PART I KEY FACT STATEMENT CUM MOST IMPORTANT TERMS & CONDITIONS FOR CREDIT CARDS

Table of Contents

A) Fees and Charges 2
i. Joining fees and Annual membership fees for primary cardholder 2
ii. Cash advance fee 6
iii. Service charges levied for transactions 7
iv. Interest free (grace Period) 8
v. Finance charges for both revolving credit and cash advances 9
vi. Overdue interest charges - to be given on monthly & annualised basis 9
LPC Illustration for BizBlack Metal Card, BizPower, BizGrow, BizFirst, GIGA Business: 11
vii. Charges in case of default (..... 12
B) Drawal Limits 12
i. Credit limit 12
ii. Available credit limit 12
iii. Cash withdrawal limit 12
C) Billing 12
i. Billing statements - periodicity and mode of sending 12
ii. Minimum amount payable 12
iii. Method of payment 13
iv. Billing disputes resolution 14
v. Complete postal address of card-issuer 14
vi. Toll free number, email-id, and dedicated telephone number for SMS for customer care services, contact details of Grievance Redressal Official 14
D) Default and Circumstances 14
i. Procedure including notice period for reporting a cardholder as defaulter: 14
ii. Procedure for withdrawal of default report and the period within which the default report would be withdrawn after settlement of dues 14
iii. Recovery procedure in case of default 14
iv. Recovery of dues in case of death / permanent incapacitance of cardholder 15
v. Available insurance cover, if any, for cardholder and date of activation of policy including nomination details 15
E) Termination / Revocation of Card Membership 15
i. Procedure for surrender / closure of card by cardholder: 15
ii. Link provided exclusively for the above on the website 15
iii. Contact details for the cardholder to initiate closure / hotlisting – email-id, dedicated telephone number for SMS, IVRS 15
iv. Procedure for closure of card account if the card has not been used for more than one year 16
F) Loss/ Theft/ Misuse of Card 16
i. Procedure to be followed in case of loss/ theft/ misuse of card-mode of intimation to card-issuer: 16
ii. Web-site link, phone banking, SMS, e-mail, IVR, a dedicated toll-free helpline, reporting to nearest branch, etc. for reporting unauthorised transactions and initiating blocking of card 17
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: 18
G) Grievance Redressal and Compensation Framework 18
i. Grievance redressal and escalation process: 18
ii. Timeline for redressal of grievances: 18
iii. Compensation framework for unsuccessful / failed transactions, delay in redressal of grievance, delay in closing of account / blocking of lost or stolen cards, etc.: 18
iv. Contact particulars of card-issuer - 24-hour call centres, email-ids, helpline, other important telephone numbers: 19
H) Disclosure 19
I) Reward Points and Cashpoints 19
J) Other Important Information 23
K) Lounge Access 23

Complimentary Lounge Access Within India for BizBlack Metal Card and BizPower: 24
L) Goods and Services Tax (GST) 24
M) TDS on withdrawals above Rs 1 crore.....24
N) Most Important Terms and Conditions in Regional Languages.....24
O) Additional Schedule.....24

Dear Customer – The **"Most Important Terms and Conditions (MITC)"** are to be read along with the Card Member Agreement of HDFC Bank Ltd for complete understanding. The MITC are subject to revision. Refer www.hdfcbank.com for details.

SECTION I: KEY FACT STATEMENT

A) Fees and Charges

i. Joining fees and Annual membership fees for primary cardholder: 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.

<table>
<tr><th>Card variant</th><th>Joining / Annual membership Fee</th><th>Minimum Spend for waiver of annual membership fee / renewal charges for next year *</th><th>Fuel Transaction Surcharge (Plus GST) **</th><th>Foreign Currency Transactions % Of transaction value ***</th></tr>
<tr><td>Infinia (Metal Edition)</td><td>₹ 12,500</td><td>₹10 Lakh / Annum</td><td rowspan="2">Waiver capped at ₹1000 every billing cycle</td><td rowspan="10">2%</td></tr>
<tr><td>Infinia</td><td rowspan="3">₹ 10,000</td><td>₹8 Lakh / Annum</td></tr>
<tr><td>Diners Black Metal Edition</td><td>₹8 Lakh / Annum</td><td>Not Applicable</td></tr>
<tr><td>Diners Black</td><td>₹5 Lakh / Annum</td><td>Waiver capped at ₹1000 every billing cycle</td></tr>
<tr><td>H.O.G Diners Club</td><td rowspan="3">₹ 10,000</td><td>₹5 Lakh / Annum</td><td>Waiver capped at ₹1000 every billing cycle</td></tr>
<tr><td>BizBlack Metal Card</td><td>₹7.5 Lakh / Annum</td><td rowspan="3">NA</td></tr>
<tr><td>Regalia Gold</td><td rowspan="2">₹ 2,500</td><td rowspan="2">₹4 Lakh / Annum</td></tr>
<tr><td>BizPower</td></tr>
<tr><td>Tata Neu Infinity HDFC Bank</td><td>₹ 1,499</td><td>₹3 Lakh / Annum</td><td>Waiver capped at ₹500 every billing cycle
For Regalia, Doctor's Regalia, Business Regalia - Waived for transaction between ₹400 to ₹5,000
(Diners Privilege/ Harley-Davidson Diners club Fuel surcharge waiver not applicable</td></tr>
</table>

6E Rewards Indigo XL	₹ 1,500	NA	NA	2.50%
Regalia First, Business Regalia First ##	₹ 1,000	₹1 Lakh / Annum	Waiver capped at ₹500 every billing cycle For Regalia, Doctor's Regalia, Business Regalia - Waived for transaction between ₹400 to ₹5,000 (Diners Privilege/ Harley-Davidson Diners club Fuel surcharge waiver not applicable	3.50%
Diners Club Rewardz ##				
Diners Club Miles##			Waiver capped at ₹499 every billing cycle	
Diners Privilege	₹1000	₹3 Lakh / Annum	Diners Privilege Fuel surcharge waiver not applicable	
Regalia, Business ,Regalia, , Diners Club Premium, Doctor's Regalia, Harley-Davidson Diners Club ##	₹ 2,500	₹3 Lakh / Annum	Waiver capped at ₹500 every billing cycle For Regalia, Doctor's Regalia, Business Regalia - Waived for transaction between ₹400 to ₹5,000 (Harley-Davidson Diners club Fuel surcharge waiver not applicable	
6E Rewards Indigo	₹ 500	NA	NA	
HDFC Bank UPI RuPay Credit Card / HDFC Bank UPI RuPay Biz Credit Card	₹ 99	₹25,000 / Annum	NA	
Easy EMI	₹ 500	₹50,000 / Annum	Waiver capped at ₹250 every billing cycle	

Business Platinum	Free	₹30,000 / Annum	Waiver capped at ₹500 every billing cycle
Times Platinum/Times Card Credit Platinum	₹ 1,000	₹2.5 lakh / Annum	Waiver capped at ₹500 every billing cycle
Equitas Elegance			Waiver capped at ₹250 every billing cycle
Millennia		₹1 Lakh / Annum	Waiver capped at ₹250 every billing cycle
Equitas Excite	₹ 500	₹1 Lakh / Annum	For MoneyBack, MoneyBack+, Freedom, BizGrow, BizFirst, GIGA Business - Waived for transaction between ₹400 to ₹5,000 (Waiver capped at ₹250 every billing cycle)
BizGrow		₹1 Lakh / Annum	
BizFirst		₹50,000 / Annum	
GIGA Business		₹50,000 / Annum	
MoneyBack, MoneyBack+, Business Moneyback		₹50,000 / Annum	
Freedom			
Best Price Save Smart			
Indian Oil HDFC Bank			
Small Business Moneyback	₹ 250	₹25,000 / Annum	
Times Titanium/Times Card Credit #(wef 10th Feb'2024)	₹ 500	₹1.5 lakh / Annum	Waiver capped at ₹250 every billing cycle
Shoppers Stop Black HDFC Bank	₹ 4,500	NA	Waiver capped at ₹500 every billing cycle
Superia	₹ 1,000	₹1 lakh / Annum	
Paytm HDFC Bank Select		₹50,000 within 90 days for 1st year membership fee and ₹1.5 Lakh / Annum for annual fee	
AllMiles		₹1 lakh / Annum	
Doctors Superia			

Paytm HDFC Bank Select Business		₹60,000 within 90 days for 1st year membership fee and ₹1 Lakh / Annum for annual fee		
Best Price Save Max		₹75,000 / Annum		
Pine Labs HDFC Bank Pro		₹75,000 within 90 days for 1st year membership fee and ₹1,00,000 / Annum for renewal fee		
Paytm HDFC Bank Business	₹ 500	₹30,000 within 90 days for 1st year membership fee and 50,000 / Annum for annual fee	Waiver capped at ₹250 every billing cycle	
Pharmeasy HDFC Bank		₹150 within 90 days for 1st year membership fee and 70,000 / Annum for renewal fee		
IRCTC HDFC Bank Credit Card		₹1.5 lakh / Annum		
Snapdeal HDFC Bank				
Bharat CashBack / Teacher's Platinum / Solitaire		₹50,000 / Annum		
Business Freedom Card / Business Bharat CashBack		₹20,000 / Annum		
Paytm HDFC Bank	₹ 500	₹ Rs.30,000 within 90 days for 1st year membership fee and Rs.50,000 / Annum for renewal fee		
Paytm HDFC Bank Digital Credit Card	Rs.149 per annum	Rs.1,000 within 30 days for 1st year membership fee and Rs.25,000 / Annum for renewal fee		

Pine Labs HDFC Bank	₹ 499	₹45,000 within 90 days for 1st year membership fee and 50,000 / Annum for renewal fee		
Retailio HDFC Bank		₹50,000 / Annum		
Flipkart Wholesale		₹3 lakh / Annum		
Tata Neu Plus HDFC Bank		₹1 lakh / Annum		
Shoppers Stop HDFC Bank	₹ 299			
Platinum Edge	₹599	NA		
Business Program	₹ 500	₹20,000 within 90 days for 1st year membership fee and ₹1,00,000 / Annum for renewal fee	NA	
Swiggy HDFC Bank Credit Card	₹ 500	₹2 lakh / Annum		
Marriott Bonvoy HDFC Bank Credit Card	₹ 3,000	NA		

#FCC charges on Times Titanium to change from 2% to 3.5% (w.e.f 10th Feb'2024)
FCC charges changing to 3.5% w.e.f 1st August'24

* Exclude transactions - Cash on Call, Balance Transfer, Cash Withdrawal

**** 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. Reward Points will not be accrued on fuel transactions for 6E rewards / Tata Neu / Cashback earned using Swiggy HDFC Bank Credit Card / Marriott Bonvoy/ Diners Privilege/ Diners Black Metal/ Diners Black/ H.O.G Diners Club/ Harley-Davidson Diners Club/ BizBlack Metal Card/ BizPower

*** Currency conversion rate as on settlement date applicable

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 days' notice

ii. Cash advance fee: The Cardmember can use the Card to access cash in an emergency from ATMs in India or abroad. A transaction fee of 2.5% (Excluding Infinia, Infinia Metal Edition) or ₹500 whichever is higher would be levied on the amount withdrawn and would be billed to the Cardmember in the next statement. The transaction fee is subject to change at the discretion of HDFC Bank. All cash advances also carry a finance charge equal to charges on revolving credit (Refer schedule of charges) from the date of withdrawal until the date of full

payment. The finance charge is subject to change at the discretion of HDFC Bank.
(Not Applicable for Paytm HDFC Bank Digital Credit Card as cash withdrawal is not allowed.)

iii. Service charges levied for transactions: Charges and fees, as may be applicable from time to time, are payable by Cardmembers for specific services provided by HDFC Bank to the Cardmember or for defaults committed by the Cardmember with reference to their card account.
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.
For interest rates, pre-closure, and cancellation charges on Loan on Credit Cards, please visit https://www.hdfcbank.com/personal/borrow/popular-loans/easy-emi/easyemi-on-consumer-durables
The Bank, at its sole discretion, reserves the right to honour transactions above the approved credit limit on the card on a case-to-case basis subject their internal guidelines and policy of the Bank.
Railway Ticket Purchase Fee: 1% of the transaction amount + GST will be charged on Railway Ticket Purchases. (Refer IRCTC website for detailed fee structure). Applicable for all cards other than IRCTC.
For IRCTC HDFC Bank Credit Card: 1% of the transaction amount as Railway Ticket Purchase fee will be waived off as charges reversal on bookings made via IRCTC mobile app/website. Charges will be reversed post successful transaction and is capped at maximum INR 1000 per month. (Refer IRCTC website for detailed fee structure)

a. Conversion charges - Auto EMI: Applicable on all transactions (Excluding Fuel, Gold, and Jewellery) of Rs 10,000/- or more done on Easy EMI Credit Card. EMI conversion will be done for a tenure of 9 months, at an ROI of 20% per annum, and processing fee of Rs 99 + GST for all loan amount.

b. Charges on overlimit account: 2.5% of overlimit amount, subject to a minimum of ₹550 (Not applicable for Paytm HDFC Bank Digital Credit Card as no over limit facility is provided)

c. Payment Return Charges: 2% of Payment amount subject to minimum of ₹450

d. Late Fees: Rs 500 plus GST will be levied for Insta Jumbo loans in case of non-payment/partial payment of EMI outstanding.

e. Cash Processing Fee: ₹100 (for all card payments made by depositing in HDFC Bank branches or ATMs)

f. Rewards Redemption Fee: ₹99 Per redemption request - Applicable for all cards other than Infinia/ Infinia (Metal Edition)/ Diners Black Metal Edition/ Diners Black Card/ BizBlack Metal Card/ H.O.G Diners Club Credit Card.

For IndiGo HDFC Bank Cards, please visit www.goIndiGo.in
For Tata Neu HDFC Bank Credit Cards, please visit https://www.tataneu.com
For Swiggy HDFC Bank Credit Card, please install Swiggy App, please visit www.Swiggy.com
Note – For statements generated post 21st June'24, cashback earned using Swiggy HDFC Bank Credit Card will be credited against outstanding balance in card statement. However, Swiggy Money earned for statements generated prior to 21st June'24 will be redeemable on Swiggy app.
For Marriott Bonvoy HDFC Bank Credit Cards, please visit : www.marriott.com or https://marriottbonvoyasia.com/
Cashback Redemption Charges: ₹50 per cashback redemption (Excluding Infinia , Infinia (Metal Edition), Diners Black, Diners Black (Metal Edition), Biz Black, Biz Black (Metal Edition), Tata Neu Infinity, Tata Neu Plus, Swiggy , Flipkart Wholesale ,Marriot Bonvoy, IndiGo 6E Rewards, IndiGo 6E Rewards XL , Intermiles) (w.e.f 1st August'24)

g. Balance Transfer Processing Charges: 1% of BT amount or ₹250, whichever is higher.

h. Duplicate physical statement charges: ₹10 per duplicate physical statement

i. Insta Loan, Jumbo Loan, and Smart EMI:

- **Insta Loan & Jumbo Loan Processing Fee:** Processing fees levied is upto Rs 1,299, (Exclusive of GST for all loan amounts) depending on the customer's eligibility/offer details.
- **Smart EMI Processing Fee:** Processing fees levied is upto Rs 999, (Exclusive of GST for all loan amounts) depending on the customer's eligibility/offer details.
- **EasyEMI Processing Fee:** An EMI processing fee of upto ₹299 will be levied for customers availing EMI facility at merchant (w.e.f 1st August'24)

- **Pre-Closure Charges:** 3% of the Balance Principal Outstanding

j. Rent Pay Transactions: W.e.f. 1st August 2024, 1% fee on transaction amount will be levied on rental transactions done on any applicable merchant for the month. Fee capped at Rs 3000 per transaction.

k. Card Validation charges: ₹2 will be charged on the Credit Card and the same shall not be reversed by the bank (All variants except MasterCard).

₹25 will be charged and made void at the POS terminal (Applicable for MasterCard variant), which means that the transaction is cancelled by the merchant before it settles through your credit card account and hence it will not appear on your credit card statement.

Rs. 2 will be charged and made void at the POS terminal for MasterCard variant from 1st January 2024 onwards.

l. Priority Pass Lounge Charges: (For Regalia / Regalia Activ / Doctor's Regalia / Regalia Gold/ Tata Neu Infinity/ Business Regalia/ BizPower)**:** All lounge visits within India using Priority Pass will be charged at $27 (in INR equivalent) + Taxes per person per visit. All lounge visits outside India beyond the complimentary cap will be charged at $27 (in INR equivalent) - Taxes per person per visit. Please refer the product features of the card for details on bank website. All guest/s (person accompanying the priority pass holder) will be charged at $27 (in INR equivalent) + Taxes per person per visit.

m. V2P SmartHub Vyapar charge: Flat interest of 1% + GST on the transaction amount will be charged on Business Cards for making Vendor Payments / Utility Payments / GST via V2P module in SmartHub Vyapar. (Transactions via SmartHub Vyapar has been discontinued effective Feb'24 on business cards).

n. Reissue of Lost, Stolen or Damaged Card: ₹100

o. Outstation Cheque Processing Charge: For Cheque value upto ₹5,000 - ₹25 and for above ₹5,000 - ₹50

p. Dynamic currency conversion Markup Fee: With effect from 1st January 2023, a Markup fee of 1% will be levied on all transactions carried out in Indian Currency at an international location or at merchants which are located in India but registered overseas.

q. Add-on Card Fee: Lifetime Free

r. Fuel Charges: 1% fee will be levied on Fuel transaction exceeding -
Rs 15,000 for consumer cards
Rs.30,000 for business cards
Fee will be applied on the total transacted amount. Fee capped at Rs 3000 per transaction.
(w.e.f 1st August'24)

s. Utility Charges: 1% fee will be levied on utility transactions exceeding

Rs 50,000 for consumer cards per transaction

Rs.75,000 for business cards per transaction

Fee will be applied on the total transacted amount. Fee capped at Rs 3000 per transaction. (w.e.f 1st August'24)

t. **Education Charges**: 1% fee will be levied on Education transactions done through third party applications like (but not limited to) CRED, No-broker, Cheq etc. Fee capped at Rs 3000 per transaction

Education transactions done directly through college / school websites or through POS machines at their premises will not be charged.

International Education transactions will not be charge

(w.e.f 1st August'24)

The Card Member can use HDFC Bank International Credit Card to pay bills, fees, and bookings and to shop online or in stores. Sometimes, the member banks that work with these places charge a fee for using your card. This fee may be changed by member banks and added to your bill. HDFC Bank doesn't control these fees, so you must pay them

iv. Interest free (grace 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 (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. For instance, the HDFC Bank International Platinum Plus Card has an interest-free credit period of up to 50 days. This means that a customer who has a billing date of 4th of the month can spend on his Card from 5th April to 4th May, his bill will be generated on 4th May and his Payment Due Date will be 24th May. Hence a purchase made on 14th April will have a credit period of 41 days, while a purchase made on 2nd May will have a credit period of 23 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.

Interest Free Credit Period for BizBlack Metal Card, BizPower, BizGrow, BizFirst, GIGA Business:

Interest free credit period ranges from 25 to 55 days. For instance, if billing date is 4th, customer can spend on his Card from 5th Apr to 4th May, bill will be generated on 4th May and Payment Due Date will be 28th May. Hence a purchase made on 5th April will have a credit period of 54 days, while a purchase made on 2nd May will have a credit period of 27 days

v. Finance charges for both revolving credit and cash advances:

Variant	Charges (excluding GST)	
	Monthly	Annually
Infinia, Infinia (Metal Edition), Diners Black Metal Edition, Diners Black, BizBlack Metal Card, H.O.G Diners Club	1.99%	23.88%
All other variants	3.75%	45.0%

(new changes w.e.f 1st August'24)

For Cards issued against Fixed Deposit - 1.99% per month (23.88% annually) applicable from trans action date (Effective 1st Oct'22, will carry the same revolving rate as per the card variant)

Finance charges are payable at the monthly percentage rate on all transactions from the date of transaction in the event of the Cardmember choosing not to pay his balance in full, and on all cash, advances taken by the Cardmember, till they are paid back. Finance charges, if payable, are debited to the Cardmember's account till the outstanding on the card is paid in full.

Finance charges on cash advances are applicable from the date of transaction until the payment is made in full.

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

If a 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 except charges would attract finance charges and all new transactions will also attract finance charges till such time as the previous outstanding amounts are repaid in full.

If a credit card moves to written off status due to non-payment, applicable finance charges will be levied till the receipt of complete payment towards the card outstanding.

vi. Overdue interest charges - to be given on monthly & annualised basis: Late Payment Charges (excluding Infinia, Infinia -Metal Edition) will be applicable if Minimum Amount Due is not Paid by the payment due date, Clear funds need to be credited to HDFC Bank Card account on or before the payment due date, to avoid Late Payment charges. Refer section 'Schedule of Charges' for details.

Over Limit charges (excluding Infinia, Infinia - Metal Edition) limit applicable on total outstanding exceeding the Credit limit at the rate of 2.5% of the overlimit amount subject to minimum of ₹550 basis explicit consent. In case the Cardholder proposes to avail any limit over and above the sanctioned Credit Limit, the Cardholder shall, in the form and manner as may be stipulated by the Bank, explicit consent for such additional limit (Over Limit) as may be approved by the Bank in its sole discretion. Upon grant of such explicit consent by the Cardholder, the sanctioned Credit Limit of the Cardholder shall stand increased by the amount equivalent to the Over Limit.

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 18th 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 18th 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. Therefore,

a. Interest on ₹15,000 @ 3.75% per month (i.e., 45% per annum) from 10 Apr to 11 May (i.e. for 32 days) = ₹591.75
Interest on ₹13,000 @ 3.75% per month (i.e., 45% per annum) from 12 May to 14 May (i.e. for 3 days) = ₹48.08
Interest on ₹5,000 @ 3.75% per month (i.e., 45% per annum) from 15 Apr to 14 May (i.e. for 30 days) = ₹184.93
Interest on ₹3,000 @ 3.75% per month (i.e., 45% per annum) from 15 May to 18 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 May to 18 May (i.e. for 5 days) = ₹6.16
Total interest = ₹845.75
b. Late Payment Charges = ₹900 (excluding Infinia)
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) = ₹6059.99

The following illustration will indicate the method of calculating various charges for BizBlack Metal Card, BizPower, BizGrow, BizFirst, GIGA Business.

Date	Transaction	Amount
10-Apr	Goods purchase	₹15,000
15-Apr	Garments purchase	₹5,000
15-Apr	Statement Date	Total Amount due = ₹20,000 Minimum Amount Due = ₹1,000
12-May	Payment Due Date	
15-May	Payment into card account (Late payment charges will be applicable here)	₹7,000 (Credit)
17-May	Groceries purchase	₹1,000
18-May	Statement Date	₹14,000

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

e. Interest on ₹15,000 @ 3.75% per month (i.e., 45% per annum) from 10 Apr to 14 May (i.e. for 35 days) = ₹647.26
Interest on ₹8,000 @ 3.75% per month (i.e., 45% per annum) from 15 May to 18 May (i.e. for 4 days) = ₹39.45
Interest on ₹5,000 @ 3.75% per month (i.e., 45% per annum) from 15 Apr to 18 May (i.e. for 35 days) = ₹209.59
Interest on ₹1,000 @ 3.75% per month (i.e., 45% per annum) from 17 May to 18 May (i.e. for 2 days) = ₹2.47
Total interest = ₹898.77
f. Late Payment Charges = ₹900 (excluding Infinia)
g. GST@ 18% of interest and late payment charges = ₹323.78
h. Total principal outstanding amount = ₹14,000 (₹1,000 fresh spends + balance ₹13,000 outstanding from last month's billing period)
Hence Total Amount Due = (e) + (f) +(g) + (h) = ₹16,122.55

Please note that the Finance Charges and other charges are subject to change at the discretion of HDFC Bank.
For a list of charges that may be levied at specific instances, please refer to the Schedule of Charges available at the end of this document.

Minimum Amount Due (MAD)
(WEF April'25)
MAD = Total GST + EMI amount + 100% of Fees/Charges + 5% of [Finance Charge (if any) + Retail Spends and Cash Advance (if any)] + Overlimit Amount (if any)

In case 5% of (Finance Charge + Retail Spends and Cash Advance) is less than Finance Charges, then
MAD = calculation will be Total GST + EMI amount + 100% of Fees/Charges + 100% of Finance Charges + 5% of [Retail Spends + Cash Advance (if any)] + Overlimit Amount (if any)

Example: If the MAD amount is ₹1,503.50 (Rupees one thousand five hundred and three and paise fifty only), post computation it will be rounded off to next multiple of tenth digit i.e., ₹1,510.00 (Rupees one thousand five hundred and ten only).

Apr'25 ONWARDS

Scenario 1 (fig. in ₹)		
A	Retail / Cash Outstanding Balance	1,30,000.00
B	Finance Charges	9,750.00
C	Fees and Charges	3,500.00
D	GST amount (18%)	2,385.00
	TOTAL AMOUNT DUE	**1,45,635.00**

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

5% (Finance Charge+ Retail Spends +Cash advance) 5% (9,750+1,30,000) = 6,988. Since 6,988 is less than finance charge of 9,750 The follwing calculation would apply

Minimum Amount Due Calculation			
A	Retail / Cash Outstanding Balance	6,500.00	*5%*
B	Finance Charges	9,750.00	*100%*
C	Fees and Charges	3,500.00	*100%*
D	GST amount (18%)	2,385.00	*100%*
	Minimum Amount Due	**22,135.00**	

Note: 100% of Overlimit Amount will be considered as part of the MAD (if any)

1st Apr'25 ONWARDS

Scenario 2 (fig. in ₹)		
A	Retail / Cash Outstanding Balance	1,30,000.00
B	Finance Charges	4,875.00
C	Fees and Charges	3,500.00
D	GST amount (18%)	1,507.50
	TOTAL AMOUNT DUE	**1,39,882.50**

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

5% (Finance Charge+ Retail Spends +Cash advance) 5% (4,875+1,30,000) =6743.75. Since 6743.75 is more than finance charge of 4875.00, The following calculation would apply

Minimum Amount Due Calculation			
A	Retail / Cash Outstanding Balance	6,500.00	*5%*
B	Finance Charges	243.75	*5%*
C	Fees and Charges	3,500.00	*100%*
D	GST amount (18%)	1,507.50	*100%*
	Minimum Amount Due	**11,751.25**	

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).

For more details, refer welcome kit or FAQs and Terms & Conditions section mentioned on HDFC Bank website www.hdfcbank.com. The following illustration will indicate the method of calculating LPC:

LPC Illustration		
A	Statement Date	1st May 22
B	Statement Due	25,000.00
C	MAD	1,250.00
D	Payment Due Date	20th May 22
E	Grace Date	23rd May 22
F	Unbilled usage - 1st May to 23rd May 22	5,000.00
G	Total Outstanding as of 23rd May 22(A+E)	30,000.00
H	Payment Received - MAD - Rs.1250.00	25th May 22
I	LPC Levied only on Statement Balance	**900**

LPC Illustration for BizBlack Metal Card, BizPower, BizGrow, BizFirst, GIGA Business:

LPC Illustration		
A	Statement Date	1st May 24
B	Statement Due	25,000.00
C	MAD	1,250.00
D	Payment Due Date	25th May 24
E	Grace Date	28th May 24
F	Unbilled usage - 1st May to 28th May 24	5,000.00

G	Total Outstanding as of 28th May 22(B+F)	30,000.00
H	Payment Received - MAD - Rs.1250.00	30th May 22
I	LPC Levied only on Statement Balance	**900**

Charges in case of default (no payment or delayed payment)**:** Basis Credit Card bill amount (excluding Infinia (Metal edition)) (w.e.f 1st August'24)

Outstanding Balance	Late Payment Charges (Excl. GST)
Less than equal to ₹100	Nil
₹101 to ₹500	₹100/-
₹501 to ₹1,000	₹500/-
₹1,001 to ₹5,000	₹600/-
₹5,001 to ₹10,000	₹750/-
₹10,001 to ₹25,000	₹900/-
₹25,001 to ₹50,000	₹1100/-
More than ₹50,000	₹1300/-

B) Drawal Limits

i. Credit limit: HDFC Bank 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 Card member at the time of card delivery 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. HDFC Bank 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 followed by confirmation in writing. 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: 40% of the Credit Limit (Not Applicable for Paytm HDFC Bank Digital Credit Card as cash withdrawal is not allowed)

C) Billing

Billing statements - periodicity and mode of sending: HDFC Bank will send the Cardmember a monthly statement showing the payments credited and the transactions debited to the Cardmember's account since the last statement. The Bank will mail a statement of transactions in the card account every month on a pre-determined date, to mailing address / email ID (customerservices.cards@hdfcbank.com) on record with the bank. Mode of the statement will be Physical / email as per customer's choice. Cardholders will have flexibility to change their billing cycle at least once, as per their convenience, by reaching out through phone banking, email(customerservices.cards@hdfcbank.com) or by sending a physical letter as updated in MITC.

To receive a physical copy of credit card application and MITC, cardholders can write an email or contact our Phonebanking. The copy of the application and MITC shall be dispatched to the cardholder within 7-10 days to the mailing address as registered with the Bank.

*Please refrain from making payments through modes other than those authorised by the bank.

Minimum amount payable: If Finance charges > (5% of Retail Spends + 5% of finance charges) then MAD = Total GST + EMI amount + 100% of Fees/Charges + 100% of Finance Charges + 5% of [Retail Spends + Cash Advance (if any)] + Overlimit Amount (if any) and rounded to the next higher 10th digit.

If Finance charges < (5% of Retail Spends + 5% of Retail finance charges) then MAD = Total GST + EMI amount + 100% of Fees/Charges + 5% of [Finance Charge (if any) + Retail Spends and Cash Advance (if any)] + Overlimit Amount (if any) 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.

(For Paytm HDFC Bank Digital Credit Card: 10% of Retail Balance / Cash Advance Balance and finance charges and 100% of Charges, Loan EMI billed under cards, levies, and taxes)

Retail Balance means all purchases of goods or services through store or online from the Credit

Card, excluding all Cash Advances, Balance Transfers, Instalment Payment Plans, other credit plans, fees, and charges.

HDFC Bank Credit Cards offer the Card-member the facility of revolving credit. The Cardmember may choose to pay only the Minimum Amount Due printed on the statement. The balance outstanding can be carried forward to subsequent statements. The Cardmember can also choose to pay the Total Amount Due or any part of the amount above the Minimum Amount Due.

Such payment should be made before the Payment Due Date. Clear funds need to be credited to HDFC Bank Card account on or before payment due date to avoid Late Payment Charges. Cardmembers are advised to drop local cheques well in advance of the Payment due date to ensure payment reflects on the card account within the Payment due date. Any unpaid Minimum Amount Due of the previous statements 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 card outstanding are acknowledged in subsequent statements. 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, Cash Advances and Retail Purchases in that order.

i. Method of payment: Payments towards the card account may be made in any of the following ways:

a) Pay Zapp- Make quick Credit Card bill payments with PayZapp. Download the app now and enjoy seamless payments with a single swipe.

b) Mobile Banking- Login to the Mobile Banking App, enter your credentials, choose your card, and confirm to complete your payment.

c) NetBanking & ATM: In case the Cardmember has an HDFC Bank account, they can make the Payment through NetBanking & ATMs.

d) Standing Instruction on HDFC account (Auto Debit): In case the Cardmember has an HDFC Bank account, they 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 the Payment due date. The Automatic debit will be processed on the registered account nominated by the Cardmember on the Payment Due Date and will be credited to the Card Account.

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 ₹10,000 and system recovers only ₹500 (Minimum Amount Due) due to insufficient funds in the nominated account, payment return fee will be levied on the net payable amount i.e., ₹10,000 - ₹500 = ₹9,500. Similarly, if the system is able to recover only partial amount for example, ₹200 which is less than Minimum Amount Due (MAD) payment return fee will be levied on the net payable amount i.e., ₹10,000 - ₹200 = ₹9,800

Scenario 2: Cardmember opts for SI facility on Total Amount Due (TAD) and the SI amount is ₹10,000. If partial payment is received for example, ₹200 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., ₹10,000 - ₹200 = ₹9,800

e) 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.

f) Bill Desk: In case the Cardmember does not have an HDFC Bank account, cardmember can make the Payment through Bill Desk facility using other bank account.

g) 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. Kindly ensure that the cheque/draft is deposited at least 3 working days before due date in case of HDFC

Bank cheque and 5 working days before due date for Non-HDFC Bank cheque.

h) Cash Payment: Through Cash Payments at the bank branches.

i) Visa Money Transfer only for Visa Card holders

ii. 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 Cardmembers account, the charge will be reinstated in a subsequent statement along with the associated 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. GST levied will not be reversed on any dispute on Fee & Charges / interest.

iii. Complete postal address of card-issuer: HDFC Bank Cards Division, PO Box No 8654, Door No 94 SP, Estate Bus Stand, Wavin Main Road, Mogappair West, Chennai 600058.

iv. Toll free number, email-id, and dedicated telephone number for SMS for customer care services, contact details of Grievance Redressal Official: The Cardmember can contact HDFC Bank Credit Cards for making any enquiries or for any grievance redressal through:

- **Call centres:** 1800 1600 / 1800 2600 within India / +91 22 6160 6160 from outside India
- **Infinia / Infinia (Metal Edition) / Diners Black Metal Edition/ Diners Black customers**: Please visit https://www.hdfcbank.com/Infinia for 24 hours dedicated customer care number
- **BizBlack Metal Card Customers:**
  Call Centre - 1800 266 3310
  Concierge - 1800 118 887
- **Marriott Bonvoy HDFC Bank Customers**: 1800 309 3100 For dedicated concierge services (9am – 9pm).
- **Mail:** HDFC Bank Cards Division, PO Box No 8654, Door No 94 SP, Estate Bus Stand, Wavin Main Road, Mogappair West, Chennai 600058.
- **email:** customerservices.cards@hdfcbank.com
- **Grievance Redressal Official:** 044 6108 4900 between 09:30 AM to 05:30 PM Monday to Friday.

SECTION II: OTHER MITC

D) Default and Circumstances

i. Procedure including notice period for reporting a cardholder as defaulter: 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 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 within 7 (seven) days.

ii. 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 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.

iii. 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 and/or Add- on Cardmember held in any account or in custody of the bank. 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.

iv. Recovery of dues in case of death / permanent incapacitance 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.

v. 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, please refer to usage guide.

E) Termination / Revocation of Card Membership

i. Procedure for surrender / closure of card by cardholder: I/ We understand that the usage of the HDFC Bank International Credit Card(s) shall be strictly 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, Bitcoins, Virtual currency which I/We undertake as my/our responsibilities to keep myself/ourself updated of and in the event of any failure to do so , I/We will be liable for action under the Foreign exchange management act 1999 or its statutory modifications or re-enhancement thereof.

ii. Link provided exclusively for the above on the website

In case any customer wishes to close / surrender the card – the customer may place the request through below channels.

Channels	Path / Contact details
MyCards	www.hdfcbank.com > Log in > Credit Cards > Card Control > Services > Other Action > Card Closure
EVA	Visit www.hdfcbank.com > Click on EVA icon > Type Closure of Credit Card.
Branch Banking	Simply visit branch and speak to our staff

iii. Contact details for the cardholder to initiate closure / hotlisting – email-id, dedicated telephone number for SMS, IVRS

Channels	Path / Contact details
Phone Banking/ IVR	1800 1600 \ 1800 2600 (accessible across India)
Phone Banking: BizBlack Metal Card customer	1800 266 3310
WhatsApp Banking	70700 22222 > Type Close Credit Card > Option will be displayed for hotlisting
Email	Write us at customerservices.cards@hdfcbank.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 / hotlisting of card and which is presented / claimed at a later point by the merchant shall be billed to the Cardmember on the new card that is generated post blocking of the existing credit card for effecting necessary payments towards such transactions. The new card number generated will be reissued / sent only upon request from the Cardmember.

The Bank will accept credit/ payments in the credit card account even after closure of card, Subject to Outstanding payable on card. The Cardmember shall be or is obligated to pay for any transactions which were incurred prior to the closure of the existing card. Bank shall report these outstanding payments on closed credit card (if any) of the Card member to CICs, if unpaid during the subsequent months.

If a credit card has not been activated or used within 30 (thirty) days of card open date., the Bank shall intimate the cardholder about non-usage or non-activation of the card and request the cardholder to activate or start using the card within 7 (seven) days from the date of such intimation. If the cardholder does not start using the card within a period of 7 (seven) days, the card account shall be closed by the Bank.

In case the Bank notices unusual and abnormal transaction patterns in the use of the Card, the Bank will try to establish contact with the customer on the registered phone number of the customer available on its records to verify the bonafideness of the card transaction. Failure on the part of the Bank to establish contact with the customer, the Bank may restrict/terminate the use of the Card without any further notice, if the Bank reasonably believes it necessary for the sake of the Cardholder and for security reasons HDFC Bank 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 Agreement has ended or if the card account is suspended.

With a view to ensure that the Credit Card is being used as per the regulatory guidelines, Terms and Conditions and applicable policies of the Bank, Bank shall have a right to run periodic checks on the Credit Card usage to identify whether there is excessive utilization of credit limit beyond the sanctioned limit in one statement cycle, unusual or excessive utilization at few select merchants, possible collusion with merchant and/or usage towards non-personal/ business related requirements, over-use/ misuse of features/ offers/ programs towards accumulation of undue reward points/ cash back / other benefits amongst others. Based on the usage patterns, if any of these is suspected by the Bank, Bank may take restrictive action on the Credit Card. Such action can be with immediate effect and may include but not be limited to withdrawal of features/ benefits as well as complete termination of the Credit Card. If any such action is taken by the Bank onus will be on customer to provide satisfactory proof of bona fide usage to reinstate the Credit Card and attached features/ benefits as may be deemed fit by the Bank. Bank's decision in this regard shall be final and binding on the customers.

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

New Variant will be issued when a customer request for a reissue of Hot-listed Phased out/Actively not sourced cards. We will be offering a currently active variant in place of the phased-out card. Please note that when an Add-On request is received from a customer who is using a phased-out card, then the Add-On request will be accepted, but the customer will receive a new market active Primary and Add-On card in place of the old variant.

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

Please note that if a credit card has not been used for a continuous period of 1 (one) year, the Bank will intimate the cardholder about non-usage of the card and request the cardholder to start using 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.

F) Loss/ Theft/ Misuse of 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

Channels	Path / Contact details
Net Banking	www.hdfcbank.com > 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	https://mycards.hdfcbank.com > enter registered mobile#> Card control > Services > Security > Hotlist
EVA	Visit www.hdfcbank.com > Click on EVA icon > Credit Card Service > Block Card
Phone Banking / IVR	1800 1600 / 1800 2600 (accessible across India)
Phone Banking: BizBlack Metal Card customer	1800 266 3310
WhatsApp Banking	70700 22222 > Type Hotlist Card > Option will be displayed for hotlisting
SMS	SMS "Block CC ****" on 7308080808 **** last 4 digits of card number

A) The Cardmember must notify the 24-Hour Call Center 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. 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 will be invalidated from usage.

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 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 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 Cardholder 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, OneTime 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) HDFC Bank may, without referring to the Cardmember or any additional Cardmember, give the police or other relevant authorities any information that HDFC Bank consider relevant about the loss, theft, misuse of a Card or PIN.

F) 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.

G) HDFC 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 Card member will be wholly liable for the same. Terms and Conditions mentioned in the card member agreement is applicable for all contact-less cards and contact-less transactions.

ii. Web-site link, phone banking, SMS, e-mail, IVR, a dedicated toll-free helpline, 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.hdfcbank.com > Useful Links > Our Corporate Commitments > Customer Compensation Policy.

G) Grievance Redressal and Compensation Framework

i. Grievance redressal and escalation process:

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

- Call Centres: 1800 1600 / 1800 2600 If you are not in India: +91 22 61606160
- Call Centre (BizBlack Metal Card): 1800 266 3310
- Post: HDFC Bank Cards Division, PO Box No 8654, Door No 94 SP, Estate Bus Stand, Wavin Main Road, Mogappair West, Chennai 600058
- Email:customerservices.cards@hdfcbank.com
- Grievance Redressal Officer: Reach us on phone 04461084900 between 09.30 a.m. to 05.30 p.m. Monday to Friday

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

ii. Timeline for redressal of grievances: 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.

iii. 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 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 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.

iv. Contact particulars of card-issuer - 24-hour call centres, email-ids, helpline, other important telephone numbers: The Cardmember can contact HDFC Bank Credit Cards by:

- Visit www.hdfcbank.com to know our 24 hours call centre number
- Infinia / Infinia (Metal Edition) / Diners Black Metal Edition/ Diners Black customers https://www.hdfcbank.com/Infinia for 24 hours dedicated customer care number
- **Marriott Bonvoy HDFC Bank Customers**: 1800 309 3100 For dedicated concierge services (9am – 9pm).
- **BizBlack Metal Card Customers**: Phonebanking number - 1800 266 3310 Concierge number - 1800 118 887
- Post - HDFC Bank Cards Division, PO Box No 8654, Door No 94 SP, Estate Bus Stand, Wavin Main Road, Mogappair West, Chennai 600058
- email: customerservices.cards@hdfcbank.com

H) Disclosure

The Cardmember 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 and this information is being provided in the terms of the Credit Information Companies Regulation Act, 2005. In view of this we wish to inform the Cardmember that the bank can disclose any information relating to credit card(s) default by the customer to the Credit Information Companies to any other credit bureau (Existing and Future) in case the card is overdue, with due intimation to the cardholder. The Bank hereby informs the Cardmember 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 wish to inform that in case of any multiple credit cards availed by you basis shared limit, the credit limit assigned at individual card level will be reported to Credit Information Companies. We also wish to inform the Cardmember that the bank will, at its own discretion, record specific conversations between the Cardmember 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.

I) Reward Points and Cashpoints

Reward Points will be earned for transaction amounts in multiples of ₹150, residual amounts or transactions below ₹150 will not earn Reward Points. For Silver cards and Freedom Plus Cards, Reward Points are earned on transactions amounts in multiple of ₹200, residual amounts or transactions below ₹200 will not earn Reward Points. For IRCTC HDFC Bank Credit Card Reward Points are earned on transaction amounts in multiple of ₹100, residual amount or transaction below ₹100 will not earn Reward Points. For BizFirst Credit Card, CashPoints are earned on transaction amounts in multiples of ₹100, residual amount or transaction below ₹100 will not earn CashPoints

Customers can earn cashback through a) cashback offers and b) redemption of reward points/CashPoints towards cashback.

Cashback credits will not be considered as payment for the last statement. Customers 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.

The cashback awarded or credited on the Swiggy HDFC Bank Credit Card shall be in the form of Swiggy Money available on Swiggy app, which shall be calculated as a percentage of the

spends with capping per calendar month. For further details of cashback earned on Swiggy HDFC Bank Credit Card please see the terms and conditions available at Swiggy HDFC Bank Credit Card product page on www.swiggy.com,

Note – For statements generated post 21st June'24, cashback earned using Swiggy HDFC Bank Credit Card will be credited against outstanding balance in card statement. However, Swiggy Money earned for statements generated prior to 21st June'24 will be redeemable on Swiggy app.Swiggy One Membership shall be governed by terms and conditions available at https://www.swiggy.com/terms-and-conditions.

The reward points awarded or credited on the Marriott Bonvoy HDFC Bank Credit Card shall be in the form of Marriott Bonvoy Points, which shall be calculated as a percentage of the spends. The reward points are not static and may be subject to special offers, discounts, and benefits as applicable, from time to time. For further details of the reward points awarded or credited on the Marriott Bonvoy HDFC Bank Credit Card please see the terms and conditions of the Marriott Bonvoy HDFC Bank Credit Card available at product page on www.hdfcbank.com/personal/pay/cards/credit-cards, and the terms and conditions of the Marriott Bonvoy Program available at https://www.marriott.com/loyalty/terms/default.mi

The reward points awarded or credited on the Tata Neu Plus/Infinity HDFC Bank Credit Card shall be in the form of Tata NeuCoins, which shall be calculated as a percentage of the spends. The reward points are not static and may be subject to special offers, discounts, and benefits as applicable, from time to time. For further details of the reward points Tata Neu Plus/Infinity HDFC Bank Credit Card please see the terms and conditions of the Tata Neu Plus/Infinity HDFC Bank Credit Card available at product page on www.hdfcbank.com/personal/pay/cards/credit-cards, and the terms and conditions of the Tata Neu Loyalty Program available at https://www.tataneu.com/about-neupassCredit Card purchases done via UPI mode will earn reward points upto a maximum of 500 points in a calendar month. For details, refer Bank's website

a. 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 2015, then the same will expire in May 2017, except for Infinia / Infinia (Metal Edition)/ Diners Black Metal Edition/ Diners Black Card/ H.O.G Diners Club card/ BizBlack Metal Card for which reward points are valid for 3 years, and Easy EMI cards on which cash points are valid for 1 year.

Important notice for Customers who have been card members on or before 30th June 2015:

W.e.f. 18th March 2020, when you receive a new credit card due to upgrade/migration, replacement, renewal, or re-issuance, etc, the reward points already accumulated earlier, will have limited validity between 1 to 3 years from the date of transfer, depending on the card variant.

- For EasyEMI cards, the Cash points accrued earlier will be valid for 1 year from the date of card upgrade / migration, replacement, renewal, or re-issuance.
- For Infinia/Infinia (Metal Edition)/ Diners Black Metal Edition/ Diners Black/ H.O.G Diners Club card/ BizBlack Metal Cards, the Reward points will be valid for 3 years from the date of card upgrade/migration, replacement, renewal or re-issuance,
- For all other card variants, the Reward points/Cash points accrued (as per feature), will be valid for 2 years from the date of card upgrade/migration, replacement, renewal, or re-issuance,

e.g., Customer was issued a Regalia First credit card on Feb'14. His/her card which has accumulated 50,000 reward points is being replaced (due to lost card, renewal etc) in May'20. Post replacement, his/her reward points balance of 50,000 will now have a validity of 2 years from the date of transfer i.e., these points would expire on May'22 if not utilized.

For all future Reward points/Cash points that will be accrued after 18th Mar'20, the above validity norms will be applicable as per the card variant.

Customers* who have received their upgraded, replaced, renewal or re-issued cards before 18th Mar 2020 and have also been a card member* on or before 30th June 2015: then their accrued reward/cash points will continue to be valid till the date of the next card upgrade/migration, replacement, renewal, or re-issuance. Post which the reward/cash points will have limited

validity as per card variants explained above. Validity of Swiggy Money earned on Swiggy HDFC Bank Credit Card shall be as per the terms and conditions on Swiggy app www.swiggy.com. Swiggy Money will expire post 1 year of earning the cashback.

Note – For statements generated post 21st June'24, cashback earned using Swiggy HDFC Bank Credit Card will be credited against outstanding balance in card statement. However, Swiggy Money earned for statements generated prior to 21st June'24 will be redeemable on Swiggy app.

For Marriott Bonvoy HDFC Bank Credit, the Marriott Bonvoy Points accrued will not expire as long as there is point earning or Point redemption activity at least once every 24 months in your Marriott Bonvoy Member Account

Validity of the Tata Neu Coins earned on the Tata Neu Plus/Infinity HDFC Bank Credit Card shall be as per the terms and conditions of the Tata Neu Plus/ Infinity HDFC Bank Credit Card available onwww.hdfcbank.com/personal/pay/cards/credit cards, and the terms and conditions of the Tata Neu Loyalty Program available at https://www.tataneu.com/about-neupass

b. EasyEmi and e-wallet loading transaction will not accrue Reward Points

c. Reward Points/CashPoints accrued will be reversed if a retail transaction is converted into SmartEMI.

d. W.e.f. 20th Dec 2019, Reward Points accrued for insurance transactions will have a maximum cap of 5000 per day for Infinia, Infinia (Metal Edition), Diners Black Metal Edition, Diners Black cards, H.O.G Diners Club & BizBlack Metal Card and 2000 per day for all other credit cards.

e. For Marriott Bonvoy HDFC Bank Credit Card, insurance transactions will have no capping on Marriott Bonvoy Points accrual.

f. With effect from 1st Jan 2023, Reward Points redemption for flights & hotels bookings are capped per calendar month at 1,50,000 reward points for Infinia, 75,000 reward points for Diners Black Metal Edition, Diners Black, H.O.G Diners Club and 50,000 reward points for all other cards.

g. With effect from 1st October 2024, Reward Points/CashPoint redemption for Tanishq vouchers are capped to 50,000 reward points/CashPoint per calendar quarter for Infinia cards.

h. With effect from 1st Feb 2023, Reward Points redemption for CashBack redemption are capped per calendar month to 3000 rewards points for Millennia, Easy Emi millennia, Bharat, Pharmeasy and Paytm cards and 50,000 reward points/CashPoints for all other cards.

i. With effect from 1st Feb 2023, cardmembers can redeem upto 70% of product/Voucher value through Reward Points/CashPoints on select vouchers/products and pay the remaining amount via Credit card. This is not applicable for Infinia, Diners Black Metal Edition, Diners Black, H.O.G Diners Club & BizBlack Metal Cards.

j. With effect from 1st Jan 2023,

- Rent payments will not earn Reward Points/CashPoints on all the cards.
- Government related transactions will not earn Reward Points/CashPoints on all the cards except BizBlack Metal Card, BizPower, BizGrow, BizFirst, GIGA Business, Business Regalia, Business Regalia first, Business Money back, CSC small business moneyback, Paytm Business, Flipkart Business, Retailio, Best Price Save Smart, Best Price Save Max and Pinelabs
- Education related transactions will not earn Reward Points/CashPoints on BizBlack Metal Card, BizPower, BizGrow, BizFirst, GIGA Business, Business Regalia, Business Regalia first, Business Money back, CSC small business moneyback, Paytm Business, Flipkart Business, Retailio, Best Price Save Smart, Best Price Save Max, Swiggy HDFC Bank Credit Card and Pinelabs and with effect from 1st September 2024, Education payments made through third-party apps like (but not limited to) CRED, Cheq, MobiKwik, etc. will not earn Reward Points on all other cards.

k. With effect from 1st January 2023, Reward Points earned on Grocery transactions will be capped per month to:

- 2000 Reward Points for Infinia, Diners Black Metal Edition, Diners Black, H.O.G Diners Club, Regalia, Regalia Gold, Regalia first, BizBlack Metal Card, BizPower, Business Regalia, Business Regalia first, Diners Privilege, Diners Premium, Harley-Davidson Diners Club, Diners Clubmiles, Tata Neu Infinity cards, Marriott Bonvoy HDFC Bank Credit Card and,
- 1000 reward points for the rest of the cards

l. With effect from 1st Apr 2023, reward points earned on Grocery transactions will be capped to

2000 per month for 6E Rewards XL-Indigo HDFC Bank Credit Cards.

m. With effect from 1st September 2024,

- Reward Points earned on Utility transactions will be capped at 2000 Reward Points per calendar month.
- Reward Points earned on Telecom transactions will be capped at 2000 Reward Points per calendar month.

  Please note: For Millennia, UPI, BIZ UPI, Swiggy, BIZ First, Paytm, Paytm Business, Easy EMI Millennia, Best Price Save Smart and Bharat credit cards, the capping as per the product feature will continue to be applicable.

n. Tata NeuCoins accrued shall be utilizable in accordance with the terms and conditions of the Tata Neu Plus/ Infinity HDFC Bank Credit Card available at product page on www.hdfcbank.com/personal/pay/cards/credit-cards, and the terms and conditions of the Tata Neu Loyalty Program available at https://www.tataneu.com/about-neupass.

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

p. 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.

q. 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. 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 call to phonebanking to issue DD 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 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.

r. For flight and hotel bookings, Credit Card members can redeem up to a maximum of 70% of the booking value through Reward Points/CashPoints. Rest of the transaction amount will have to be paid via the same Credit Card limit. This applies to Infinia, Infinia (Metal Edition), Diners Black Metal Edition, Diners Black cards, H.O.G Diners Club, BizBlack Metal Card, BizPower, BizGrow, BizFirst, GIGA Business w.e.f. 25th July 2020. This is applicable to retail and business card variants of Regalia, Regalia First, Regalia Gold and other Diners card variants (ClubMiles, Rewardz, Privilege, Premium, Harley-Davidson Diners Club), since 25th Nov 2019. This condition applies for transactions done on HDFC Bank Smartbuy or the dedicated website portals of the bank for the respective card variants.

s. For flight and hotel bookings, Credit Card members can redeem up to a maximum of 50% of booking value through Reward Points/CashPoints. Rest of the transaction amount will have to be paid via the same Credit Card limit. This condition applies to all cards other than those mentioned in above point (i) The cards are grouped as Regular, Cashback, Premium,Premium Travel, Professional, Co-branded and Business cards on the bank's website.This condition applies for transactions done on HDFC Bank Smartbuy. This is in effect from 10th June 2019. (The limit mentioned under point (p) and (q) above do not apply to the Marriott Bonvoy Points. Please refer to the terms and conditions of the Marriott Bonvoy Program available at https://www.marriott.com/loyalty/terms/default.mi

t. 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.

u. Customers can earn cashback through redemption of reward points/CashPoints towards cashback.

Cashback credits will not be considered as payment for the last statement. Customers need to effect payment towards the previous statement outstanding.

v. W.e.f Jan'23 Reward Points earned through transaction having Instant Discount / Cashback offered by HDFC Bank will be invalid & debited in 120 days of posting.

w. For Closed Cards:

- Reward points will be available for redemption only for 30 days from the date of card closure. Points will get lapsed post 30 days of card closure.
- Reward Points redemption is allowed only towards products/vouchers.
- Cashback redemptions are not allowed on closed cards.

x. Fair Usage Policy as of Oct'23:

- The maximum reward points that can be earned in a statement cycle for Infinia/infinia Metal is 2,00,000.
- The maximum reward points that can be earned in a statement cycle for Diners Black Metal Edition, Diners Black, H.O.G Diners Club Card is 75,000.
- The maximum reward points that can be earned in a statement cycle for Regalia Gold, Regalia, Business Regalia, Diners Privilege, Diners ClubMiles, Diners Premium and Harley-Davidson Diners Club Card is 50,000.
- The maximum reward points that can be earned in a statement cycle for Regalia First, Business Regalia First is 25,000.
- The maximum reward points that can be earned in a statement cycle for Money back, Money back plus, Diners Rewards, Freedom Card, Business Moneyback is 15,000.
- The maximum reward points that can be earned in a statement cycle for Tata Neu Infinity* is 50,000.
- The maximum reward points that can be earned in a statement cycle for Times Platinum,Times Titanium, Tata Neu Plus*,IOCL,IRCTC*,Retailo, Medvol, Pharmeasy, Pinelabs, Equitas Excite, Equitas Elegance is 25,000.
- The Maximum reward points that can be earned in a statement cycle for SOLITAIRE, BEST PRICE SAVE MAX WALMART, TEACHERS, DOCTORS, SIGNATURE, VALUE PLUS, GOLD, JET, Corporate Premium, SNAP DEAL, BUSINESS PLATINUM, Harley-Davidson Diners Club, Privilege, SILVER, TITANIUM, ALL MILES, MARUTI, BUSINESS FREEDOM, BUSINESS GURANTEE is 15,000.
- The maximum reward points that can be earned in a statement cycle for BizBlack Metal Card is 1,50,000, BizPower is 60,000, BizGrow is 15,000, BizFirst is 15,000 and GIGA Business is 15,000
- The Maximum reward points that can be earned in a statement cycle for Indigo 6E Rewards card is 25,000.
- The Maximum reward points that can be earned in a statement cycle for Indigo 6E Rewards XL card is 50,000.
- For Flipkart cards, the maximum cashback that can be earned under "1% cash back category" is Rs.25,000 per month.
- **(*)** applicable only on the spend categories that does not have an existing Fair Usage Policy

J) Other Important Information

a) HDFC Bank UPI RuPay/ UPI RuPay Biz Credit Card: No physical Credit Card will be provided for customers who were issued with HDFC Bank UPI RuPay/ UPI RuPay Biz Credit Card and it will be a virtual only card. The virtual card details will be available in the MyCards platform. Customers can call on the IVR number (1860 266 0333) to set the PIN of their virtual card.

K) Lounge Access

Priority Pass - Charge of $27 + taxes, will be applicable on all the lounge visits exceeding the complimentary limit.

Infinia, Infinia (Metal Edition): Complimentary priority pass membership for Primary and add-on card holders with unlimited lounge access for priority pass card holder.

Diners Club Credit Card - All visits exceeding the complimentary limit will be charged at the prevailing lounge rate inclusive of taxes. Card validation charges for the lounge will be levied and not reversed.

Please ensure the safety of your Priority Pass to avoid misuse. The priority pass is not transferable. Bank has the right to withdraw the Priority Pass membership, or any other benefit associated with your credit card if your card is closed or remains inactive for more than 90 days. These charges will be billed on your subsequent statement within 90 days of date of visit and this transaction will not accrue Reward Points.

Currency conversion rate is applicable as on the date of settlement.

Complimentary Lounge Access Within India for BizBlack Metal Card and BizPower:

Biz Black Metal Card: Unlimited lounge access eligible on making min one transaction of any amount in previous month (excluding first month of card issuance)

Biz Power: two complimentary domestic lounge access every calendar quarter, additional two complimentary domestic lounge access (excluding first quarter of card issuance) on min spends of Rs.75,000 in previous calendar quarter

L) Goods and Services Tax (GST): 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 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.

M) TDS on withdrawals above Rs 1 crore: TDS@2% is applicable on aggregate cash withdrawals exceeding Rs 1 Cr from accounts and cards, in a FY. Visit www.hdfcbank.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.

Please select APR calculator from Important document tab in the below link: https://www.hdfcbank.com/personal/pay/cards/credit-cards/membership-kit

N) Most Important Terms and Conditions in Regional Languages

Please Visit www.hdfcbank.com 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.hdfcbank.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

Customer Compensation Policy is displayed on the bank website under Our Corporate Commitment > Citizens Charter > Customer Compensation Policy > Credit Cards
For any sales queries on mis-selling / harassment / complaints, please write to salesqueriescards@hdfcbank.com or call at 18002583838
For Credit Card services like Checking Your Reward Points/CashPoints, Converting Eligible Spends to EMI and Reporting Credit Card Disputes through SMS, please send an SMS to 7308080808. There are no pre-defined keywords and you can type your own query to use this facility.
PHONEBANKING NUMBERS

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

If you don't wish to be called about our products and services, kindly login to our website: www.hdfcbank.com and register yourself in our Don't call Registration option. Card account levied with late payment charges in the latest generated statement will be exempted from the cash processing fee.

O) 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 all pre-closure, GST, fees and charges, EMI, cash advances and retail purchases in that order.

If in any loan account as on 01.02.21 there are no over dues and an amount of ₹X is due for payment towards principal instalment / interest / charges, any payment being credited on or after 01.02.21 in the loan account will be used to pay off the dues outstanding on 01.02.21.

Assuming that nothing is paid or there is partial payment (₹Y) of dues during February month, the overdue as on 01.03.21 will be ₹X-Y.

Additionally, an amount of ₹Z becomes due as on 01.03.21, Now any payment/ partial payment into the account on or after 01.03.21 will be first utilized to pay off the partial due of 01.02.21 (₹X - ₹Y) If there is more recovery than the ₹X - ₹Y. then. After recovering dues of 01.02.21, the remaining amount will be treated as recovery towards due of 01.03.21.

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 01.03.21, the age of the oldest dues is reckoned as 29 days on 02.03.21.

Classification as Special Mention Account (SMA) and Non-Performing Asset (NPA) Lending institutions will recognize the incipient stress in loan 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 or Additional Loan thereon (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 to 30 days
SMA-1	> 30 days and up to 60 days
SMA-2	> 60 days and up to 90 days

Non-performing Asset: 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.

DISCLOSURE ON REVENUE SHARING BETWEEN HDFC BANK AND THE COBRANDING PARTNER ENTITY

The arrangement between HDFC Bank and its co-brand partners for issuance of the co-branded credit card may involve sharing of revenues in respect of the relevant co-brand cards, between HDFC Bank and the relevant co-brand partner. The typical manner of revenue sharing under the various co-brand arrangements of HDFC Bank is set out below:

- Membership Fee: HDFC Bank may make payment of a certain percentage of the realised membership fee applicable on the co-branded credit card to the co-brand partner;
- Annual fee: HDFC Bank may make payment of a certain percentage of the annual fee as applicable to the co-branded credit card realised by HDFC Bank to the co-brand partner;
- Percentage of spends: HDFC Bank may make payment of a certain percentage of the spends made using the co-brand credit cards to the co-brand partner

HDFC BANK

Payment Due date	Payment Date	Payment covers	Age of oldest dues in days covers	SMA 1 NPA Categorisation	SMA since/ SMA class date	NPA categorization	NPA Date
01.02.22	01.02.22	Payment Dues as mentioned in the statement up to 01.01.22	0	NIL	NA	NA	NA
01.02.22	01.02.22	No payment or part payment of - dues of 01.02.22	1	SMA-0	01.02.22	NA	NA
01.02.22	01.02.22	No payment or part payment of - dues of 01.02.22	2	SMA-0	01.02.22	NA	NA
01.03.22		Dues of 01.02.22 not fully paid 01.03.22 is also due at EOD 01.03.22	29	SMA-0	01.02.22	NA	NA
		Dues of 01.02.22 fully paid, Due for 01.03.22 not paid at EOD 01.03.22	1	SMA-0	01.03.22	NA	NA
		No payment of full dues of 01.02.22 AND 01.03.22 at EOD 03.03.22	31	SMA-1	01.02.22 / 03.03.22	NA	NA
		Dues of 01.02.22 fully paid, Due for 01.03.22 not fully paid at EOD 01.03.22	1	SMA-0	01.03.22	NA	NA
01.04.22		NO payment of dues of 01.02.22, 01.03.22 and amount due on 01.04.22 at EOD 01.04.22	60	SMA1	01.02.22 / 03.03.22	NA	NA
		No payment of dues of 01.02.22 till 01.04.22 at EOD 02.04.22	61	SMA 2	01.02.22 / 02.04.22	NA	NA
01.05.22		No payment of dues of 01.02.22 till 01.05.22 at EOD 01.05.22	90	SMA 2	01.02.22 / 02.04.22	NA	NA
		No payment of dues of 01.02.22 till 0105.22 at EOD 02.05.22	91	NPA	NA	NPA	02.05.22
01.06.22	01.06.22	Fully paid dues of 01.02.22 at EOD 01.06.22	93	NPA	NA	NPA	02.05.22
01.07.22	01.07.22	paid entire dues of 01.03.22 & 01.04.22 at EOD 01.07.22	62	NPA	NA	NPA	02.05.22
01.08.22	01.08.22	Paid entire dues of 01.05.22 & 01.06.22 at EOD 01.08.22	32	NPA	NA	NPA	02.05.22
01.09.22	01.09.22	Paid entire dues of 01.07.22 & 01.08.22 at EOD 01.09.22	1	NPA	NA	NPA	02.05.22
01.10.22	01.10.22	paid entire dues of 01.09.22 & 01.10.22	0	Standard Account with No Over dues	NA	NA	STD from 01.10.22

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.

HDFC BANK

PART II : KEY FACT STATEMENT CUM MOST IMPORTANT TERMS & CONDITIONS FOR PIXEL CREDIT CARDS

Table of Contents

A) Fees and Charges 28
- i. Joining fees and Annual membership fees for primary cardholder 28
- ii. Cash advance fee 28
- iii. Service charges levied for transactions 28
- iv. Interest free (grace Period) 29
- v. Finance charges for both revolving credit and cash advances 29
- vi. Overdue interest charges - to be given on monthly & annualised basis 29
- vii. Charges in case of default 30

B) Drawal Limit 30
- i. Credit limit 30
- ii. Available credit limit 30
- iii. Cash withdrawal limit 31

C) Billing 31
- i. Billing statements - periodicity and mode of sending 31
- ii. Minimum amount payable 31
- iii. Method of payment 31
- iv. Billing disputes resolution 31
- v. Toll free number, email-id for customer care services, contact details of Grievance Redressal Official 31

D) Default and Circumstances 32
- i. Procedure including notice period for reporting a cardholder as defaulter 32
- ii. Procedure for withdrawal of default report and the period within which the default report would be withdrawn after settlement of dues 32
- iii. Recovery procedure in case of default 32
- iv. Recovery of dues in case of death / permanent incapacitance of cardholder 32

E) Termination / Revocation of Card Membership 32
- i. Procedure for surrender / closure of card by cardholder 32
- ii. Link provided exclusively for the above on the website 33
- iii. Procedure for closure of card account if the card has not been used for more than one year 33

F) Loss/ Theft/ Misuse of Card 33
- i. Procedure to be followed in case of loss/ theft/ misuse of card-mode of intimation to card-issuer 33
- ii. PayZapp Mobile App and reporting to nearest branch, etc. for reporting unauthorised transactions and initiating blocking of card 34
- 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 34

G) Grievance Redressal and Compensation Framework 34
- i. Grievance redressal and escalation process 34
- ii. Timeline for redressal of grievances 35
- iii. Compensation framework for unsuccessful / failed transactions, delay in redressal of grievance, delay in closing of account / blocking of lost or stolen cards, etc 35
- iv. Contact particulars of card-issuer 35

H) Disclosure 35
I) Reward Points 36
J) Goods and Services Tax (GST) 36
K) Tap and Pay 36
L) Scan and Pay for UPI Transactions 37
M) Card on file tokenization 37
N) Device Tokenization 37
O) Virtual Credit Card & Choice of Network 37
P) TDS on withdrawals above Rs 1 crore 37
Q) Additional Schedule 38

Dear Customer – The **"Most Important Terms and Conditions (MITC)"** are to be read along with the Card Member Agreement of HDFC Bank Ltd for complete understanding. The MITC are subject to revision. Refer www.hdfcbank.com for details.

SECTION I: KEY FACT SHEET

A) Fees and Charges

i. Joining fees and Annual membership fees for primary cardholder: 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. Joining fees will be charged if card is closed within 90 days of issuance irrespective of any acquisition pricing offer.

Card variant	Joining / Annual membership Fee	Minimum Spend for waiver of annual membership fee / renewal charges for next year *	Fuel Transaction Surcharge (Plus GST) **	Foreign Currency Transactions % Of transaction value ***
Pixel Go Credit Card	250	₹50,000 / Annum	Waiver capped at ₹250 every billing cycle	3.5%
Pixel Play Credit Card	500	₹1,00,000 / Annum		

* Exclude transactions - Cash Withdrawal

**** Fuel Surcharge waiver:** Fuel Surcharge Waiver will be capped at 1% of the eligible fuel transaction amounts. Waiver applicable for transaction between ₹400 to ₹5000. 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.

*** Currency conversion rate as on settlement date applicable

ii. Cash advance fee: The Cardmember can use the Card to access cash in an emergency from ATMs in India or abroad. A transaction fee of 2.5% or ₹500 whichever is higher would be levied on the amount withdrawn and would be billed to the Cardmember in the next statement. The transaction fee is subject to change at the discretion of HDFC Bank. All cash advances also carry a finance charge equal to charges on revolving credit (Refer schedule of charges) from the date of withdrawal until the date of full payment. The finance charge is subject to change at the discretion of HDFC Bank.

iii. Service charges levied for transactions: Charges and fees, as may be applicable from time to time, are payable by Cardmembers for specific services provided by HDFC Bank to the Cardmember or for defaults committed by the Cardmember with reference to their card account.

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. For interest rates, pre-closure and cancellation charges on EMI, please visit the EMI section in Payzapp Mobile app.

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

a. Railway

a. Ticket Purchase Fee: 1% of the transaction amount + GST except IRCTC HDFC Bank Credit Card (Refer IRCTC website for detailed fee structure)

b. Payment Return Charges: 2% of Payment amount subject to minimum of ₹450

c. SmartEMI (Pay-in-Parts/Transactions converted to EMI):

- **Processing Fee:** ₹199 (Plus GST)
- **Pre-Closure Charges:** 3% of the Balance Principal Outstanding

d. Rent Pay Transactions: 1% fee on transaction amount will be levied on rental transactions done on any applicable merchant from the second transaction for the month.

e. Reissue of Lost, Stolen or Damaged Card: ₹100

f. Dynamic currency conversion Markup Fee: A Markup fee of 1% will be levied on all transactions carried out in Indian Currency at an international location or at merchants which are located in India but registered overseas.

iv. Interest free (grace 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 (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. For instance, the HDFC Bank Pixel Card has an interest-free credit period of up to 50 days. This means that a customer who has a billing date of 4th of the month can spend on his Card from 5th April to 4th May, his bill will be generated on 4th May and his Payment Due Date will be 24th May. Hence a purchase made on 14th April will have a credit period of 41 days, while a purchase made on 2nd May will have a credit period of 23 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.

v. Finance charges for both revolving credit and cash advances:

Variant	Charges (excluding GST)	
	Monthly	Annually
Pixel Go & Pixel Play	3.60%	43.20%

Finance charges are payable at the monthly percentage rate on all transactions from the date of transaction in the event of the Cardmember choosing not to pay his balance in full, and on all cash, advances taken by the Cardmember, till they are paid back. Finance charges, if payable, are debited to the Cardmember's account till the outstanding on the card is paid in full.

Finance charges on cash advances are applicable from the date of transaction until the payment is made in full.

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

If a 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 except charges would attract finance charges and all new transactions will also attract finance charges till such time as the previous outstanding amounts are repaid in full.

vi. Overdue interest charges - to be given on monthly & annualised basis: Late Payment Charges will be applicable if Minimum Amount Due is not Paid by the payment due date, Clear funds need to be credited to HDFC Bank Card account on or before the payment due date, to avoid Late Payment charges. Refer section 'Schedule of Charges' for details.

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 18th 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 18th May, following will reflect as the component of the total amount payable by you.

Interest calculated = (outstanding amount* 3.6% per month (i.e., 43.2% per annum) * No of days) / 365. Therefore,

a. Interest on ₹15,000 @ 3.6% per month (i.e 43.2% per annum) from 10 April to 11 May (i.e for 32 days) = ₹568.10

Interest on ₹13,000 @ 3.6% per month (i.e 43.2% per annum) from 12 May to 14 May (i.e for 3 days) = ₹46.15
Interest on ₹5,000 @ 3.6% per month (i.e 43.2% per annum) from 15 April to 14 May (i.e for 30 days) = ₹177.53
Interest on ₹3,000 @ 3.6% per month (i.e 43.2% per annum) from 15 May to 18 May (i.e for 4 days) = ₹14.20
Interest on ₹1,000 (fresh spends) @ 3.6% per month (i.e 43.2% per annum) from 14 May to 18 May (i.e for 5 days) = ₹5.91
Total interest = ₹811.89
b. Late Payment Charges = ₹800
c. GST@ 18% of interest and late payment charges = ₹290.14
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) = ₹5902.03

Please note that the Finance Charges and other charges are subject to change at the discretion of HDFC Bank.

For a list of charges that may be levied at specific instances, please refer to the Schedule of Charges available at the end of this document. Minimum Amount Due (MAD) - 5% of Retail Balance / Cash Advance Balance and finance charges and 100 % of charges, Loan EMI billed under cards, levies and Taxes.

Minimum Amount Due (MAD)
(WEF April'25)
MAD = Total GST + EMI amount + 100% of Fees/Charges + 5% of [Finance Charge (if any) + Retail Spends and Cash Advance (if any)] + Overlimit Amount (if any)

In case 5% of (Finance Charge + Retail Spends and Cash Advance) is less than Finance Charges, then
MAD = calculation will be Total GST + EMI amount + 100% of Fees/Charges + 100% of Finance Charges + 5% of [Retail Spends + Cash Advance (if any)] + Overlimit Amount (if any)

Example: If the MAD amount is ₹1,503.50 (Rupees one thousand five hundred and three and paise fifty only), post computation it will be rounded off to next multiple of tenth digit i.e., ₹1,510.00 (Rupees one thousand five hundred and ten only).

April'25 Onwards

Scenario 1 (fig. in ₹)	
Retail / Cash Outstanding Balance	1,30,000.00
Finance Charges	9360.00
Fees and Charges	3500.00
GST amount (18%)	2314.80
TOTAL AMOUNT DUE	145174.80

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

5% (Finance Charge+ Retail Spends +Cash advance) 5% (9,360+1,30,000) = 6,968. Since 6,988 is less than finance charge of 9,360 The following calculation would apply

Minimum Amount Due Calculation			
A	Retail / Cash Outstanding Balance	6,500.00	*5%*
B	Finance Charges	9,360.00	*100%*
C	Fees and Charges	3,500.00	*100%*
D	GST amount (18%)	2,314.80	*100%*
	Minimum Amount Due	21,674.80	
	Minimum Amount Due (after round off)	**21,680.00**	

* For the purpose of MAD calculation 5% of Finance Charges (3.6% per month i.e., 43.20% p.a.) is being considered.

Note: 100% of Overlimit Amount will be considered as part of the MAD (if any)

1st Apr'25 ONWARDS

Scenario 2 (fig. in ₹)	
Retail / Cash Outstanding Balance	1,30,000.00
Finance Charges	4680.00
Fees and Charges	3500.00

GST amount (18%)	1472.40
TOTAL AMOUNT DUE	139652.40

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

5% (Finance Charge+ Retail Spends +Cash advance) 5% (4,680 +1,30,000) = 6734. Since 6734 is more than finance charge of 4,680, The following calculation would apply

Minimum Amount Due Calculation			
A	Retail / Cash Outstanding Balance	6,500.00	*5%*
B	Finance Charges	234.00	*5%*
C	Fees and Charges	3,500.00	*100%*
D	GST amount (18%)	1,472.40	*100%*
	Minimum Amount Due	11,706.40	
	Minimum Amount Due (after round off)	**11,710.00**	

* For the purpose of MAD calculation 5% of Finance Charges (3.6% per month i.e., 43.20% p.a.) is being considered.

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 23
B	Statement Due	25,000.00
C	MAD	1250.00
D	Payment Due Date	20th May 23
E	Grace Date	23rd May 23
F	Unbilled usage - 1st May to 23rd May 23	5,000.00
G	Total Outstanding as of 23rd May 23(A+E)	30,000.00
H	Payment Received - MAD - Rs.1250.00	25th May 23
I	LPC Levied only on Statement Balance	**800**

vii. Charges in case of default (no payment or delayed payment)**:** Basis Credit Card bill amount

Statement Balance	**Late Payment Charges (Excl. GST)**
Less than ₹100	Nil
₹100 to ₹500	₹100/-
₹501 to ₹5,000	₹500/-
₹5,001 to ₹10,000	₹600/-
₹10,001 to ₹25,000	₹800/-
₹25,001 to ₹50,000	₹1100/-
More than ₹50,000	₹1300/-

B) Drawal Limits

i. Credit limit: HDFC Bank at its sole discretion will determine the Cardmember's credit limit and cash withdrawal limit.

ii. Available credit limit: These limits are communicated to the Card member in the PayZapp Mobile App 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. HDFC Bank 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 followed by confirmation in writing.

iii. Cash withdrawal limit: 40% of the Credit Limit

C) Billing

i. Billing statements - periodicity and mode of sending: Billing statement will be generated every month and Cardmember can access their e-statements online through app and will be sent across over the registered email id of the Cardmember as well. It is showing the payments credited and the transactions debited to the Cardmember's account since the last statement. The Bank will mail a statement of transactions in the card account every month on a pre- determined date, to the email ID on record with the bank. Cardholders will have

flexibility to change their billing cycle at least once, as per their convenience by raising a service ticket. Ticket can be raised by clicking on '?' icon on top right corner of the PIXEL Homepage in PayZapp app and select “I want to change my billing cycle”. In case of cardholders holding both VISA & RuPay variants of Pixel credit card, a single statement will be issued including transactions incurred on both the cards. The Minimum Amount Due (MAD) & Total Amount Due (TAD) will be calculated on the combined outstanding of both the cards

Example: If the Total outstanding on VISA Pixel card is Rs. 10,000 & on RuPay Pixel is Rs. 10,000.
TAD will be Rs.10,000+Rs.10,000 = Rs.20,000 & MAD will be 5% of Rs.20,000 i.e Rs.1,000

ii. Minimum amount payable: 5% of Retail Balance / Cash Advance Balance and finance charges and 100% of Charges, Loan EMI billed under cards, levies, and taxes, previous month outstanding.

Retail Balance means all purchases of goods or services through store or online from the Credit Card, excluding all Cash Advances, Balance Transfers, Instalment Payment Plans, other credit plans, fees, and charges.
HDFC Bank Credit Cards offer the Card-member the facility of revolving credit. The Cardmember may choose to pay only the Minimum Amount Due printed on the statement. The balance outstanding can be carried forward to subsequent statements. The Cardmember can also choose to pay the Total Amount Due or any part of the amount above the Minimum Amount Due.
Such payment should be made before the Payment Due Date. Clear funds need to be credited to HDFC Bank Card account on or before payment due date to avoid Late Payment Charges. Any unpaid Minimum Amount Due of the previous statements 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 card outstanding are acknowledged in subsequent statements. 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, Cash Advances and Retail Purchases in that order.

iii. Method of payment: Payments towards the card account may be made in any of the following ways:

a) Netbanking & Debit card Payment: Cardmember can make payment through Debit card from HDFC Bank or other bank account in PayZapp.

b) UPI Payment: Cardmember can make payment through UPI ID from HDFC Bank or other Bank account in PayZapp.

iv. 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 by raising a dispute ticket on PayZapp Mobile App in Pixel Credit Card section. 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 Cardmembers account, the charge will be reinstated in a subsequent statement along with the associated 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/RuPay etc. GST levied will not be reversed on any dispute on Fee & Charges / interest.

v. Toll free number, email-id for customercare services, contact details of Grievance Redressal Official: The Cardmember can contact HDFC Bank Credit Cards for making any enquiries or for any grievance redressal through:

- PayZapp: Help centre services in the HDFC Bank PayZapp Mobile App
- Call centres: 1800 1600 / 1800 2600 within India / +91 22 6160 6160 from outside India
- email: customerservices.cards@hdfcbank.com
- Grievance Redressal Official: 044 6108 4900 between 09:30 AM to 05:30 PM Monday to Friday.

D) Default and Circumstances

i. Procedure including notice period for reporting a cardholder as defaulter: 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 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, Mobile App Notification, 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.

ii. 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 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.

iii. 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 held in any account or in custody of the bank. During settlement of redemption, in case available Cash Points balance is lesser than Points required for the transaction, the bank reserves rights to debit the differential amount on the Customers Card/Account.

iv. Recovery of dues in case of death / permanent incapacitance 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. 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.

E) Termination / Revocation of Card Membership

i. Procedure for surrender / closure of card by cardholder: I/ We understand that the usage of the HDFC Bank Pixel Credit Card(s) shall be strictly 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, Bitcoins, Virtual currency which I/We undertake as my/our responsibilities to keep myself/ourself updated of and in the event of any failure to do so , I/We will be liable for action under the Foreign exchange management act 1999 or its statutory modifications or re-enhancement thereof.

ii. Link provided exclusively for the above on the website

In case any customer wishes to close / surrender the card – the customer may place the request through below channels.

Channels	Path / Contact details
PayZapp	PayZapp App > Profile > Account Management >Help Center > Other queries > Card Closure
Branch Banking	Simply visit branch and speak our staff

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.

If a credit card has not been activated or used within 30 (thirty) days of card open date., the Bank shall intimate the cardholder about non-usage or non-activation of the card and request the cardholder to activate or start using the card within 7 (seven) days from the date of such intimation. If the cardholder does not start using the card within a period of 7 (seven) days, the card account shall be closed by the Bank.

In case the Bank notices unusual and abnormal transaction patterns in the use of the Card, the Bank will try to establish contact with the customer on the registered phone number of the customer available on its records to verify the bonafideness of the card transaction. Failure on the part of the Bank to establish contact with the customer, the Bank may restrict/terminate the use of the Card without any further notice, if the Bank reasonably believes it necessary for the sake of the Cardholder and for security reasons HDFC Bank 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 Agreement has ended or if the card account is suspended.

With a view to ensure that the Credit Card is being used as per the regulatory guidelines, Terms and Conditions and applicable policies of the Bank, Bank shall have a right to run periodic checks on the Credit Card usage to identify whether there is excessive utilization of credit limit beyond the sanctioned limit in one statement cycle, unusual or excessive utilization at few select merchants, possible collusion with merchant and/or usage towards non-personal/ business related requirements, over-use/ misuse of features/ offers/ programs towards accumulation of undue cash points/ cash back / other benefits amongst others. Based on the usage patterns, if any of these is suspected by the Bank, Bank may take restrictive action on the Credit Card. Such action can be with immediate effect and may include but not be limited to withdrawal of features/ benefits as well as complete termination of the Credit Card. If any such action is taken by the Bank onus will be on customer to provide satisfactory proof of bona fide usage to reinstate the Credit Card and attached features/ benefits as may be deemed fit by the Bank. Bank's decision in this regard shall be final and binding on the customers.

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

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

Please note that if a credit card has not been used for a continuous period of 1 (one) year, the Bank will intimate the cardholder about non-usage of the card and request the cardholder to start using 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.

F) Loss/ Theft/ Misuse of 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

Channels	Path / Contact details
PayZapp	PayZapp App > My Account > Pixel Credit Home page > Settings > Block card permanently > Block card
Phone Banking / IVR	1800 1600 / 1800 2600 (accessible across India)

Once a card is reported lost, it should not, under any circumstance be used if found by the Cardmember subsequently.

The Bank is not liable or responsible for any type of transaction (Online/Physical/Contactless (Tap

and Pay/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 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 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.

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.

The Cardholder is under obligation to take all appropriate steps to keep the card 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.

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

HDFC 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 Card member will be wholly liable for the same. Terms and Conditions mentioned in the card member agreement is applicable for all contact-less cards and contact-less transactions.

ii. PayZapp Mobile App, Web-site link, phone banking, e-mail, IVR, a dedicated toll-free helpline, 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.hdfcbank.com > Useful Links > Our Corporate Commitments > Customer Compensation Policy.

G) Grievance Redressal and Compensation Framework

i. Grievance redressal and escalation process:

First level touch points: Queries / Feedback / Complaints. The customer can reach out to the following channels:

- In-App Dispute Resolution
- Report unauthorised e-transactions (Transactions not done by you)

Second level touch points: If you have not received a satisfactory response for your queries with other channels. Please write to Mr. Shanmugasundar R (Grievance Redressal Officer). The Cardmember can contact HDFC Bank Credit Cards for making any enquiries or for any grievance redressal through:

- Call Centres: 1800 1600 / 1800 2600 If you are not in India: +91 22 61606160
- Email:customerservices.cards@hdfcbank.com

- Grievance Redressal Officer: Reach us on phone 04461084900 between 09.30 a.m. to 05.30 p.m. Monday to Friday

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

ii. Timeline for redressal of grievances: 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.

iii. 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 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 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/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.

iv. Contact particulars of card-issuer: The Cardmember can contact HDFC Bank Credit Cards by:

Visit www.hdfcbank.com to know our 24 hours phone banking to hotlist and report fraud transactions.

Email: customerservices.cards@hdfcbank.com

H) Disclosure

The Cardmember 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 and this information is being provided in the terms of the Credit Information Companies Regulation Act, 2005. In view of this we wish to inform the Cardmember that the bank can disclose any information relating to credit card(s) default by the customer to the Credit Information Companies to any other credit bureau (Existing and Future) in case the card is overdue, with due intimation to the cardholder. The Bank hereby informs the Cardmember 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 Cardmember that the bank will, at its own discretion, record specific conversations between the Cardmember 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.

I) Reward Points

Cashback will be earned for transaction amount shall be in the form of CashPoints, which shall be calculated as a percentage of the transaction value as defined in the product features terms and conditions.

Credit Card purchases done via UPI mode for RuPay Pixel Credit Card will earn reward points up to a maximum of 500 points in a calendar month.

In case of cardholders holding both VISA & RuPay variants of Pixel credit Cards, combined rewards of both the Pixel variants will be posted.

Customers can earn cashback through cashback offers on Credit Card

In the case the card account accrues negative cashpoints balance due to reversal of transaction post redemption of the accrued cashpoints from the transaction, and the negative cashpoint balance is carried forward for more than 60 days. Then, the rupee value equivalent to negative cashpoints will be debited to the card account at 1 CashPoint = ₹1.

Reward Point Validity: Reward Points are valid for 2 years from the date of accumulation. e.g.: - if you have received CashPoints in the month of May 2022, then the same will expire in May 2024.

a. Customers can redeem credit card cashpoints through the PayZapp Mobile App and redeemed points will be transferred to the PayZapp CashPoints balance.

b. Fuel, EMI, Rent payments, e-wallet loading, Government related transactions transaction will not accrue CashPoints.

c. CashPoints accrued will be reversed if a retail transaction is converted into EMI.

d. CashPoints accrued for insurance transactions will have a maximum cap of 2000 per day.

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

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

g. 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. 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 visit the PayZapp mobile app FAQs section to raise a request with consent to credit to your account number & copy of bank statement with account details for initiating the excess balance refund.

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 cashpoints accrued as per product feature will be reduced / reversed / adjusted.

h. 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 CashPoints accrued in the card will be nullified.

J) Goods and Services Tax (GST): 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 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.

K) Tap and Pay: In accordance with RBI guidelines, payments can be done with a tap of a Card or Mobile. This payment method offers better safety, faster checkout, and more control. Rs.5000/- per transaction is the limit set across all categories of merchants in the country for contactless payments. Beyond this limit, PIN based authorisation will be a must. Cardholder can also choose to do contact-based payments using PIN authorisation for limits below Rs 5000/- at all merchants. The card will mandatorily carry a “Tap&Pay” logo, while the merchant location / POS terminal will have a contactless logo to identify that Tap&pay payments are accepted at that location.

L) Scan and Pay for UPI Transactions:

Through the Pixel RuPay credit card, customers will be able to make payment to a merchant by scanning the QR code for unified Payment Interface (UPI) Payments. Scan and Pay is a feature exclusively offered on the RuPay Credit Cards.

M) Card on file tokenization: Tokenisation replaces your card numbers with a unique code when making online payments. When

the cardholder pays using a card, by tokenising the card, a token gets transmitted online. This token is a random series of characters which is a combination of card, token requestor (i.e. the entity which accepts request from the customer for tokenisation of a card and passes it on to the card network to issue a corresponding token) and device. This is kept as an optional service by RBI for customers. To tokenise your card, proceed with an online purchase transaction on the merchant portal and initiate the transaction. At check out, select HDFC Bank Credit/Debit Card and provide card details along with CVV. To tokenise make sure the check box of "Secure your Card" or "Save Card as per RBI guidelines" is selected. Final step is entering the OTP received on the registered mobile number. The card details are now secure tokenised on that merchant portal.

N) Device Tokenization: A token uniquely identifies the App on the device. This allows push notifications provider to route messages to the app-device combination on both IOS and Android mobile phones. This offers robust security layer, convenience of easy access for the cardholder to use the app along with enhance flexibility.

O) Virtual Credit Card & Choice of Network Selection: Choice of network between Visa/RuPay:

Choice of Card plastic colour for the physical card which will be dispatched, and instant digital card will be available on the PayZapp for any digital transaction.

If the customer does not complete the choice of network selection and card colour within 3 days of card application approval, then as a default, both Visa & RuPay network cards will be issued – with Visa as a physical plastic card will be dispatched, RuPay as a Digital card will be issued and ICE as the card colour would be issued to the customer. Both Visa & RuPay cards will share the common credit limit that has been approved to the customer, and all transaction will be consolidated as a single statement as mentioned in the (C) Billing section. In addition to physical Pixel Credit Card, Cardmember will receive as part of the on-boarding process, a virtual rendition of the same Pixel Credit Card, which will be available on Pixel Credit Card App. This Credit Card is also a VISA/RuPay powered Credit Card to use it for any online or mobile application-based transaction or purchase. The security parameters are set as per industry standards.

For Pixel Credit Cardmembers who have selected both VISA & RuPay variants, Physical card will be issued for VISA Variant along with the digital rendition of the VISA card and a virtual RuPay Pixel Card will also be issued.

P) TDS on withdrawals above Rs 1 crore: TDS@2% is applicable on aggregate cash withdrawals exceeding Rs 1 Cr from accounts and cards, in a FY. Visit www.hdfcbank.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.

Please select APR calculator from Important document tab in the below link: https://www.hdfcbank.com/personal/pay/cards/credit-cards/membership-kit

Customer Compensation Policy is displayed on the bank website under Our Corporate Commitment > Citizens Charter > Customer Compensation Policy > Credit Cards

If you don't wish to be called about our products and services, kindly login to our website: www.hdfcbank.com and register yourself in our Don't call Registration option. Card account levied with late payment charges in the latest generated statement will be exempted from the cash processing fee.

Q) 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 sh.all 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 all pre-closure, GST, fees and charges, EMI, cash advances and retail purchases in that order.

If in any loan account as on 01.02.21 there are no over dues and an amount of ₹X is due for payment towards principal instalment / interest / charges, any payment being credited on or after 01.02.21 in the loan account will be used to pay off the dues outstanding on 01.02.21.

Assuming that nothing is paid or there is partial payment (₹Y) of dues during February month, the overdue as on 01.03.21 will be ₹X-Y.

Additionally, an amount of ₹Z becomes due as on 01.03.21, Now any payment/ partial payment into the account on or after 01.03.21 will be first utilized to pay off the partial due of 01.02.21 (₹X - ₹Y) If there is more recovery than the ₹X - ₹Y. then. After recovering dues of 01.02.21, the remaining amount will be treated as recovery towards due of 01.03.21.

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 01.03.21, the age of the oldest dues is reckoned as 29 days on 02.03.21.

Classification as Special Mention Account (SMA) and Non-Performing Asset (NPA) Lending institutions will recognize the incipient stress in loan 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 or Additional Loan thereon (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 to 30 days
SMA-1	> 30 days and up to 60 days
SMA-2	> 60 days and up to 90 days

Non-performing Asset: 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/ EMl amount as mentioned in the loan statement.

Payment Due date	Payment Date	Payment covers	Age of oldest dues in days covers	SMA 1 NPA Categorisation	SMA since/ SMA class date	NPA categorization	NPA Date
01.02.22	01.02.22	Payment Dues as mentioned in the statement up to 01.01.22	0	NIL	NA	NA	NA
01.02.22	01.02.22	No payment or part payment of - dues of 01.02.22	1	SMA-0	01.02.22	NA	NA
01.02.22	01.02.22	No payment or part payment of - dues of 01.02.22	2	SMA-0	01.02.22	NA	NA
01.03.22		Dues of 01.02.22 not fully paid 01.03.22 is also due at EOD 01.03.22	29	SMA-0	01.02.22	NA	NA
		Dues of 01.02.22 fully paid, Due for 01.03.22 not paid at EOD 01.03.22	1	SMA-0	01.03.22	NA	NA
		No payment of full dues of 01.02.22 AND 01.03.22 at EOD 03.03.22	31	SMA-1	01.02.22 / 03.03.22	NA	NA
		Dues of 01.02.22 fully paid, Due for 01.03.22 not fully paid at EOD 01.03.22	1	SMA-0	01.03.22	NA	NA
01.04.22		NO payment of dues of 01.02.22, 01.03.22 and amount due on 01.04.22 at EOD 01.04.22	60	SMA1	01.02.22 / 03.03.22	NA	NA
		No payment of dues of 01.02.22 till 01.04.22 at EOD 02.04.22	61	SMA 2	01.02.22 / 02.04.22	NA	NA
01.05.22		No payment of dues of 01.02.22 till 01.05.22 at EOD 01.05.22	90	SMA 2	01.02.22 / 02.04.22	NA	NA
		No payment of dues of 01.02.22 till 0105.22 at EOD 02.05.22	91	NPA	NA	NPA	02.05.22
01.06.22	01.06.22	Fully paid dues of 01.02.22 at EOD 01.06.22	93	NPA	NA	NPA	02.05.22
01.07.22	01.07.22	paid entire dues of 01.03.22 & 01.04.22 at EOD 01.07.22	62	NPA	NA	NPA	02.05.22
01.08.22	01.08.22	Paid entire dues of 01.05.22 & 01.06.22 at EOD 01.08.22	32	NPA	NA	NPA	02.05.22
01.09.22	01.09.22	Paid entire dues of 01.07.22 & 01.08.22 at EOD 01.09.22	1	NPA	NA	NPA	02.05.22
01.10.22	01.10.22	paid entire dues of 01.09.22 & 01.10.22	0	Standard Account with No Over dues	NA	NA	STD from 01.10.22

l/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.