SCHEDULE OF CHARGES
(Version 2.7)

Description of charges	Commercial Credit Cards (Commercial Cards are type of Business Cards) - Purchase card - Utility card - Central Travel Account (CTA) - Account Receivable - Account Payable - Account Payable - TA Card - Paytm Purchase Card - Aviation Card - Purchase Reward Card - Purchase Premium - Purchase MoneyBack - Dealer card - Fleet card - Other Customized Solutions
Credit Period	Upto 22 days for Dealer card Upto 40 Days for Utility Card, Upto 45 days for purchase card & Upto 50 days for CTA, Purchase Premium, Purchase Moneyback and Paytm Purchase Card
Minimum Repayment amount	In case of Purchase Premium, Purchase Moneyback & Dealer card: 30% of Retail Balance and finance charges and 100% of other charges, levies and taxes. Other Commercial cards: 100% of total amount due **With effect from June'25:** For Purchase Premium, Purchase Moneyback & Dealer card: If 30% of (Finance Charge + Retail Spends) is higher than the Finance Charge, then: MAD = Total GST + 100% of Fees/ Charges + 30% of (Finance Charge + Retail Spends). If 30% of (Finance Charge + Retail Spends) is less than the Finance Charge, then: MAD = Total GST + 100% of Fees/ Charges + 100% of Finance Charges + 30% of Retail Spends. Other Commercial cards: 100% of total amount due
Charges on Revolving Credit	Purchase Premium / Purchase Moneyback- 1.99% per month, 23.88% Annually. Dealer Card- 10.3% per annum
Joining/Renewal Fees	Nil
Charges on non-payment (*applicable from transaction date)	Central Travel Accounts (CTA) - 1.50% Per month, 18% Annually Purchase Card, Paytm Purchase Card and Utility Card - upto 2.95% per month,upto 35.4% Annually. Trade Advance (TA)- 1.25% per month, 15% Annually. Purchase Premium- 1.99% per month, 23.88% Annually. Purchase MoneyBack- 1.99% per month, 23.88% Annually. Dealer Card- 1.025% per month, 12.3% Annually
Late Payment Charges	**Outstanding Balance** / **Late Payment Charges** Upto ₹100/- : ₹0 ₹100/- to ₹500/- : ₹100/- ₹500/- to ₹5,000/- : ₹500/- ₹5,000/- to ₹10,000/- : ₹600/- More than ₹10,000/- : ₹750/-
Cash Processing Fee	All Cash payment of card dues get charged with an additional fee of 1% of the amount
Fuel Transaction Surcharges	Purchase Premium Card- Fuel Surcharge Waiver capped at 1% upto Rs. 500 per billing cycle for transaction between Rs. 400 upto Rs. 5000 (GST applicable). Other Commercial Cards-Fuel surcharge varies from 1% to 2.5% of fuel transaction amount. The rate of surcharge may vary depending on the fuel station and their acquiring bank.
Convenience Fee (applicable only on Dealer card)	₹300 per transaction
Reissue of Lost, Stolen or Damaged Card	₹100/- per card re-issued
Payment Return fee	2% of payment amount subject to a minimum of ₹450/-

Outstation Cheque Processing Charges	Cheque value up to ₹5,000/- - Fee will be ₹25/- Cheque value above ₹5,000/- - Fee will be ₹50/-
Retrieval Fee (Chargeslip)	₹125/- per Chargeslip
Charges on Foreign Currency Transactions	Purchase Premium / Purchase Moneyback - 2.5% markup on the transaction value Other Commercial Cards- 3.5% markup on transaction value
Dynamic & Static Conversion Markup fee	With effect from 1st January 2023, a Markup fee of 1% will be leaved on all transaction carried out in indian Currency at an international location or at merchants which are locked in india but registered overseas.
Goods & Service Tax (GST)	• GST @18% applicable all fees and charges. • The applicable GST would be dependent on place of provision (POP) and place of supply (POS). if POP and POS is in the same state then applicable GST would be CGST and SGST/UTGST else, IGST. • GST for FEE & Charges / Interest transactions Billed on statement date will reflect in next month statement. • GST levied will not be reversed on Any dispute on Fee & Charges / interest.
Railway Ticket purchase Fee & Online Railway Ticket Booking	On HDFC Bank's Payment Gateway - 1.8% + GST On Others Bank's Payment Gateway - rates as per IRTC website
Grace days	Grace days 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 charge, when a credit card account remains 'past due' for more than three 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.
Rent Payment (made through third party merchants) Fees	1% fee on transaction amount will be levied on rental transactions done on any applicable merchant for the month. With effect from 1st of July 2025, Fee capped is revised at Rs 4999 per transaction.
Online Skill based Gaming	With effect from 1st July 2025, 1% fee will be levied on Online Skill based gaming spends exceeding Rs 10,000 in a calendar month . Fee will be applied on the total Online skill based gaming spends in a calendar month. Fee capped at Rs 4999 per transaction.
Wallet Loading (excl PayZapp)	With effect from 1st July 2025, 1% fee will be levied on Wallet loading spends exceeding Rs 10,000 in a calendar month. Fee will be applied on the total wallet loading spends in a calendar month Fee capped at Rs 4999 per transaction.
To know the APR value, Please select APR calculator from the below link: https://www.hdfc.bank.in/commercial-credit-cards/membership-kit	
For any sales queries/ mis-selling / harassment /complaints, please write to salesqueriescards@hdfc.bank.in or call at 18002583838	
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. Incase, if any payments are observed through these accounts, customer may receive a notice from the Ministry of Home Affairs seeking explanation for such payments.	
Customer Compensation Policy is displayed on the bank website under Our Corporate Commitment > Citizens Charter > Customer Compensation Policy > Credit Cards	
PHONEBANKING NUMBERS	
For queries, please call us at 1800 1600 / 1800 2600 Customers traveling overseas can reach us at 022-61606160	

If you don't wish to be called about our products and services, kindly log on out website: www.hdfc.bank.in and register yourself in our Don't Call registration option.

MOST IMPORTANT TERMS & CONDITIONS

(Version 2.7)

1. Fees and Charges

A. Fees payable on the Credit Card by the Cardmember

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 above fees as applicable are billed to the card account and are stated in the card statement of the month in which it is charged.

Any changes in schedule of fees and charges and terms and conditions. Normally, changes (other than those which are a result of regulatory requirements) will be made with prospective effect giving 30 day's notice.

B. Cash Advance:

Not applicable.

C. Charges

(i) Charges and fees, as may be applicable from time to time are payable by Cardmember for specific services provided by HDFC Bank to the Cardmember or for defaults committed by the Cardmember with reference to his card account.

(ii) HDFC Bank retains the right to alter any charges or fees from time to time or to introduce any new charges or fees, as it may deem appropriate, with due intimation to the customer.

The Bank, in its sole discretion, reserves the right to honour transactions above the approved credit limit on the card on a case-to-case basis subject to internal guidelines and policy of the Bank.

2. Credit Period

The credit period could range from 15 to 50 days subject to the scheme applicable on specific credit card (Please refer to the Schedule of Charges) and the submission of the claims by the merchant. However, this is not applicable if the previous statement's balance has not been cleared in full.

For instance, the HDFC Bank Purchase Card has a credit period of up to 45 days. This means that a customer who has a billing date of 5th of every month can spend on his card from 6th April to 5 th May, his bill will be generated on 5th May and the payment due date would be 20th May. Hence, a purchase made on 1 lth April will have a credit period of 40 days, while a purchase made on 2nd May will have a credit free period of 19 days. This period will be free of interest only if all previous dues are paid in full.

For Utility Cards ; The credit period could range from 10 to 40 days subject to the submission of claims by the merchant. However, this is not applicable If the previous statement's balance has not been cleared in full.

3. Limits

HDFC Bank at its sole discretion will determine the Corporate's / Cardmember's credit limit. These limits are communicated to the Cardmember at the time of card delivery and in the periodic statements. The available credit limit at the time of the statement generation is provided as a part of the periodic statement. Companies seeking to have their credit limit increased can do so by writing to the Bank and providing the relevant financial documents. The bank, at its sole discretion and based on such new documents provided, may increase the credit limit of the Cardmember.

4. Finance Charges

A. Finance charges are payable at the monthly percentage rate (please refer schedule of charges) from the date of transaction in the event of the Cardmember choosing not to pay his

balance in full. Finance charges are debited to the Cardmember's account till the outstanding on the card is paid in full.

B. When the customer carries forward any outstanding amount, a finance charge calculated by average Daily Balance Method, will apply to balances carried and to fresh billings.

C. Commercial credit cards issued to the corporate would be blocked in case the full payment is not received by the next statement date.

D. If the Cardholder avails of the revolving credit facility of the HDFC Bank Credit Card and hence chooses to pay an amount less than the total amount due reflected in the monthly billing statement, the entire outstanding amount would attract finance charges till such time as the previous outstanding amounts are repaid in full.

E. Late payments charges will be applicable if the Minimum Amount Due is not paid by the payment due date, clear funds need to be credited to the HDFC Bank card account on or before the payment due date, to avoid late payment charges. Late Payment Charges are applicable as follows:

Effective 25th July, 2022 Late Payment Charges will be applicable as below

Outstanding Balance	Late Payment Charges (w.e.f 25th July, 2022)
Less than ₹100/-	Nil,
₹100/- to ₹500/-	₹100/-
₹501/- to ₹5,000/-	₹500/-
₹5,001/- to ₹10,000/-	₹600/-
More than ₹25,000/-	₹750/-

The following illustration will indicate the method of calculating various charges.

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 05th of every month.

The following is the list of transactions you have done on your regular purchase Card account.

Date	Transaction details	Amount
02nd April	Purchase of goods	₹10,000/-
05th April	Statement date	Total amount due (TAD) = ₹10,000/- (Minimum amount due is 100% of the Total amount due)
25th April	Purchase of goods	₹20,000/-
05th May	Statement date	All cards issued to the Company would be blocked if the TAD (of ₹10,000/-, in this case) is not recived

On the statement dated 05th May, the following would reflect as the components of the total amount payable:

Interest calculated = (outstanding amount x 2.95%* x 12 months x No. of days) / 365.

(1) Interest of ₹10,000/- @ 2.95% per month (i.e 35.4% per annum) from 6th April to 5th May (i.e for 30 days) = ₹290.96/-

(2) Interest on ₹20,000/- @ 2.95% per month (i.e 35.4% per annum) from 25th April to 5th May (i.e for 11 days) = ₹213.37/- Total interest = ₹290.96 /- + ₹213.37/- = ₹504.33/-

(3) Late Payment Charges = ₹600/-

(4) Goods and Services Tax @ 18% on Interest and Late Payment Charges = ₹198.78/-

(5) Total Principal Amount outstanding = ₹20,000/- (fresh spend) + ₹10,000/- (previous statement's outstanding balance)= ₹30,000/- Hence, the

Total Amount Due= (2) + (3) + (4) + (5) = ₹31,303.11/-

Please note:

Minimum Amount Due (MAD), (WEF June'25)

If 30% of (Finance Charge + Retail Spends) is higher than the Finance Charge, then: MAD = Total GST + EMI amount (if applicable) + 100% of Fees/Charges + 30% of (Finance Charge + Retail Spends). Please refer to **Illustration 1**

If 30% of (Finance Charge + Retail Spends) is less than the Finance Charge, then: MAD = Total GST + EMI amount (if applicable) + 100% of Fees/Charges + 100% of Finance Charges + 30% of Retail Spends. Please refer to **Illustration 2.**

Example:

Jun'25 ONWARDS

Illustration 1 (fig in ₹)		
A	Retail / Cash Outstanding Balance	10,000
B	Finance Charges	2,000
C	Fees and Charges	300
D	Total GST in the statement	414
	TOTAL AMOUNT DUE	**12,714**

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

30% (Finance Charge+ Retail Spends) 30% (10,000+2,000) =₹3,600. Since ₹3,600, is higher than finance charge of ₹2,000, the following calculation would apply

Minimum Amount Due Calculation			
A	Retail / Cash Outstanding Balance	3,600	30%
B	Finance Charges		30%
C	Fees and Charges	300	100%
D	Total GST in the statement	414	100%
	Minimum Amount Due	**4,314**	

1st Jun'25 ONWARDS

Illustration 2 (fig in ₹)		
A	Retail / Cash Outstanding Balance	10,000
B	Finance Charges	4,800
C	Fees and Charges	300
D	Total GST in the statement	918
	TOTAL AMOUNT DUE	**16,018**

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

30% (Finance Charge+ Retail Spends) 30% (10,000+ 4,800) = ₹4,440. Since ₹4,440, is lower than finance charge of 4,800, the following calculation would apply

Minimum Amount Due Calculation			
A	Retail / Cash Outstanding Balance	7,800	30%
B	Finance Charges		100%
C	Fees and Charges	300	100%
D	Total GST in the statement	918	100%
	Minimum Amount Due	**9,018**	

The below illustration is prepared on the assumption that the customer has not made the payment on time nor cleared the Total Amount Due (TAD).

The following illustration will indicate the method of calculating LPC:

LPC Illustration		
A	Statement Date	1st May 22
B	Statement Due	25,000
C	MAD (only for Purchase premium, Purchase Moneyback and Dealers cards)	7,500
D	Billing Due Date	20th May 22
E	Grace Date	23rd May 22
F	Unbilled usage - 1st May to 23rd May 22	5,000
G	Total Outstanding as of 23rd May 22(A+E)	30,000

H	Payment Received - MAD- Rs.7500.00	25th May 22
I	LPC Levied only on Total Outstanding Balance	750

5. Billing and Statement

A. HDFC Bank will send the Cardmember / Corporate a periodic statement showing the payments credited and the transactions debited to the Cardmember's account since the previous statement. The Bank will mail / e-mail the statement of transaction in the card account periodically to the mailing address / e- mail address as per the records with the Bank.

B. Purchase Cards: The payment due date is 15 days post that statement date. E.g. Payment due date would be the 20th of the month if the statement is generated on the 5th of the month. Utility Cards: The payment due date is 10 days post the statement date. E.g.: Payment due date would be the 30th of the month if the Statement is generated on the 20th of the month. Please note: statement for Utility, Purchase Premium and Purchase MoneyBack cards would be generated every 30 days. For Ultility Card, Payment due date will be 10 days hence.

Similarly for Purchase MoneyBack & Premium card, payment due date would be 20 days hence.

C. Cardmember / Corporates are advised to drop local cheques well in advance of the payment due date to ensure payments reflects on the card account within the payment due date.

Please note: In case of the full payment of the previous statement balance is not received by the next statement date. All commercial cards issued to the corporate (except Purchase Premium and Dealer card) shall be blocked.

D. Payments made towards the card outstanding are acknowledged in subsequent statements.

E. Payments received against the Cardmember's card outstanding will be adjusted against all Pre-closure of loans (Loan Principle outstanding / Pre-closure Charges+GST), GST, Fees & Charges (Other than Finance Charges), Finance Charges, EMI, CashAdvances and Retail Purchases in that order.

F. Minimum amount payable: If Finance charges > (30% of Retail Spends + 30% of finance charges) then MAD = Total GST + 100% of Fees/Charges + 100% of Finance Charges + 30% of Retail Spends and rounded to the next higher 10th digit.

If Finance charges < (30% of Retail Spends + 30% of finance charges) then MAD = Total GST + 100% of Fees/Charges + 30% of [Finance Charge (if any) + Retail Spends] (if any) and rounded to the next higher 10th digit.

However,

- In cases where MAD value is calculated as per the aforementioned details falls below or equal to Rs 200, the MAD value will be charged as Rs 200/-
- Where statement value of Total Amount Due (TAD) is Rs 200 and lower, MAD will be equal to TAD.

G. **Method of Payment:** Payment towards the card account may be made in any of the following ways:

(I) **Cheque / Demand Draft:** By dropping the payment instrument (cheque or draft) into any of the HDFC Bank credit card drop boxes placed in the HDFC Bank branches and ATMs. The cheque / draft should be made payable to HDFC Bank Card Number xxxx xxxx xxxx xxxx

(ii) **Standing Instruction on HDFC account (Auto Debit):** In case the Cardmember has an HDFC Bank account, he can opt for a Standing Instruction facility, where funds can be automatically transferred from the In case the Cardmember has an HDFC Bank account, he can opt for a Standing Instruction facility, where funds can be automatically transferred from the Cardmember's HDFC Bank account to the Cardmember's card account on due

date. The Automatic debit will be processed on the registered account nominated by the Cardmember from the Payment Due Date and will be credited to the Card Account. In the event of non-realization of payment in the first attempt, repeat attempts will be made until realization of payment. In the event of non-realization of the complete standing instruction (SI) amount which is set by the Cardmember, SI return charges shall be levied to the Cardmember on the net payable amount post payment attempts. The cardholder acknowledges and agrees that recovery of Minimum Amount Due (MAD) post failure to recover Total Amount Due (TAD) shall lead to levy of the autopay return charges on the net payable amount remaining due and outstanding on the payment due date.

Examples:

Scenario 1: Cardmember opts for SI facility on Total Amount Due (TAD) and the SI amount is Rs.10000 and system recovers only Rs.3000 (Minimum Amount Due) due to insufficient funds in the nominated account, payment return fee will be levied on the net payable amount i.e Rs.10,000 – Rs.3000 = Rs.7000. Similarly, if the system is able to recover only partial amount for example, Rs.2000 which is less than Minimum Amount Due (MAD) payment return fee will be levied on the net payable amount i.e Rs.10,000 – Rs.2000 = Rs.8,000

Scenario 2 : Cardmember opts for SI facility on Total Amount Due (TAD) and the SI amount is Rs.10000. If partial payment is received for example, Rs.2000 prior to the payment due date and subsequently standing instruction facility fails, payment return fee will be levied on the net payable amount i.e Rs.10,000 – Rs.2000 = Rs.8,000

(iii) **Bill Desk:** In case the Cardmember does not have an HDFC Bank account, he can make the Payment through Bill Desk facility using other banks NetBanking account

(iv) a. **NetBanking & ATM:** In case the Cardmember has a HDFC Bank account, he can make the Payment through NetBanking, ATMs or PhoneBanking.

b. **NEFT / RTGS / IMPS:** Customer can also make payment through NEFT / RTGS fund transfer mode from other bank account (use IFSC code HDFC0000128) or use the VISA Money transfer facility / IMPS.

c. **Mobile Banking** : Login to the Mobile Banking App, enter your credentials, choose your card, and confirm to complete your payment.

(v) Disclaimer - Please refrain from making payments through modes other than those authorized by the Bank.

Authorized signatory shall be provided option to modify the billing cycle of the credit card atleast once by sending a request to corporate assist team on corporateassist@hdfc.bank.in

(vi) 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.

H. **Billing Disputes Resolution:** All the contents of the statement will be deemed to be correct and accepted if the Cardmember does not inform HDFC Bank of the discrepancies within 30 days of the statement date in writing. On receipt of such information, HDFC Bank may reverse the charge on temporary basis pending investigation. If on completion of subsequent investigations, the liability of such charges is to the Cardmember's account, the charges will be reinstated in a subsequent statement along with the associated retrieval request charges.

Upon receipt of dispute from customers, within a maximum period of Thirty days, Bank would provide necessary documents, wherever

applicable as received from the Member Bank, subject to operating guidelines laid down by the respective franchisee like Visa / Master Card / Diners Club / Rupay, etc

I. When the card member receives a merchant refund for a transaction incurred earlier on the card it will be credited to the card account upon receipt which will adjusted towards last statemented balance / billed outstanding. If the said refund amount is greater than the last statemented balance / billed outstanding, then the excess amount post adjustment against last statement balance / billed outstanding will be refunded to your account, provided the said merchant refund had originated from a transaction incurred prior to the last statement date. If you have not furnished your account number for such credits, kindly login through my-cards application and update your account number or visit our nearest branch for updating the account number.

If the merchant refund received pertains to a recent transaction incurred post the last statement date, then the refund received will be credited to card account and adjusted against the original transaction.

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 construct will be reduced / reversed / adjusted.

In case of cancellation of E vouchers that were availed by redeeming reward points, the restoration of reward points, if allowed at the discretion of the Bank, would be allowed at same rate at which the E vouchers redeemed at.

J. Contact Particulars: The Cardmember can contact HDFC Bank Credit Cards for making any enquiries or for any grievance redressal through

- 24 Hour customer Service Call Center — a detailed list of phone numbers is available at the end of this document and on the reverse of the periodic statements.
- By e-mail:corporateassist@hdfc.bank.in
- Through mail — Manager, HDFC Bank Cards Division, P.O. Box. 8654, Ambattur Industrial Estate, P.O., Chennai - 600058.

K. Authorized signatory shall be provided a one-time option to modify the billing cycle of the credit card by sending a request to corporate assist team on corporateassist@hdfc.bank.in

L. **CorpCard Assist:** One-stop self-service portal for Purchase and Corporate Cards. Manage cards, set spending limits, download statements, issue virtual cards, pay card dues, raise service requests, track usage and more - securely, anytime, anywhere. Link Below: https://corpcardassist.hdfc.bank.in/

6. Default

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 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 within 7 (seven) days. In case the

cardholder makes the payment of either the Minimum Amount Due or the total amount due after the expiry of 7 (seven) days' notice period, the Bank shall update the status within 30 (thirty) 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.

7. Right of Lien

The Bank, at any time and without notice, will have lien and right to set-off on all monies belonging to the corporate standing to it's credit in any account / custody of the Bank, if upon demand by the Bank, the balance amount on the card account is not repaid within the prescribed time.

8. Termination / Revocation of the card membership

A. The Authorised Signatory of theCorporate may terminate the card membership at any time by writing to HDFC Bank at the following address: Manager, HDFC Bank Cards Division, P.O. Box. 8654, Ambattur Industrial Estate, P.O., Chennai - 600058. . along with the cards cut diagonally to pieces. Or email from Authorised Signatory email ID to corporateassist@hdfc.bank.in with the alternate account number. Termination will be effective only after receipt of the cut cards, email to corporateassist@hdfc.bank.in and payment of all amounts outstanding to the card account.

For further details and terms and conditions of such Insurance cover, kindly contact our representative of the Bank.

Channels	Path / Contact details
WhatsApp Banking	70700 22222 > Type Hotlist Card > Option will be displayed for hotlisting
Phone Banking / IVR	1800 1600 / 1800 2600 (accessible across India)
EVA	Visit hdfc.bank.in > Click on EVA icon > Credit Card Service > Block Card
Email	corporateassist@ hdfc.bank.in

Please note that if a credit card has not been used for a period of 1 (one) year, the Bank will intimate the cardholder about the non-usage of the card within 30 (thirty) days from the date of such intimation. If either no reply is received from the cardholder or the cardholder does not start using the card within a period of 30 (thirty) days, the card account shall be closed by the Bank, subject to payment of all dues by the cardholder.

B. HDFC Bank may also restrict, terminate or suspend the use of the Credit card at any time without prior notice if the Bank reasonably believes it necessary for business or security reasons. HDFC Bank can suspend the facility on the credit card if the Corporate defaults on the payment due or exceeds the credit limit extended. The Card is not be used after the agreement ends or if the card account is suspended

C. In such a situation, the Corporate (subject to any default or other notice required by law) is to immediately pay HDFC Bank the total outstanding balance on the card accounts. This includes all amounts due to HDFC Bank under Agreement, including all transactions and other amounts not yet charged to the account. The card would not be considered as closed until the corporate has paid all such due amount.

D. 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 not paid by the Cardmember Cardmember.

E. An optional insurance product may be availed of by the card members, 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.

F. The death or in capacitance of a Cardmember insolvency / dissolution / bankruptcy or winding up of a corporate body of a Cardmember shall automatically cancel the card issued to the Cardmember. The Card Account would also be liable to be suspended on instructions from any government regulatory body. All amounts outstanding on the Card Account shall be deemed to have immediately become due on death or incapacitance, insolvency, bankruptcy, winding up or instruction from government/regulatory bodies, as the case may be, and Bank shall be entitled to recover the same in accordance with the relevant laws in force without prejudice to the obligation of the Cardmember to forth with pay all outstanding amounts.

9. Loss/theft/misuse of Card

Customer Protection:

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.78/09.07.005/2017-18 dated July 6, 2017)

Please Note you can refer the Customer Protection Policy Note by visiting www.hdfc.bank.in > Useful Links > Our Corporate Commitments ? Customer Compensation Policy

If customer suspects any unauthorised transaction, customer should inform the bank through the following channels: for blocking of card to avoid further unauthorised transaction or misuse.

A. 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 card, customer can immediately hotlist / block the card by raising a request through below channels

Channels	Path / Contact details
NetBanking	Netbanking home page >Log in > Credit Cards > Select the Card from Your Credit Cards > Block
Mobile Banking	Mobile banking home page > Pay > Credit Cards > Select the Card from Your Credit Cards > Block
MyCards - PWA	Login into Mycards > Card Home Page > Services > Security > Hotlist
WhatsApp Banking	70700 22222 > Type Hotlist Card > Option will be displayed for hotlisting
Phone Banking / IVR	1800 1600 / 1800 2600 (accessible across India)
EVA	Visit hdfc.bank.in > Click on EVA icon > Credit Card Service > Block Card
SMS Banking	SMS "Block CC ****" on 7308080808 to block your card **** last 4 digits of card number
CorpCard Assist Portal	Click Total Cards > Click on required Alternate A/c No.> Click Block/Close Card > Select Block Type -> Enter Reason>Submit

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.

A. The Cardmember must notify the 24-Hour Call Center immediately if the Primary or any Additional credit card

is misplaced, lost, stolen, mutilated, not received when due or if he/she suspects that the Credit Card is being used without Cardmember's permission. Once a card is reported lost, it should not, under any circumstance be used if found by the Cardmember subsequently. As the Add-On card is an extended facility given on the Primary Card Account, the Add-on card is rendered invalid when the primary card is reported lost. Similarly, if the Add-on card is reported lost, the primary Card Account and other Add-on cards are invalidated.

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 Corporate 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. Corporate 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 Corporate's subsequent liability is zero. In addition to notifying HDFC Bank 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 Corporate 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/Corporate. If the Cardmember has acted fraudulently the Cardmember / Corporate will be liable for all losses. If the Cardmember acts without reasonable care, the Corporate may be liable for all losses incurred. The Corporate 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.

D. HDFC Bank may, without referring to the Cardmember/Corporate give the police or relevant authorities any information that HDFC Bank consider relevant about the loss, theft or misuse of a Card or PIN.

10. Reward Points

Reward Points are valid only for 1 year from the date of accumulation. eg:- if you have received Reward Points in the month of May 2020, then same will expire in May 2021.

A. If the Credit Card is not used for more than 365 days, Reward Points accrued will benullified.

B. The Bank reserves the right to cancel or suspend Reward Points 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 earned but not redeemed at the time of death of the Cardmember shall be forfeited.

C. If the Credit card is blocked (Blocks N/R/M/O) due to hotlisting i.e. lost, stolen, etc (or) Card is RTO 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 RPs accrued in the card will be nullified.

11. Grievance Cell and Compensation Policy

First level touch points:

Queries / Feedback / Complaints. The customer can reach out to the following channels:

- Online Dispute Resolution
- Call us
- Visit us
- Write to us
- Email us
- Report unauthorised e-

transactions
(transactions not done by you)
- Chat with us
- Block/Unblock credit card
- Check your credit card outstanding amount
- Credit cards mis-selling or harassment related complaints.

Second level touch point:

If you have not received a satisfactory response for your queries with other channels. Please write to our Grievance Redressal Officer. The Cardmember can contact HDFC Bank Credit Cards for making any enquiries or for any grievance redressal through:

Through our Call Centres:

1800 1600 / 1800 2600 If you are not in India: +91 22 61606160

Through mail:

Our Grievance Redressal Officer at Mr, Shanmugasundar R, HDFC Bank Cards Division, Door No, 94 SP, Estate Bus Stand, Wavin Main Road Mogappair West, Chennai 600058

By Email:
grievance.redressalcc@hdfc.bank.in

Grievance Redressal Officer:

Reach us on phone 04461084900 between 09.30 a.m. to 05.30 p.m. Monday to Saturday
(Not Available on 2nd & 4th Saturdays, All Sundays and Bank Holidays)

Please note that the mechanism and timelines of Grievance Redressal Policy is available on the website – www.hdfc.bank.in and the same can be accessed by following the path – Our Corporate Commitment -> Citizens Charter -> Grievance Redressal

Customer Grievance will be addressed within a period of 30 days, if your issue still remains unresolved or if you have not received response within 30 days of lodging a complaint, you may approach the Banking Ombudsman appointed by the Reserve Bank of India.

Failed / Unsuccessful Domestic transactions: In case of unsuccessful transaction / failure, as per Harmonisation of TAT, the Bank will reverse blocked amount within 5 days, if merchant claim does not arise. 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

Compensation Policy: The timeline is specified and updated in the compensation policy displayed on the bank website under Our Corporate Commitment > Citizens Charter > Customer Compensation Policy > Credit Cards

Where it is established that the Bank had issued and activated a credit card without written 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. Operation of credit account shall be in accordance with HDFC Bank credit card terms and conditions. Transactions reported as erroneous by customers, which require specific reference to a merchant establishment will be handled as per chargeback rules laid down by card networks (VISA / MasterCard / Diners / RuPay). The Bank will provide explanation and, if necessary, documentary evidence to the customer within a maximum period of sixty days.

Failure on the part of the card-issuers to complete the process of closure of credit card within seven working days shall result in a penalty of ₹500 per day of delay payable to the customer, till the closure of credit card, provided there is no outstanding in the credit card account.

12. Disclosure

The Corporate acknowledges that as per existing business practices, the Bank can disclose from time to time any information relating to the Credit Card(s), to any credit bureau (Existing or Future). The Credit Information Companies are an

initiative of the Government of India and Reserve Bank of India to improve the functionality and stability of the financial system. All banks and financial institutions participating in this initiative are required to share customer data with Credit Information Companies Regulation Act 2005 . In view of this we wish to inform the Corporate that the bank can disclose any information relating to credit card(s) default by the customer to the Credit Information Companies or to any other credit bureau (Existing and Future) in case the card is overdue, with due intimation to the corporate . The Bank hereby informs the Corporate that fresh/ update on cardholder's data on receipt of payment towards overdue card accounts will reflect in CIBIL / other credit bureaus within a period of 30(Thirty) days from the date of receipt of payment by the bank. We also wish to inform the Corporate that the bank will, at its own discretion, record specific conversations between the Corporate and the representative of the Bank, in cases of grievance-related conversation or payments-recovery-related conversations or any other conversations, that the Bank may deem fit. Select Credit Card variants have a complimentary insurance cover on the Card. For more information on updating nominee details and terms & conditions, please refer to the usage guide. Please refer RBI circular ref. DBR.No. Leg.BC.78/09.07.005/ 2017-18 dated July 6, 2017 on Customer Protection – Limiting Liability of Customers in Unauthorised Electronic Banking Transactions' as updated from time to time.

If customer suspects a unauthorised transaction, customer should inform the bank through PhoneBanking, and initiating blocking of card to avoid further unauthorised transaction.

I/ We understand that the usage of the HDFCBank International Credit Card(s) shall be strictly in accordance with exchange control regulations, applicable laws or regulations of the Regulatory authorities as applicable from time to time, which I/We undertake as my/our responsibilities to keep myself/ourself updated and also that the card will not be used for prohibited transactions including but not limited to Forex Trading, Lottery, Betting, Gambling, Dating Website, Bitcoins, Virtual currency Cash, Jewellery, Real Estates Merchants, Liquor and in the event of any failure to do so, I/Wewill be liable for action under the Foreign Exchange Management Act 1999 or its statutory modifications or reenhacement or any other applicable law thereof

We urge you to go through Bank's Customer Protection Policy available on the Bank's website https://www.hdfc.bank.in/assets/pdf/Customer-Protection-Policy.pdf or contact your nearest branch.

13. Most Important Terms and Conditions In Regional Language

Please Visit www.hdfc.bank.in for information on MITC in regional languages, Options available

1) Hindi 2) Kannada 3) Malayalam 4) Telugu 5) Tamil 6) Bengali 7) Marathi 8) Gujarati 9) Punjabi 10) Oriya 11) Assamese

The Cardmember hereby acknowledges that the Most Important Terms and Conditions available in regional languages at www.hdfc.bank.in 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.

ADDITIONAL SCHEDULE - Income Recognition, Asset Classification and Provisioning pertaining to Advances - Clarifications (IRACP)

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

Concepts / Clarifications / Illustrative examples

Dues:

Means, the principal / interest / any charges levied on the credit card 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 credit card 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 Card member's card outstanding will be adjusted against all taxes, fees and other charges, interest charges, cash advances and purchases in that order.

if in any credit card as on 1st Feb'21 there are no over dues and an amount of Rs. X is due for payment towards principal / interest / charges, any payment being credited on or after 1st Feb'21 in the credit card will be used to pay off the dues outstanding on 1st Feb'21

Assuming that nothing is paid / or there is partial payment (Rs Y) of dues during the month of February, the overdue as on 1st Mar 21 will be Rs. X-Y.

Additionally, an amount of Rs.Z becomes due as on 1st Mar 21, Now any payment / partial payment into the account on or after 1st Mar • 21 will be first utilized to pay off the partial due of 1st Feb'21 (Rs X - Rs. Y) If there is more recovery than the Rs X - Rs Y then after recovering dues of 1st Feb'21, the remaining amount will be treated as recovery towards due of 1st Mar'21.

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 1st Feb'21 remain unpaid till 1st Mar 21, the age of the oldest dues is reckoned as 30 days on 2nd Mar'21.

Classification as Special Mention Account (SMA) and Non-Performing Asset (NPA):

Lending institutions will recognize the incipient stress in card accounts, immediately on Default, by classifying them as Special Mention Accounts (SMA) The basis of classification of SMA / NPA Category shall be as follows:

Outstanding in the Credit card account (For credit card dues referred hereinto is the Minimum Amount Due as mentioned in the card statement.)	
SMA Sub-categories	Basis for classification - Principal or interest payment or any other amount wholly or partly overdue
SMA-0	Up to30 days
SMA-1	More than 30 days and up to 60 days
SMA-2	More than 60 days and up to 90 days

Non-performing Asset:

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 / 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 as mentioned in the credit card statement.

Due date of payment	Payment Date	Payment covers	Age of oldest dues in days	SMA /NPA Categorisation	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	02.02.2022	No payment or part payment - 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	SMA1	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 02.05.2022	91	NPA	NA	NPA	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 & 01.10.2022	0	Standard Account with No Over dues	NA	NA	STD from 01.10.2022

I/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