel Surcharge waiver is given)
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<sup>^^</sup>maximum Fuel Surcharge waiver will be as below

Card Variant	Maximum Monthly Fuel Surcharge waiver (Rs)	Maximum Annual Fuel Surcharge waiver (Rs)
Tiga/Tiga Secured	100	1,200
Selfe/Selfe Secured	250	3,000
PowerMiles/PowerMiles Secured	450	5,400

**Fuel Surcharge waiver:** Fuel Surcharge Waiver will be capped at 1% of the eligible fuel transaction amounts. GST on Fuel surcharge will not be reversed. The rate of surcharge may vary depending on the fuel station and their acquiring bank. The surcharge is levied by the acquiring bank providing the terminal to the merchant. The value on charge slip will differ from the Credit Card statement since the Surcharge & GST is levied by acquiring bank post the transaction. The 1% surcharge waiver (excluding GST) for eligible transactions would reflect separately in the monthly Credit Card statement.

### d. Interest Free Period:

The interest free credit period could range from 20 to 50 days subject to the scheme applicable on the specific Credit Card and the submission on the specific Credit Card i.e. date of purchase (please refer to the Schedule of Charges) and the submission of claims by the merchant. However, this is not applicable if the Previous month's balance has not been cleared in full or if the Cardmember has availed of cash from ATM.

This means that a customer who has a billing date of 4<sup>th</sup> of the month can spend on his Card from 5<sup>th</sup> April to 4<sup>th</sup> May, his bill will be generated on 4<sup>th</sup> May and his Payment Due Date will be 24<sup>th</sup> May. Hence a purchase made on 14<sup>th</sup> April will have a credit period of 40 days, while a purchase made on 2<sup>nd</sup> May will have a credit period of 22 days. This period will be free of interest only if all previous dues are paid in full and there is no unpaid balance carried over from previous months.

#### e. Finance Charges:

Equitas Credit Card Variant	Interest Charges	
	Monthly Rate	Annual Rate
Tiga/Tiga Secured	3.75%	45%
Selfe/Selfe Secured	3.75%	45%
PowerMiles/PowerMiles Secured	3.75%	45%

Finance charges apply monthly on all transactions from the transaction date if the Cardmember doesn't pay the full balance. These charges also apply to cash advances until they're repaid. Finance charges are debited to the Cardmember's account until the outstanding balance is paid in full. For cash advances, charges start from the transaction date until full payment.

If the customer carries forward any outstanding amount or takes a cash advance, finance charges will be calculated using the Average Daily Balance Method. If a Cardmember pays less than the total amount due on the Equitas Bank Credit Card, the entire outstanding amount and new transactions will incur finance charges until the previous amounts are repaid in full.

No interest is charged on unpaid fees, charges, or taxes. Interest on cash advances starts from the transaction date until settlement. Interest rates can increase up to 3.75% per month (45% annualized) based on spending, repayment, and usage patterns. Interest is also charged if full payment is made after the payment due date but before the next statement date. If partial payments are made but the current statement's balance is paid in full on or before the due date, interest will be charged on the total outstanding amount of the current statement until the date of full payment. This interest will appear in the next statement.

#### f. Overdue Interest Charges – to be given on Monthly & Annualised basis

##### Illustration of Interest Calculation:

Assume that you have paid all previous dues in full and do not have any amount outstanding in your Card Account. Your statement date is 18<sup>th</sup> of every month. The following is the list of transactions you have done on your card account.

Date	Transaction	Amount
10-Apr	Goods Purchase	₹15,000
15-Apr	Garments Purchase	₹5,000
18-Apr	Statement Date	Total Amount due = ₹20,000 Minimum Amount Due = ₹1,000
12-May	Payment into card account (Late payment charges will be applicable here)	₹2,000 (Credit)
14-May	Groceries purchase	₹1,000
15-May	Card Payment	₹15,000

Thus, on the statement dated 18<sup>th</sup> May, following will reflect as the component of the total amount payable by you.

Interest calculated = (outstanding amount 3.75% per month (i.e., 45% per annum) \* No of days) / 365.

a. Interest on ₹15,000 @ 3.75% per month (i.e., 45% per annum) from 10<sup>th</sup> Apr to 11<sup>th</sup> May (i.e. for 32 days) = ₹591.78

Interest on ₹13,000 @ 3.75% per month (i.e., 45% per annum) from 12<sup>th</sup> May to 14<sup>th</sup> May (i.e. for 3 days) = ₹48.08

Interest on ₹5,000 @ 3.75% per month (i.e., 45% per annum) from 15<sup>th</sup> Apr to 14<sup>th</sup> May (i.e. for 30 days) = ₹184.93

Interest on ₹3,000 @ 3.75% per month (i.e., 45% per annum) from 15<sup>th</sup> May to 18<sup>th</sup> May (i.e. for 4 days) = ₹14.79

Interest on ₹1,000 (fresh spends) @ 3.75% per month (i.e., 45% per annum) from 14<sup>th</sup> May to 18<sup>th</sup> May (i.e. for 5 days) = ₹6.16

Total interest = ₹845.75

b. Late Payment Charges = ₹900

c. GST @ 18% of interest and late payment charges = ₹314.23

d. Total Principal Outstanding Amount = ₹4,000 (₹1,000 fresh spends + balance ₹3,000 outstanding from last month's billing period)

Hence Total Amount Due = a + b + c + d = ₹6,059.99 and Minimum Amount Due = 100% of b + c and 5% of a + d = ₹1,456.52

It is therefore suggested that whenever cash flow is available with you, substantial amount more than MAD be paid to the Bank. Late Payment Charges will be applicable if the MAD is unpaid after the Payment Due Date.

### g. Charges in Case of Default:

Particulars	Details	
Late Payment Charges ("LPC")	Due as Per Last Statement (INR)	LPC Charges (INR)
	<100	0
	101-500	100
	501-5,000	500
	5,001-10,000	750
	10,001- 25,000	900
	25,001-50,000	1000
	>50,000	1200

### h. Other Charges

Particulars	Details
Payment Return charges (Return of Cheque, Standing Instruction Failure, Auto-Debit Return Fee ##)	2.0% on bounce amount, subject to minimum of ₹450
Over Limit Charges	2.5% of over-limit amount (min of ₹ 550)
Minimum Amount Due ("MAD")	Minimum Amount Due will be 5% of the balance outstanding on retail purchases payable along with interest and charges applicable on total due with all applicable taxes and EMI (only in case of EMI based products). It will reflect in the statement in the column Minimum Amount Due.
Foreign Transaction Mark-up	3.50%^
Reward Redemption Fee	₹99
Card Replacement Fees (Lost & Damaged Cards)	₹100 to ₹3,500
Card Re-issue Fees	₹100 to ₹3,500
Rent Payments	1% of the Transaction Amount max cap ₹ 3,000 on MCC 6513
Wallet Loading	2.50 % per transaction MCC 6540
Credit Limit Increase Processing Fees	Nil

##Standing Instruction Failure (Auto debit, NACH & ECS).

^Forex markup for PowerMiles/PowerMiles Secured Credit Card is 2%

**Rent Transaction fee:** For each rent payment identified through MCC 6513, a rent surcharge fee of 1% capped at ₹3,000 per transaction will be levied on the transaction amount. Taxes will be applicable as notified by Government of India.

For example - If you pay ₹20,000 on a third-party rent payment platform using your Equitas Credit Card, 1% of transaction amount i.e. ₹200 plus taxes will be charged as surcharge fee. In case you pay ₹3,50,000 on a third-party rent payment platform using your Equitas Credit Card, rent surcharge fee will be capped at ₹3,000 plus taxes.

#### Value Added Charges (Selfe/Selfe Secured Card)

Card Type	Charges
Plastic Card	-
Green Card	₹250
Metal Card	₹3500

#### Add-on Credit Card Charges

Card Type	Charges
Tiga/Tiga Secured	-
Selfe/Selfe Secured - Plastic/Green	-
Selfe/Selfe Secured – Metal	₹3500
PowerMiles/PowerMiles Secured - Metal	₹3500

The above mentioned charges will be included as part of Joining Fees, Card Replacement, Card Re-issue.

#### Loan on Cards

**Loan within limit, Loan outside limit, Transaction conversion into EMI, Merchant EMI, Balance Transfer and Balance Transfer on EMI:**

- **Loan within Limit & Loan outside Limit Processing Fee:** Processing fees levied is upto ₹999, (Exclusive of GST) depending on the customer's eligibility/offer details.
- **Transaction Conversion into EMI Processing Fee:** Processing fees levied is upto ₹999, (Exclusive of GST) depending on the customer's eligibility/offer details.
- **Merchant EMI Processing Fee:** Processing fee of ₹199 (Exclusive of GST) will be levied for customers availing EMI facility.
- **Balance Transfer and Balance Transfer on EMI:** Processing fees levied is upto 2% of the balance transfer amount, (Exclusive of GST) depending on the customer's eligibility/offer details.

- **Pre-Closure Charges:** 3% of the Balance Principal Outstanding on all loans (Plus GST @18%)
- **Pre-Closure Interest:** Interest from last statement until pre-closure date. (Plus GST @18%)

## 2. Drawal Limits

**i) Credit limit:** Equitas at its sole discretion will determine the Cardmember's credit limit and cash withdrawal limit. (Add-on Cardmembers share the same limit as the primary cardholders).

**ii) Available Credit Limit:** These limits are communicated to the Cardmember at the time of card delivery, mobile app, netbanking and in the monthly statements. The available credit limit at the time of the statement generation is provided as a part of the monthly statement. Equitas will review the Cardmember account periodically and may decrease the Cardmember's credit limit basis their internal criteria. In such an instance, the Bank will immediately inform including the reason thereof, by SMS or E-mail. Cardmembers seeking to have their credit limit increased can do so by writing to the Bank and providing financial documents declaring their income. The Bank, at its sole discretion and based on such new documents provided, may increase the credit limit of the Cardmember

**iii) Cash Withdrawal Limit:** A portion of your credit limit that you can withdraw as cash through ATM's. The bank will review and may decrease your credit and cash limits periodically without prior notice. (Refer cash advance fee for charges for each card variant).

Card Variant	Cash Limit %
Tiga	30% of Credit limit
Selfe	40% of Credit limit
PowerMiles	40% of Credit limit

**Note:** Cash Limit is zero for Secured Credit Card variants (Tiga Secured, Selfe Secured and PowerMiles Secured)

## 3. Bill Payment

### i. Billing Statements - Periodicity and Mode of Sending

The Bank will send you a monthly statement showing payments and transactions for the month. The Bank will mail a statement of transactions in the card account every month on a pre-determined date, to mailing address / email on record with the bank irrespective of the outstanding balances. Mode of the statement will be Physical / email as per customer's choice. Cardholders shall be provided a one-time option to modify the billing

cycle of the credit card as per their convenience by contacting phone banking as updated in MITC.

## **ii. Minimum Amount Payable**

Equitas Bank Credit Cards offer the Cardmember the facility of revolving credit. The Cardmember may choose to pay only the Minimum Amount Due (MAD) or Total Amount Due (TAD) or any part of the Total Amount Due above MAD as mentioned in the Credit Card statement. Funds need to be credited to the Equitas Bank card account on or before Payment Due Date to avoid Late Payment Charges. Cardmembers are advised to drop local cheques well in advance to the Payment Due Date to ensure payment reflects on the card account within the Payment Due Date.

Current Minimum Amount Due will be 5% of the balance outstanding on retail purchases and interest. 100 % of fees and charges added with all applicable taxes and EMI (only in case of EMI based products). It will reflect in the statement in the column Minimum Amount Due. In case the balance outstanding is less than ₹200, Total Amount Due and Minimum Amount Due is the same. Any unpaid Minimum Amount Due of the previous statement will be added to the Cardmember's current Minimum Amount Due in addition to the outstanding exceeding the Cardmember's Credit Limit. Payments made towards the Credit Card outstanding are acknowledged in subsequent statements. All Payments to be made in Indian Currency only.

**Appropriation of Payments:** Payments received against the Cardmember's card outstanding will be adjusted against Taxes, Interest, Fees and Other charges, Other principals e.g. EMI principal, EMI principal, Cash Advances and retail transactions, in that order.

## **Methods of Payment**

### **Pay through standing instructions (Auto Debit):**

If the Cardmember holding a savings / current account with Equitas, then customer may pay directly through the Saving / Current Account by giving standing instruction through the Selfe loan app to debit the payment from such account every month on the payment due date. First attempt would be made for Total Amount Due (TAD) and once TAD is not fulfilled then bank would attempt for Minimum Amount Due (MAD).



**Pay Online:**

If Cardmember holds a savings/current account with Equitas, then payment can be made for the Credit Card bill online through Netbanking/Mobile banking/Selfe loan app.

**For Online Payments from your Savings Account with any Other Bank**

Credit Card dues can also be paid from any of your other bank account/s through Net Banking or any other mode of payment enabled by the Bank through IFSC Code - ESFB0CCARDS

**iii. Billing Disputes & Resolution**

Equitas will send Cardmember a monthly statement showing the payments credited to and the transactions debited from the card account since the last statement. Statement will be sent every month on a pre-determined date, to the preferred statement mode on record with Equitas.

All the contents of the statement will be deemed as correct and accepted if the cardmember does not inform Equitas within 35 days from the transaction posting date in writing. On receipt of such information, Equitas may reverse the charges on temporary basis pending investigation. If on completion of subsequent investigations, the liability of such charges is on the Cardmember, then the charges will be reinstated in subsequent statement along with the associated retrieval requests charges. Upon receipt of dispute from customers, Bank would provide necessary documents (as per network timeline), wherever applicable and received from the Member Bank, subject to operating guidelines laid down by the respective franchisee like Visa/NPCI. GST levied will not be reversed on any dispute on Fee & Charges / Interest.

Monthly statement will be furnished by the Bank to the cardmember by mail, or courier or by ordinary post.

In case, Cardmember has initiated payment of Credit Card above the outstanding. Payment would be adjusted towards billed outstanding and then unbilled outstanding, any excess beyond this would be refunded to the cardholder in 7 working days of payment if card holder has provided the account details.

If the Cardmember has paid excess payment toward Credit Card, the payment will be refunded in the source account. In case if the Credit Card stands cancelled, any excess outstanding will be transfer to the customer's saving/current account only.

Please note that in case you have a dispute in relation to an international transaction, Customer to provide a copy of passport.

**iv. Complete Postal Address of Card-Issuer**

Equitas Small Finance Bank Limited, Credit Card Division, 4<sup>th</sup> Floor, Phase-II, Spencer Plaza, 769, Anna Salai, Chennai, Tamilnadu – 600002

**vi. Toll Free number, Email-ID and Dedicated Telephone Number for SMS for customer care services, contact details of Grievance Redressal Official**

In all your communication with us, please indicate your registered mobile number.

You may contact the Bank in any of the following ways.

1. By calling our Toll-free number – 18001032977(local call rates apply). *24/7 toll free service for card block and reporting unauthorised transaction or transaction declines; while for other services the toll free will work from 8AM-8PM on bank working days*
2. Through email to [customerservice@equitasbank.com](mailto:customerservice@equitasbank.com) and for unauthorized transactions [unauthtrnx@equitasbank.com](mailto:unauthtrnx@equitasbank.com)
3. Through Letter - Courier Address: Equitas Small Finance Bank Limited, Credit Card Division, 4<sup>th</sup> Floor, Phase-II, Spencer Plaza, 769, Anna Salai, Chennai, Tamilnadu – 600002

**Grievances Redressal / Complaints / Escalation**

In the unlikely event of Cardmembers not being satisfied with our services, they can escalate their complaint using the Grievance Redressal Mechanism.

Bank has four level structure of complaint handling:

Level 1 – [customerservice@equitasbank.com](mailto:customerservice@equitasbank.com) or Toll Free Number 1800 103 2977

Level 2 – Nodal Officer (\* as mentioned below)

Level 3 – Principal Nodal Officer (\*\* as mentioned below)

Level 4 – Banking Ombudsman

\*If you have not received a satisfactory response at Level 1 within 7 working days, send an email to our Nodal Officer - Smitha Kumar at [nodalofficer@equitasbank.com](mailto:nodalofficer@equitasbank.com) or write at Equitas Small Finance Bank Limited, Credit Card Division, 4<sup>th</sup> Floor, Phase-II, Spencer Plaza, 769, Anna Salai, Chennai, Tamilnadu – 600002. Phone no : 044-40048570

\*\* If you have not received a satisfactory response at Level 2 within 7 working days, please escalate the issue to our Principal Nodal Officer - Dheeraj Mohan at [pno@equitasbank.com](mailto:pno@equitasbank.com) or write at Equitas Small Finance Bank Limited, Credit Card Division, 4<sup>th</sup> Floor, Phase-II, Spencer Plaza, 769, Anna Salai, Chennai, Tamilnadu – 600002. Phone no: 044-40048570.

If your complaint is not resolved within 30 days of receipt at the Bank, then the said complaint can be escalated to Banking Ombudsman.

The details of the Banking Ombudsman for your location are displayed at the branches.

In case of delay in providing a resolution within the stipulated time, Equitas at its sole discretion will decide if the Cardmember is entitled to any compensation as per compensation policy approved by the board of the bank and available in the website.

#### **4. Default and Circumstances**

- **Procedure including notice period for reporting a cardholder as defaulter:**

Grace day of 3 days is allowed from the payment due date on Credit Card accounts, where payments are not overdue. The payment due date as mentioned on the Credit Card statement is the date by which clear funds must be credited to the Credit Card, however 3 grace days are provided to accommodate for processing time of payments. The Bank shall report a Credit Card account as 'past due' to credit information companies (CICs) and levy late payment charges when a Credit Card account remains 'past due' for more than 3 days. 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. In the event of default, the Cardmember will be sent reminders from time to time for settlement of any outstanding on the card account, by post, fax, telephone, e-mail, SMS messaging and/ or engaging third parties to remind, follow up and collect dues. Any third party so appointed, shall adhere fully to the Code of Conduct on Debt Collection. In case the cardholder fails to make payment of either the Minimum Amount Due or the Total Amount Due, under each monthly billing statement, the bank shall place a temporary block on the card and notify the customer of such non-payment and its intention to report the cardholder as defaulter to the Credit Information Companies (CIC) in case the cardholder fails to pay the Minimum Amount Due or the Total Amount Due.

- **Procedure for withdrawal of default report and the period within which the default report would be withdrawn after settlement of dues**

In case the cardholder settles the dues after being reported as defaulter, the Bank shall update the status within 30 days from the date of settlement of dues. In case a transaction is disputed by customer, a temporary credit equivalent to the amount disputed by customer will be provided to the Credit Card account of the customer and the disclosure/release of information, particularly about the default, shall be made only after the dispute is settled.

- **Recovery procedure in case of default**

In case of default, upon a demand made by the bank, if the balance amount due on the card is not repaid within the prescribed time; bank shall have a right of lien and set-off without notice on all monies belonging to the Cardmember including Add-on transactions. During settlement of redemption, in case available Reward Points balance is lesser than

Points required for the transaction, the bank reserves rights to debit the differential amount on the Customers Card/Account.

- **Recovery of dues in case of death / permanent incapacitation of cardholder**

The death or incapacity of Cardmember including insolvency, dissolution, bankruptcy or winding up, shall automatically result in cancellation of the card issued to the Cardmember as well as any Add-on Cardmembers. The card would also be liable to be suspended on instructions from any Government or Regulatory body. On cancellation or suspension of the card, all amounts outstanding on the card account shall be deemed to have become due immediately. Notwithstanding the Cardmember's obligation to pay all outstanding amounts forthwith, Bank shall be entitled to recover the same in accordance with the relevant laws in force.

- **Available insurance cover, if any, for cardholder and date of activation of policy including nomination details**

Select Credit Card variants have a complimentary insurance cover on the Card. The policy coverage starts from the date of the Credit Card set up. For information on updating nominee details and terms and conditions, Process is available on all servicing apps/netbanking/website.

## **5. Termination of Cardmember's Membership:**

- **Procedure for surrender / closure of card by cardholder:**

The Cardmember may terminate the Agreement at any time after providing intimation to Equitas. All cards, including add-on cards, EMI will be cancelled based on request.

- Card closure request from customer after the receipt of all payments, shall be closed within 7 working days from the date of request received from the customer
- EMI(s) (if any) in the Credit Card will be automatically closed and added to the total outstanding which will be noted as balance to be paid by the customer for permanent closure
- If any charges are levied on the card after card closure, bank reserves the right to bill the same to the customers and same will be reported to Credit Bureaus. (If not paid by the customer)
- All linked/Add-on Credit Cards associated with the Credit Card shall be de-activated and available reward points shall also expire upon card closure
- Any standing instructions/recurring payments registrations stands withdrawn

- The usage of Equitas Credit card shall strictly be in accordance with exchange control regulations, law of the land or of the Regulatory authorities as applicable from time to time, the card will not be used for transactions involving Forex Trading, Lottery, Betting, Gambling, Dating, Babysitting, Cryptocurrency and Virtual currency.
- Disputed transactions, if liability is determined with the customer shall be borne by the customer
- **Link provided exclusively for the above on the website**

Netbanking ([www.equitasbank.com](http://www.equitasbank.com))

- **Contact details for the cardholder to initiate closure – Email-id, dedicated telephone number for SMS, IVRS**

Modes to initiate termination of cardholder's membership:

- 1) Phone Banking (18001032977)
- 2) Cardmember App (Selfe loan)
- 3) Netbanking
- 4) Email ([customerservice@equitasbank.com](mailto:customerservice@equitasbank.com))

Once the request is raised through above channels, no transaction can be made through the card from immediate effect as the same will be blocked. Any transactions incurred by the Cardmember prior to the closure of card, and which is presented / claimed at a later point by the merchant shall be billed to the Cardmember for effecting necessary payments towards such transactions. The Cardmember shall be is obligated to pay for any transactions which were incurred prior to the closure date of the card and the Bank shall report these outstanding payments of the Cardmember to CICs, if unpaid.

Incase Equitas notices unusual and abnormal transaction patterns in the use of the Credit Card, Equitas will try to establish contact with the Cardmember on the registered phone number of the Cardmember available on its records to verify the validity of the card transaction

Failure on the part of Equitas to establish contact with the Cardmember, Equitas may restrict / terminate the use of the Credit Card without any further notice, if Equitas reasonably believes that it is necessary in the interest of the Cardmember and / or for security reasons

Equitas can suspend the facility on the Credit Card, if the Cardmember defaults on payment due or exceeds the credit limit extended. The Credit Card must not be used after the Cardmember Agreement has ended or if the card account is suspended. In such a situation, Cardmember must (subject to any default or other notice required by law) immediately pay Equitas the total outstanding balance on the Credit Card Account. This

includes all amounts due to Equitas under the Cardmember Agreement including all transactions and other amounts not yet charged to the Credit Card Account. The Credit Card will not be considered as closed until the Cardmember has paid all such due amounts in full

Cardmember to ensure that the new card to be activated within a stipulated period. A card will be considered active, if the Cardmember initiates a process indicating intent to use a Credit Card such as PIN Generation, Modification of Transaction Control, Interactive Voice Response, Recorded Call to the Customer Care Center and SMS. Any calls made to the Customer Care Center, for reasons other than those cited above, shall not be considered towards usage of a card.

One Time Password (OTP) based consent from the Cardmember for activating a Credit Card, if the same has not been activated by the Cardmember for more than 30 days from the date of issuance. If no consent is received for activating the card, Equitas will close the Credit Card Account without any cost to the Cardholder within 7 working days from date of intimating the Cardmember. Any Reward Points/CashPoints accrued will be nullified. In case of a renewed or replaced card, the closure of an inactivated card shall be subject to payment of all dues by the Cardmember.

- **Procedure for closure of card account if the card has not been used for more than one year**

If a Credit Card has not been used for a period of more than one year, the process to close the card will be initiated after intimating the Cardmember. If no reply is received from the Cardmember 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 the Credit Card account, any credit balance available in Credit Card accounts will be transferred back to the cardholders through banking channels. The bank will obtain the details of the cardholder's bank account, if the same is not available with them

## **6. Loss / Theft of the Card**

### **i. Procedure to be followed in case of loss/theft/misuse of card-mode of intimation to card-issuer:**

In case of loss/theft/misuse of the card, customer can immediately hotlist/block the card by raising a request through below channels

- Selfe Loan app (Block / Unblock Card)

- Phone Banking / IVR (18001032977)
  - a) The Cardmember must notify the Call Center/Block the card through Selfe Loan App immediately if the Primary Card or any Additional Credit Card is misplaced, lost, stolen, mutilated, not received when due or if he/she suspects that the Credit Card is being used without Cardmember's permission. Once a card is reported lost, it should not, under any circumstance be used if found by the Cardmember subsequently.
  - b) The Bank is not liable or responsible for any type of transaction (Online/Physical/Contactless (Tap and Pay or Wifi/Others) transaction incurred on the card account prior to time of reporting of the loss of the card, and the Cardmember will be wholly liable for the same. Card Swipe/Online E-commerce transactions may get processed by merchants without PIN / additional authentication like OTP, when it is initiated on merchants located outside India as it may not be a mandate in those countries. Cardmember is wholly liable for all transactions prior to reporting of loss of the card. After the receipt of proper notification of the loss by the bank, the Cardmember's subsequent liability is zero. In addition to notifying Equitas about the loss or theft of the card, the Cardmember must report any theft of cards to the Police and lodge a Police Complaint and provide a copy of Police Complaint to the Bank.
  - c) The Cardmember will be liable for all losses in case of misuse of the card by someone who obtained the PIN or the card or OTP with or without the consent of Cardmember or an Additional Cardmember. If the Cardmember has acted fraudulently the Cardmember will be liable for all losses. If the Cardmember acts without reasonable care, the Cardmember may be liable for all losses incurred.
  - d) The Cardmember is under obligation to take all appropriate steps to keep the card (including the add-on card/s) safe and not to record the PIN, One Time Password (OTP) or any other token/code issued from time to time, in any form that would be retrievable or otherwise accessible to any third party if access is gained to such a record, either honestly or dishonestly.
  - e) Equitas may, without referring to the Cardmember or any additional Cardmember, give the police or other relevant authorities any information that Equitas consider relevant about the loss, theft, misuse of a Card or PIN.
  - f) An optional insurance product may be availed of by the cardmembers, at his/her own discretion, to cover the liability arising in the event of any fraudulent transactions on the Credit Card. For further details and terms and conditions of such Insurance Cover, kindly contact our representative of the Bank.
  - g) Equitas Bank Contactless Cards allows you to pay with a simple tap. To make a transaction of ₹5,000 or less, just tap to pay with your contactless card and you won't need to sign or enter any PIN. Contactless transactions are as secured as



any chip or PIN based transactions. The Bank is not liable or responsible for any transactions incurred on the Card Account prior to time of reporting or delay in reporting of the loss or misuse of the card and the Cardmember will be wholly liable for the same. Terms and Conditions mentioned in the cardmember agreement is applicable for all contact-less cards and contact-less transactions.

## **ii. Website link, Phone Banking, SMS, E-mail, IVR, reporting to nearest branch, etc. for reporting unauthorised transactions and initiating blocking of card**

If customer suspects any unauthorised transaction, customer should inform the bank through channels mentioned in Section E(ii) & E(iii) for blocking of card to avoid further unauthorised transaction or misuse.

## **iii. Liability of cardholder in case of (i) above in terms of RBI circular ref. DBR.No.Leg.BC.78/09.07.2005/2017-18 dated July 6, 2017 on 'Customer Protection – Limiting Liability of Customers in Unauthorised Electronic Banking Transactions' as updated from time to time:**

In case of loss/ theft/ misuse of card, the Bank shall be guided by the 'Customer Protection Policy' updated on the website of the Bank which has been formulated based on the RBI circular on Customer Protection – Limiting Liability of Customers in Unauthorised Electronic Banking Transactions' as updated from time to time. (RBI Circular - ref. DBR. No. Leg.BC.78/ 09.07.2005/2017-18 dated July 6, 2017) Please Note you can refer the Customer Protection Policy Note by visiting [www.equitasbank.com](http://www.equitasbank.com) - Customer Compensation Policy.

## **7. Card Features**

### **General Terms and Conditions for Features of Credit Cards**

These Terms and Conditions apply to the Equitas Tiga/Tiga Secured/Selfe/Selfe Secured/PowerMiles/PowerMiles Secured Credit Card. The Bank reserves the right to add, modify or amend any of the below terms and conditions by giving atleast 30 days prior notice to the Cardholders. This Tiga/Tiga Secured/Selfe/Selfe Secured/PowerMiles/PowerMiles Secured Credit Card T&Cs are in addition to Card Member agreement, Most Important Terms and Conditions of Credit Card and Equitas General Terms and Conditions as uploaded on Bank's website and agrees and gives the consent to all its content.

<b>Credit Card Variant</b>	<b>Credit Card Features</b>
	<b>Low cost or pay by 3 instalments on select set of Online &amp; Offline Merchants</b>



<p><b>Tiga/Tiga Secured</b></p>	<p>Tiga/Tiga Secured Card carries the feature of offers from select merchants to customers to pay in instalments automatically, within 3 months from the date of a purchase at interest of 1.25% p.m without processing fee. “Low Cost EMI” offering promoted by certain merchants/manufacturers on EMIs are at the sole discretion of the merchants/Manufacturers where cardholder will receive either an instant discount or cashback equal to interest subvented by the merchant/manufacturers. Bank shall not be held responsible for such discounts/cashbacks offered by merchants, withdrawn or delayed by the merchant/manufacture. Customer shall exercise their discretion in opting for the EMI scheme. Customer alone shall be responsible for the decision. Customer confirms that the Bank is not a privy to such offers made by a merchant/manufacture. Please refer Terms and Conditions pertaining to “Pay by 3” program offered by the Bank on Tiga/Tiga Secured Card on Bank’s website.</p> <p><b>Low Annual Percentage Rate (APR) &amp; Accelerated Reward Points</b> Low Annual Percentage Rate (APR)/ Finance charges for first 3 months at 0.99% p.m from card open date (date of purchase) on the total outstanding dues. Finance charges levied from subsequent months will be 3.75% per month.</p> <p><b>3X on UPI On CC, Contactless and Pay by 3 merchants</b> Tiga/Tiga Secured Card will also carry accelerated reward points on payments made using UPI, Contactless modes payments and Pay by 3 merchants</p>
	<p><b>Choose 5X Rewards on 2 out of 5 Categories</b> Customer is provided with the choice to select 2 out of 5 categories for accelerated reward points on the Card onboarding journey. Reward points will be credited based on the Merchant Category Code (MCC) on the category selected</p> <p><b>Choose 2 out of 5 Memberships</b> Customer is provided with the choice to select 2 out of 5 Memberships during the card onboarding journey. The membership voucher code will be communicated post card</p>

<b>Selfe/Selfe Secured</b>	<p>approval. The fulfilment of these memberships is done by third party.</p> <p>The Bank is not responsible or liable in any manner whatsoever for non-delivery or mis-delivery of third-party services, such as memberships, including but not limited to deficiency or delay or dispute in services, quality, benefits, facilities, and so on.</p> <p><b>Choose your Billing Cycle</b></p> <p>Customer is provided with the option to choose 1 out of the 3 billing cycles</p>
<b>PowerMiles/PowerMiles Secured</b>	<p><b>Luxury memberships</b></p> <p>Customers are provided with Complimentary Luxury Memberships of different Brands/Merchants. The membership voucher code will be communicated after approval of the card. The fulfilment of these memberships is done by third party. The Bank is not responsible or liable in any manner for non-delivery or mis-delivery of third-party services, such as memberships, including but not limited to deficiency or delay or dispute in services, quality, benefits, facilities etc.</p> <p><b>3X Rewards on International POS transactions</b></p> <p>Customers will be provided with accelerated rewards points on a best effort basis for International POS transactions on PowerMiles/PowerMiles Secured Credit Cards. This accelerated reward points is credited to customer's credit card on best effort basis based on merchant categories (MCC).</p>

## 8. Rewards & Cashback

Reward Points will be earned for transaction amounts in multiples of ₹100, residual amounts or transactions below ₹100 will not earn Reward Points. Redeemable reward points will be minimum 500 points.

Cardmember can earn cashback through a) cashback offers and b) redemption of reward points/CashPoints towards cashback. Cardmember need to effect payment towards the previous statement outstanding. Cashback amount credited to the card account will be adjusted towards the next statement balance.

Bank shall exercise due care on its part in due course of issuance of card PINs / Codes & and the Bank ensures to share any confidential data of the customer/ cardholder only with the said customer/ Cardholder.

Reward Point Validity: Reward Points/CashPoints are valid only for 2 years from the date of accumulation. e.g.: - if you have received Reward Points in the month of May 2024, then the same will expire in May 2026, except for PowerMiles/PowerMiles Secured card for which reward points are valid for 3 years.

Reward Points will also not accrue on transactions for Rent, Wallet Load, EMI, Fuel, Cash Advances, Government (on Consumer Retail Cards) and Education (on Business Retail Cards). Categories are identified by Merchant Category Code (MCC).

Reward Points earned on Grocery and Utility transactions will be capped at 2000 reward points per month for each category. Insurance transactions will be capped at 2000 reward points per day.

Please refer website for categories of spends not covered for Rewards points and capping of Rewards points on certain spends.

If the Credit Card is not used for more than 365 days, Reward Points/CashPoints accrued will be nullified.

The Bank reserves the right to cancel or suspend Reward Points/CashPoints accrued on the Credit Card if it is in arrears, restructured, suspension or default or if the Card Account is or is reasonably suspected to be operated fraudulently. Reward Points/CashPoints earned but not redeemed at the time of death of the Cardmember shall be forfeited.

Such credits posted to the Card Account including but not limited to those arising from returned goods or services or cancelled transactions, the Reward Points or cashpoints accrued as per product feature will be reduced /reversed / adjusted. In case of cancellation of E-vouchers that were availed by redeeming reward points/CashPoints, the restoration of reward points/CashPoints, if allowed at the discretion of the Bank, would be allowed at same rate at which the E-vouchers were redeemed.

If the Credit Card is blocked due to hot listing i.e. lost, stolen, etc (or) Card is Returned i.e. not delivered due to address change, etc (or) resident card holder holding a Non-resident account (or) de-activation of card till card holder authorization and is not re-activated within 6 months from block placement - For such cases Reward Points accrued in the card will be nullified.

Cardmember can earn cashback through redemption of reward points/CashPoints towards cashback. Cashback credits will not be considered as payment for the last

statement. Cardmember need to effect payment towards the previous statement outstanding.

### **Tier Program**

- Equitas will analyze the monthly spends on Credit Card done by the Cardmember for the previous quarter and categorize cardholders into five tiers based on the thresholds defined by Equitas. (Refer tiering structure in the website)
- Below are some of the points to note:
  - **Quarterly Tier Refresh:** Tier to refresh at the beginning of each quarter (on 1<sup>st</sup> day of the respective month) based on spends for last quarter.
  - **Benefits and Privileges:** Unique benefits and privileges to be assigned to each tier to incentivize higher spending and foster customer loyalty. Benefits will include higher redemption value and other relevant incentives.
  - **Communication and Notifications:** Cardmember will be informed regarding their tier upgrades, downgrades, or unchanged status. Cardmember will be sent personalized notifications detailing the benefits they can avail based on their tier.

Tier structure will be updated in the rewards redemption portal of the Equitas.

### **9. Goods and Services Tax (GST):**

Applicable Indirect Taxes including Goods and Services Tax (GST) would be levied on all fees and charges and any other amount liable to tax under prevailing Indirect Tax. GST% as applicable by govt. GST is applicable on all Fees, Interest, and other Charges. The applicable GST would be dependent on place of provision (POP) and place of supply (POS). If POP and POS are in the same state then applicable GST would be CGST and SGST / UTGST else, IGST. GST for Fees & Charges / Interest transactions Billed on statement date will reflect in next month statement. GST levied will not be reversed on any dispute on Fees, Charges or interest.

### **10. TDS on withdrawals above Rs 1 crore:**

TDS will be deducted at a rate of 2% on cash withdrawals in excess of ₹1 crore if the person withdrawing the cash has filed income tax return for any or all three previous AYs.

TDS will be deducted at 2% on cash withdrawals of more than ₹20 lakhs and 5% for withdrawals exceeding ₹1 crore if the person withdrawing the cash has not filed ITR for any of the preceding three AYs. Visit [www.equitasbank.com](http://www.equitasbank.com) for details. In line with RBI mandate, basis the nature and purpose of the transactions carried out on your credit card, customers are advised not to make any payments to the credit card through FCRA

accounts. In case, if any payments are observed through these accounts, customer may receive a notice from the Ministry of Home Affairs seeking explanation for such payments.

### **11. Most Important Terms and Conditions in Regional Languages**

Please visit [www.equitasbank.com](http://www.equitasbank.com) for information on MITC in regional languages.

The Cardmember hereby acknowledges that the Most Important Terms and Conditions available in regional languages at [www.equitasbank.com](http://www.equitasbank.com) is the representative text of the English version of the Most Important Terms and Conditions. The Cardmember agrees and acknowledges that in the event of any inconsistency between the texts in English and regional languages of the Most Important Terms and Conditions, the text in English shall prevail and shall be binding on the Cardmember

### **12. Cardmember Contact Centre**

In all your communication with us, please indicate your registered mobile number.

You may contact the Bank in any of the following ways.

By calling our Cardmember Service Center – 18001032977(local call rates apply). The detailed list of phone numbers is available on <https://www.equitasbank.com>.

Through email by logging on <https://www.equitasbank.com/> or through your internet banking account

Through Letter - Courier Address: Equitas Small Finance Bank Limited, Credit Card Division, 4<sup>th</sup> Floor, Phase-II, Spencer Plaza, 769, Anna Salai, Chennai, Tamilnadu – 600002

### **13. Grievances Redressal / Complaints / Escalation**

- **Grievance redressal and escalation process**

In the unlikely event of Cardmembers not being satisfied with our services, they can escalate their complaint using the Grievance Redressal Mechanism.

Bank has four level structure of complaint handling:

Level 1 – [customerservice@equitasbank.com](mailto:customerservice@equitasbank.com) or Toll Free Number 1800 103 2977 (available from 8AM – 8PM on bank working days)

Level 2 – Nodal Officer (\* as mentioned below)

Level 3 – Principal Nodal Officer (\*\* as mentioned below)

Level 4 – Banking Ombudsman

\*If you have not received a satisfactory response at Level 1 within 7 working days, send an email to our Nodal Officer - Smitha Kumar at [nodalofficer@equitasbank.com](mailto:nodalofficer@equitasbank.com) or write

at Equitas Small Finance Bank Limited, Credit Card Division, 4<sup>th</sup> Floor, Phase-II, Spencer Plaza, 769, Anna Salai, Chennai, Tamilnadu – 600002 Phone no : 044-40048570

\*\* If you have not received a satisfactory response at Level 2 within 7 working days, please escalate the issue to our Principal Nodal Officer - Dheeraj Mohan at [pno@equitasbank.com](mailto:pno@equitasbank.com) or write at Equitas Small Finance Bank Limited, Credit Card Division, 4<sup>th</sup> Floor, Phase-II, Spencer Plaza, 769, Anna Salai, Chennai, Tamilnadu – 600002 Phone no : 044-40048570.

- **Timeline for redressal of grievance**

If your complaint is not resolved within 30 days of receipt at the Bank, then the said complaint can be escalated to Banking Ombudsman.

The details of the Banking Ombudsman for your location are displayed at the branches.

In case of delay in providing a resolution within the stipulated time, Equitas at its sole discretion will decide if the Cardmember is entitled to compensation as per compensation policy approved by the board of the bank.

**Complete postal address of card-issuer:**

Equitas Small Finance Bank Limited, Credit Card Division, 4<sup>th</sup> Floor, Phase-II, Spencer Plaza, 769, Anna Salai, Chennai, Tamilnadu – 600002

- **Compensation framework for unsuccessful/failed transactions, delay in redressal of grievance, delay in closing of account/blocking of lost or stolen cards, etc.**

In case of unsuccessful transaction/failure, as per harmonisation of TAT, the Bank will reverse blocked amount within 5 working days. In case if the merchant claims such transaction, the regular dispute process will be followed as per franchise guidelines which is covered in the compensation policy.

The timeline is specified and updated in the compensation policy displayed on the bank website under Home > Policies > Customer Compensation Policy ([www.equitasbank.com/home/policies](http://www.equitasbank.com/home/policies)) where it is established that the Bank had issued and activated a Credit Card without consent of the recipient, the Bank would reverse the charges immediately and also pay a penalty without demur to the recipient amounting to twice the value of charges reversed in this regard.

- **Contact particulars of card-issuer - 24-hour call centres, E-mail-ID, helpline, other important telephone numbers**

In all your communication with us, please indicate your registered mobile number.

You may contact the Bank in any of the following ways.

1. By calling our Toll-free number – 18001032977(local call rates apply). *24/7 toll free service for card block and reporting unauthorised transaction or transaction declines; while for other services the toll free will work from 8AM-8PM on bank working days*
2. Through email to [customerservice@equitasbank.com](mailto:customerservice@equitasbank.com) and for unauthorized transactions [unauthtrnx@equitasbank.com](mailto:unauthtrnx@equitasbank.com)
3. Through Letter - Courier Address: Equitas Small Finance Bank Limited, Credit Card Division, 4<sup>th</sup> Floor, Phase-II, Spencer Plaza, 769, Anna Salai, Chennai, Tamilnadu – 600002

#### **14.Additional Schedule - Income Recognition, Asset Classification and Provisioning pertaining to Advances- Clarifications (IRACP)**

With reference to the Credit Card application submitted by me/by us, I/we confirm having understood the following concepts and illustrative examples (as detailed below) related to due dates, classification of my/our Card/loan accounts as Special Mention Account (SMA)/ Non-Performing Asset (NPA) in the course of the conduct of the accounts.

Also understand that loan account referred herein shall be applicable to both the Credit Card and/or any other additional loan that may avail from the bank based on the Credit Card if the application is approved. (The additional loans would be applicable for cards issued to individual only & subject to certain eligibility criteria and includes loans given within the Credit Card sanctioned limit or as a separate facility based on Credit Card)

**Concepts / Clarifications / Illustrative Examples Dues:** Mean, the principal/ interest/ any charges levied on the loan account which are payable within the period stipulated as per the terms of sanction of the credit facility/payment due date mentioned in the monthly statement.

**Overdue:** Means, the principal interest/ any charges levied on the loan account which are payable but have not been paid within the period stipulated as per the terms of sanction of the credit facility. In other words, any amount due to the bank under any credit facility is 'overdue' if it is not paid on the due date fixed by the bank.

**Appropriation of payments:** Payments received against the Cardmember's card outstanding will be adjusted against Taxes, Interest, Fees and Other charges, Other principals e.g. EMI principal, EMI principal, Cash Advances and retail transactions, in that order. If in any loan account as on 01.02.2021 there are no over dues and an amount of ₹X is due for payment towards principal installment / interest / charges, any payment being credited on or after 01.02.2021 in the loan account will be used to pay off the dues outstanding on 01.02.2021. Assuming that nothing is paid or there is partial payment (₹Y) of dues during February month, the overdue as on 01.03.2021 will be ₹X-Y. Additionally, an amount of ₹Z becomes due as on 01.03.2021, Now any payment/ partial payment into the account on or after 01.03.2021 will be first utilized to pay off the partial due of 01.02.2021 (₹X - ₹Y) If there is more recovery than the ₹X - ₹Y. then. After recovering



dues of 01.02.2021, the remaining amount will be treated as recovery towards due of 01.03.2021.

**Age of oldest Dues:** The age of oldest dues is reckoned in days from the date on which the oldest payment is due and continues to remain unpaid in the aforesaid illustration, if the dues relating to 01.02.2021 remain unpaid till 01.03.2021, the age of the oldest dues is reckoned as 29 days on 02.03.2021.

### **Classification of Special Mention Account (SMA) and Non-Performing Asset (NPA)**

SMA (Special Mention Accounts) and NPA (Non-Performing Assets) are classifications used to assess the quality of loans and assets.

- **Special Mention Accounts (SMA)**

Special Mention Accounts are accounts that show early signs of distress or potential weakness but haven't yet become NPAs. There are generally three categories of SMAs.

The following shall be the basis for SMA Category classification:

SMA Sub-Categories	Basis for classification (Principal or interest payment or any other amount wholly or partly overdue)
SMA – 0	Up to 30 days from the Payment Due Date
SMA – 1	More than 30 Days & up to 60 days from the Payment Due Date
SMA – 2	More than 60 days & up to 90 days from the Payment Due Date

Example: If a Credit Card account's Minimum Amount Due (MAD) is not received by the account's Payment Due Date (PDD), which is 24.01.2023, the account will be noted as SMA - 0. If the account holder continues to not pay the dues beyond 24.02.2023, the account will be noted as SMA – 1. In case the dues remain unpaid beyond 60 days i.e. 24.03.2023, the account will be tagged as SMA – 2.

- **Non-Performing Asset (NPA)**

Non-Performing Asset (NPA) is a loan or an advance where: A term loan where interest and/ or instalment of principal remains overdue for a period of more than 90 days, 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 mentioned in the statement. Illustrative movement of an account to SMA category to NPA category based on delay 1 non-payment of dues and subsequent upgradation to Standard category during End of Day (EOD) process (considering February as a non-leap year month): Dues referred hereinto is the Minimum Amount Due/ EMI amount as mentioned in the Loan Statement.

Until all interest and principal arrears are paid, an account is classed as an NPA. All of a customer's Credit Cards and financial products will be labelled as NPA if even one of their



Credit Cards is marked as NPA. No new products from Equitas will be offered to the cardholder till then.

**Example:** If a Credit Card account's Payment Due Date is 24.01.2023, and the minimum amount due as stated in the statement has not been paid in full by the customer within 90 days of the PDD, or until 23.04.2023, the lender will consider the Credit Card account to be NPA.

Payment Due date	Payment Date	Payment covers	Age of oldest dues in days covers	SMA 1 NPA Categorization	SMA since/ SMA class date	NPA categorization	NPA Date
01.02.2022	01.02.2022	Payment Dues as mentioned in the statement up to 01.01.2022	0	NIL	NA	NA	NA
01.02.2022	01.02.2022	No payment or part payment of - dues of 01.02.2022	1	SMA-0	01.02.2022	NA	NA
01.02.2022	01.02.2022	No payment or part payment of - dues of 01.02.2022	2	SMA-0	01.02.2022	NA	NA

01.03.2022		Dues of 01.02.2022 not fully paid 01.03.2022 is also due at EOD 01.03.2022	29	SMA-0	01.02.2022	NA	NA
		Dues of 01.02.2022 fully paid, Due for 01.03.2022 not paid at EOD 01.03.2022	1	SMA-0	01.03.2022	NA	NA
		No payment of full dues of 01.02.2022 AND 01.03.2022 at EOD 03.03.2022	31	SMA-1	01.02.2022/03.03.2022	NA	NA
		Dues of 01.02.2022 fully paid, Due for 01.03.2022 not fully paid at EOD 01.03.2022	1	SMA-0	01.03.2022	NA	NA

01.04.2022		NO payment of dues of 01.02.2022, 01.03.2022 and amount due on 01.04.2022 at EOD 01.04.2022	60	SMA-1	01.02.2022/03.03.2022	NA	NA
		No payment of dues of 01.02.2022 till 01.04.2022 at EOD 02.04.2022	61	SMA-2	01.02.2022/02.04.2022	NA	NA
01.05.2022		No payment of dues of 01.02.2022 till 01.05.2022 at EOD 01.05.2022	90	SMA-2	01.02.2022/02.04.2022	NA	NA
		No payment of dues of 01.02.2022 till 01.05.2022 at EOD	91	NPA	NA	NPA	02.05.2022

		02.05.2022					
01.06.2022	01.06.2022	Fully paid dues of 01.02.2022 at EOD 01.06.2022	93	NPA	NA	NPA	02.05.2022
01.07.2022	01.07.2022	Paid entire dues of 01.03.2022 & 01.04.2022 at EOD 01.07.2022	62	NPA	NA	NPA	02.05.2022
01.08.2022	01.08.2022	Paid entire dues of 01.05.2022 & 01.06.2022 at EOD 01.08.2022	32	NPA	NA	NPA	02.05.2022
01.09.2022	01.09.2022	Paid entire dues of 01.07.2022 & 01.08.2022 at EOD 01.09.2022	1	NPA	NA	NPA	02.05.2022
01.10.2022	01.10.2022	Paid entire dues of 01.09.2022 &	0	Standard Account with No overdues	NA	NA	STD from 01.10.2022

		01.10.2022					
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We also understand that the aforesaid few examples are illustrative and not exhaustive in nature covering common scenarios, and that, the IRACP norms and clarifications provided by RBI on the subjects referred above will prevail.

### 15. Disclosure

The Cardmember acknowledges that as per existing business practices, Equitas is authorized to disclose from time to time any information relating to the Credit Card(s), to any credit bureau (Existing or Future) without any notice to the customer. The Credit Information Bureau India Ltd (CIBIL) and other credit bureaus is an initiative of the Government of India and Reserve Bank of India to improve the functionality and stability of the financial system.

Any refresh/update of data on receipt of payment towards overdue card accounts will reflect in CIBIL/other credit bureaus within a period of 30 days from the date of receipt of payment by the bank. We also wish to inform the Cardmember that the Equitas will, at its own discretion, record specific conversions between Cardmember and the representative of the Bank, in cases of grievance-related conversion or payments recover related conversions or any other conversion, that Bank may deem fit.