Updated on 30th April' 25

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

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HDFC BANK

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

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

1) PIXEL Play - Fee: Rs. 500 + GST

- Spend Rs. Rs. 20,000 in first 90 days and get the joining fee waived
- Spend Rs. 1,00,000 in the year and get the renewal fee waived

2) PIXEL Go - Fee: Rs. 250 + GST

- Spend Rs. Rs. 10,000 in first 90 days and get the joining fee waived
- Spend Rs. 50,000 in the year and get the renewal fee waived

Card Variant	Joining / Annual membership fee	Minimum spend for joining fee waiver	Minimum spend for renewal fee waiver	Fuel Txn Surcharge (Plus GST) **	Foreign Currency Txns % of Txn value ***
PIXEL Go	Rs. 250	Rs. 10,000 in 90 days	Rs. 50,000 per annum	Waiver capped at Rs. 250 per billing cycle	3.5%
PIXEL Play	Rs. 500	Rs. 20,000 in 90 days	Rs. 1,00,000 per 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

i. 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 A transaction fee of 2.5% or ₹500 whichever is higher would be levied on the amount withdrawn and would be billed to the Cardmember in the next statement.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.

ii. 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.

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a. Railway 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.

iii. 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.

iv. 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.

v. 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	₹2,000 (Credit)

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	payment charges will be applicable here)	
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 June'25)

If 5% of (Finance Charge + Retail Spends + Cash Advance) is higher than the Finance Charge, then:
MAD = Total GST + EMI amount + 100% of Fees/Charges + 5% of (Finance Charge + Retail Spends + Cash Advance) + Overlimit Amount* (if any). Please refer to Illustration 2.

If 5% of (Finance Charge + Retail Spends + Cash Advance) is less than the Finance Charge, then:
MAD = Total GST + EMI amount + 100% of Fees/Charges + 100% of Finance Charges + 5% of (Retail Spends + Cash Advance) + Overlimit Amount* (if any). Please refer to Illustration 1.

June'25 Onwards

Illustration 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	

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	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.

June'25 ONWARDS

Illustration 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**

vi. 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

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reason thereof, by SMS or e-mail followed by confirmation in writing.

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

C) Billing

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 will show 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”. For customers who have not chosen their billing cycle date, a default billing cycle will be allotted to them according to their account open date:

Pixel Play

Account Open dates	Default Billing cycle date
On 1st of every month	1
Between 2-13	2
Between 14-16	14
between 17-19	17
Between 20-24	20
Between 25-31	25

Pixel Go

Account Open dates	Default Billing cycle date
Between 1 to 10	1
Between 11-14	11
between 15-28	15
Between 29-31	29

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

i. 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.

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

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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.

iii. 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.

i. 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.

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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. For RuPay Cardholders who have performed UPI transactions using their Credit Card but have not activated their card, will be considered active. As a result, the card will not be subject to closure on Day 37 (Thirty-seven).

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

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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)

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

B) The Bank is not liable or responsible for any type of transaction (Online/Physical/Contactless (Tap and Pay/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.

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 safe and not to record the PIN, One Time Password (OTP) or any other token/code issued from time to time, in any form that would be retrievable or otherwise accessible to any third party if access is gained to such a record, either honestly or dishonestly.

E) 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) 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.

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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 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
- 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

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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.

a. 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.

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

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

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

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

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

g. 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.

h. 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

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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.

i. 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

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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.

Capital Account transactions outside India such as "Opening of an account with a bank outside India, Investment, setting up of an entity and purchase of Immovable Property" are not allowed/ permitted using HDFC Bank's Credit Card, Prepaid Card and Debit Card"

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
For any sales queries on mis-selling / harassment / complaints, please write to salesqueriescards@hdfcbank.com or call at 044 - 61084900

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 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

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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.

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

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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
01.03.22		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.

I/We agree that the bank before opening any Pixel Credit Card account, will carry out a due diligence as required under Know Your Customer guidelines of the bank. I / We would be required to submit necessary documents or proofs, such as identity , address, photograph and any such information to meet with KYC, AML or other statutory/regulatory requirements. I/ We hereby confirm that in case of any updates or changes to the documents submitted during the establishment of the business or account-based relationship, or thereafter as necessary, I/We shall promptly inform the bank and provide the updated documents within 30 days of such changes. I / we agree to submit the updated KYC documents at periodic intervals, as may be required by the Bank.
I/We, give my consent to download my KYC Records from the Central KYC Registry (CKYCR),

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only for the purpose of verification of my identity and address from the database of CKYCR Registry.
I/We understand that my KYC Record includes my KYC documents /Profile information such as my name, address, date of birth, PAN number etc.

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