

## Most Important Terms & Conditions

### (a) Fees and Charges :

#### Schedule of Charges

Charges - Head	Platinum CC*	Gold CC*
Joining Fee - Primary Card Holder	<del>Rs.999</del> waived	<del>Rs.499</del> waived
Joining Fee - Add On Card Holder	Nil	Nil
Annual Fee - Primary Card Holder	<del>Rs.3,999</del> waived	<del>Rs.1,999</del> waived
Annual Fee - Add On Card Holder	<del>Rs.999</del> waived	<del>Rs.499</del> waived
Cash Advance Fee	Rs. 400 Per Transaction	Rs. 400 Per Transaction
Service Charges - Railway Booking	POS: Rs.30 + 2.5% Online : 1.8%	POS: Rs.30 + 2.5% Online : 1.8%
Service Charges - Fuel Transaction	Rs.10 or 2.5%	Rs.10 or 2.5%
Late Payment Fee - PBC*	30% of MAD, Min: Rs. 400 Max: Rs. 600	30% of MAD, Min: Rs. 400 Max: Rs. 600

Charges - Head	Platinum CC*	Gold CC*
Late Payment Fee - PBT*	10% of TAD, Min: Rs. 100 Max: Rs. 200	10% of TAD, Min: Rs. 100 Max: Rs. 200
Over Limit Fee	2.5% of the amount exceeding limit; Min: Rs. 300	2.5% of the amount exceeding limit; Min: Rs. 300
Renewal Fee	Nil	Nil
Application Processing Fee	<del>Rs. 500</del> waived	<del>Rs. 250</del> waived
Reward Redemption Fee	Rs. 75	Rs. 75
Interest Free Credit Period - PBT* *Applicable only on all retail purchases	45 Days	45 Days
Total Credit Period per Transaction - PBT	75 Days	75 Days
Interest Free Credit Period - PBC* *Applicable only on retail purchases and if previous months balance outstanding is paid in full by due date.	20 - 50 Days	18 - 48 Days
Finance Charges - Introductory : 3 Months from issue date, applicable only on Retail Purchases. (PBC & PBT)	24%	36%

Charges - Head	Platinum CC*	Gold CC*
Finance Charges - Cash Advances (PBC & PBT)	36%	36%
Finance Charges - Regular (PBC & PBT)	36%	42%
Finance Charges - Default (PBC & PBT) *From the date of default.	42%	48%
Cheque Return / Standing Instruction Dishonour Charges	Rs. 400	Rs. 400
Card Replacement Fee	Rs. 300	Rs. 300
Reissue of PIN Mailer	Rs. 100	Rs. 100
Sales Slip Retrieval Charges	Rs. 300	Rs. 300
Duplicate Statement Generation (PBC & PBT)	Rs. 100	Rs. 100
BT* Processing Fee	1% of BT Amount Min: Rs. 200	1% of BT Amount Min: Rs. 200
EMI Processing Fee	As per the rate applicable at the time of EMI registration.	As per the rate applicable at the time of EMI registration.
Outstation Cheque Collection	Rs. 100	Rs. 100
Foreign Currency Transaction Fee	3.5%	3.5%

Charges - Head	Platinum CC*	Gold CC*
Billing Change Request	Rs. 250	Rs. 250
emPower Tool Annual Fee	Nil	Nil
Pay By Transaction Billing Annual Fee	Nil	Nil
Plan Your Rewards Annual Fee	Nil	Nil
Cash Limit as % of Total Limit	15%	10%
Minimum Amount Due (MAD) PBC	5% of TAD* Min: Rs. 200	5% of TAD Min: Rs. 200

\*For latest fees & charges, Please visit our website [www.dhanbank.com](http://www.dhanbank.com)

\*PBC - Pay by Billing Cycle; PBT - Pay by Transaction; BT - Balance Transfer ; CC - Credit Card; POS - Point of Sale Terminal; TAD - Total Amount Due; \* Customer can opt for only 1 billing type either PBT or PBC

Service tax, as notified by the Government of India, is applicable on all fees, interest and other charges and is subject to change, as per relevant regulations of the Government of India.

**Pay By Transaction (PBT) Billing :** Pay by transaction billing is a unique facility providing the customers to choose the payment due date for all transactions or for any particular transaction. It allows customers to enjoy 45 days interest free credit period per retail transaction. The customer may choose to make payment prior to 45 days from transaction date or post the same up to the maximum time period allowed i.e. 75 days. Finance charges if any will be calculated from 46th day onwards. The finance charges applicable for default will be levied if payment is not received by the payment due date fixed by the customer for the specific

transaction. The customer has to select default payment due date at the time of application. Also the customer has to enable auto debit or ECS facility to enrol for PBT billing.

**Finance Charges Calculation :**

- Interest will be charged if you (the word 'you' refers to the Card member) do not pay back the previous bill in full and also on all Cash Advances from the date of transaction until the date of settlement.
- Your rate of interest initially is 24% or 36% for platinum & gold respectively. This can change periodically based on your spend, payback and utilization patterns. Your rate of interest can increase to 42% or 48% for platinum & gold respectively in case of default. The default interest rate will apply till the time the account is regularized plus 3 months of performance review period.
- If you avail of more than one credit card from Dhanlaxmi Bank Ltd. then interest rate applicable on the new card will be same as the existing card, irrespective the type of card/class that you choose as your 2<sup>nd</sup> card. Essentially, the interest charges will applicable at the customer level and not based on the card type.
- All charges are dynamic and are subject to change based on Dhanlaxmi Bank Ltd's periodic review.

**Illustrative Example for Interest Calculation:**

**Normal Billing:**

Assuming that you have only partially paid your July outstanding, and your statement is generated on 16<sup>th</sup> August for Rs. 10,000. You make a payment of Rs 8000 on 25<sup>th</sup> August. And you make a purchase for Rs. 3000 on 26<sup>th</sup> August. You make no further payment on your

Card till 16<sup>th</sup> September. In this example, interest will be levied as follows:

Finance Charges Assumed is 24% P.A. for the illustration below please apply according to finance charges applicable to your product.

Particular	Period	Calculation	Interest Charge
On the balance of Rs. 10000	16 <sup>th</sup> - 25 <sup>th</sup> August for 9 days	$(24/100)^* (9/365)^* 10000$	= Rs 59.17
On the balance of Rs. 2000	25 <sup>th</sup> - 26 <sup>th</sup> August for 1 days	$(24/100)^* (1/365)^* 2000$	= Rs 1.31
On the balance of Rs. 5000	26 <sup>th</sup> August - 16 <sup>th</sup> September for 21 days	$(24/100)^* (21/365)^* 5000$	= Rs 69.04
<b>Total Interest charged</b>			<b>= Rs 129.53</b>

**NOTE:** If you spend Rs. 1000 and you pay back exactly the minimum amount due every month, then it may result in repayment stretching over 6 years with consequent interest payment on the outstanding amount. Therefore, you should, whenever your cash flow allows pay back substantially more than your minimum due. This will also help open up your spending limit & improve your credit rating.

**Pay By Transaction (PBT) Billing :**

Assuming that you make a purchase for Rs. 3000 on 26<sup>th</sup> August & set a payment due date of 50 days from the date of transaction i.e. 14<sup>th</sup> October. Also you make a purchase of Rs. 8000 on 30<sup>th</sup> August & set a payment due date of 62 days from the date of transaction i.e. 30<sup>th</sup> October. In this example, interest will be levied as follows:

Transaction	Period	Days of Interest Calculation	Calculation	Interest Charge
Rs. 3000	26 <sup>th</sup> August - 14 <sup>th</sup> October for 50 days	50 - 45 Days = 5 Days	$(24/100)^* = (5/365)^* = 3000$	= Rs 9.86
Rs. 8000	30 <sup>th</sup> August - 30 <sup>th</sup> October for 62 days	62 - 45 Days = 17 Days	$(24/100)^* = (17/365)^* = 8000$	=Rs 89.42

**Note:** In pay by transaction billing you get minimum 45 days interest free credit period irrespective of when you do the transaction. This will not be applicable in case of default. All fees & unpaid dues will be billed every month and it is payable immediately.

### Late Payment Charges :

For normal billing cycle it is applicable if the Minimum Amount Due is unpaid after the payment due date.

### Illustrative Example for Calculation of Late Payment Charges:

Assume you receive a statement for the period 16<sup>th</sup> August - 15<sup>th</sup> September, with a payment due date of 4<sup>th</sup> October for an outstanding balance of Rs. 30000. You need to pay at least the minimum amount due i.e. Rs. 1500 in this example, by the payment due date (4<sup>th</sup> October) to ensure that no late payment charges are levied. If you fail to do so, then late payment charges would be levied based upon the total amount outstanding on the card, as per the following calculation:

30% of MAD – Minimum of Rs. 400 & Maximum of Rs. 600

Thus, in the example detailed above, if you make a payment only on, say, 10<sup>th</sup> October, 30% of MAD = Rs. 450 will be levied as Late Payment Charge. This charge will also be applicable if you make a payment of less than the minimum amount due (Rs. 1500, in this example) by the payment due date.

**For Pay by transaction billing :** It is applicable if the Total Amount Due is unpaid after the payment due date.

### Illustrative Example for Calculation of Late Payment Charges:

Assume your payment due date for a transaction of Rs. 1000 is 30<sup>th</sup> September. If you fail to pay the TAD of Rs. 1000 by payment due date, then late payment charges would be levied based upon the total amount outstanding on the card, as per the following calculation:

10% of TAD - Maximum of Rs. 200

Thus, in the example detailed above, if you make a payment only on, say, 10<sup>th</sup> October, 10% of TAD = Rs. 100 which is <200 Therefore Rs. 100 will be levied as Late Payment Charge.

### Interest Free Credit Period :

Illustrative Example for Interest Free Credit Period Calculation:

Pay By Transaction	Normal Billing - Gold	Normal Billing - Platinum
Gold & Platinum		
Minimum: 45 Days	Minimum: 18 Days Maximum: 48 Days	Minimum: 20 Days Maximum: 50 Days

<b>Pay By Transaction Gold &amp; Platinum</b>	<b>Normal Billing - Gold</b>	<b>Normal Billing - Platinum</b>
For a purchase dated 1 <sup>st</sup> of September & payment due date fixed as 20 <sup>th</sup> October; Interest Free Credit Period is 45 days i.e. 1 <sup>st</sup> September - 15 <sup>th</sup> October	For a billing cycle of 1 <sup>st</sup> and purchase dated 1 <sup>st</sup> September. Interest free Credit Period is 48 Days i.e. 1 <sup>st</sup> September - 18 <sup>th</sup> October	For a billing cycle of 1 <sup>st</sup> and purchase dated 1 <sup>st</sup> September. Interest free Credit Period is 50 Days i.e. 1 <sup>st</sup> September - 20 <sup>th</sup> October
	For a billing cycle of 1 <sup>st</sup> and purchase dated 30 <sup>th</sup> September. Interest free Credit Period is 18 Days i.e. 30 <sup>th</sup> September - 18 <sup>th</sup> October	For a billing cycle of 1 <sup>st</sup> and purchase dated 30 <sup>th</sup> September. Interest free Credit Period is 20 Days i.e. 30 <sup>th</sup> September - 20 <sup>th</sup> October

**Note:** The grace period can vary depending upon the date of the purchase. However, if you have not paid the previous month's balance in full in case of PBC\* or if you have not paid or partly paid your PBT\* or if you have availed of cash from an ATM, then there will be no interest free period. Interest Free Credit period includes grace period for payment.

**(b) Withdrawal Limits:**

- i. Credit Limit: Maximum limit up to which the Cardholder can spend on the Card.
- ii. Available Credit Limit: Difference between the Credit Limit and the amount spent on Card (including unbilled transactions).

- iii. Cash Withdrawal Limit: Maximum cash that the Cardholder can withdraw on the Card.
- iv. Credit limit and cash limit are assigned to card holders based on Dhanlaxmi Bank Ltd's internal credit criteria (Add on card holders share the same limits as that of the primary Account holder). These limits are communicated to the card holder at the time of card delivery. The credit limit and cash limits are communicated to the card holder in every statement. The card holder shall be entitled to apply for enhancement of the credit limit and / or cash limit if provided by the bank, upon completion of 12 months of his membership and furnish requisite financial documents declaring his income as required by the bank. The bank at its sole discretion and based on such new documents, may increase the credit limit of the card holder. The credit limit may be revised or reduced from time to time by the bank without prior notice to the card holder. Alterations upon such review, if any, of the credit limit and / or cash limit will be at the sole discretion of Bank. The bank at its sole discretion be entitled to review (including enhancement or reduction) the credit limit and /or the cash limit assigned on the Card at any time and only enhancements, if any, to the credit limit and / or the cash limit, shall be effected by the bank with the consent of the card holder.

**(c) Billing Statements :**

<b>Sl. No.</b>	<b>Particular</b>	<b>Pay By Billing Cycle</b>	<b>Pay By Transaction</b>
i	Periodicity of Bill	Monthly	7 days from transaction date.

Sl. No.	Particular	Pay By Billing Cycle	Pay By Transaction
ii	Mode of Bill	Post or Email	Email Only Per Transaction & a Monthly E Bill
iii	MAD	5% of TAD or any amount the Bank may communicate from time to time. Minimum: Rs. 200	TAD

- iv. The card holder understands and agrees that, in PBT facility, there is no demand from the bank for payment of dues on credit card by sending bill before each due date. Therefore, the cardholder agrees that he / she will pay the amount due on the card on or before each payment due date and he / she will not request the bank to send a bill demanding the payment.
- v. Method of Payment: 1. By depositing cash at Dhanlaxmi bank branches, towards the Card payment during the branch working hours on all working days; 2. Drop cheque or draft Favoring "Dhanbank Credit Card no. XXXX XXXX XXXX" at any Dhanlaxmi Bank Ltd branch; 3. By online payment using Dhanlaxmi Bank Ltd account; 4. By giving written or online auto-debit instructions on your Dhanlaxmi Bank Account against the amounts due. 5. By enabling payment through ECS. 6. By payment through NEFT with IFS Code- DLXB0000999 and Transaction Code: 52
- vi. Billing Dispute Resolution: The Cardholder shall intimate any disagreement(s) about the charges mentioned in the Statement to the Bank within 30 days from the Statement Date, failing which it shall be construed that the Statement is in order.

- vii. Contact particulars of 24 hour call centers of card issuer : 1800 425 1747
- viii. Grievances Redressal Escalation - contact particulars of officers to be contacted: Mr. Narayana N, Nodal Officer, Dhanlaxmi Bank Ltd., Credit Card Division, 1<sup>st</sup> floor, Buhari Towers, M.G.Road, West Fort, Thrissur - 680 004, Kerala
- ix. Complete Postal Address: Dhanlaxmi Bank Ltd., Credit Card Division, 1<sup>st</sup> Floor, Buhari Towers, M.G. Road, West Fort, Thrissur-680 004, Kerala

**(d) Default & Circumstances :**

- i. If the cardholder fails to pay the Minimum Amount Due for PBC or Total Amount Due for PBT on or before the due date mentioned in the billing statement, the same shall be treated as default. In case of default, the bank can forward default report to the credit information bureaus or such other agencies, as approved by law. The notice period for reporting a cardholder as defaulter shall be the duration between the credit card Billing date and the payment due date mentioned in the Billing Statement for PBC and between Transaction date and payment due date in case of PBT.
- ii. Procedure for withdrawal of default report and the period within which the default report would be withdrawn after settlement of dues: The Bank submits cardholders data to CIBIL (Credit Information Bureau (India) Limited) every month in the format prescribed by CIBIL. This data includes repayment status of all cardholders both defaulters and non-defaulters, for the previous month. CIBIL uploads the submitted data onto their server in another thirty days.
- iii. Recovery procedure against the defaulting

credit cardholder shall be in accordance with the applicable laws after giving sufficient notice for payment of dues & all information regarding the outstanding dues.

- iv. Recovery of dues in case of death / permanent in-capacitance of cardholder shall be in accordance with the applicable laws after giving sufficient notice for payment of dues & all information regarding the outstanding dues, to the successors / nominees / legal heirs of the Cardholder.
- v. Available insurance cover for cardholder & date of activation of policy - Cardholders are advised and requested to go through the brochure provided in their welcome kit and refer to [www.dhanbank.com](http://www.dhanbank.com).

**(e) Termination / Revocation of Card Membership:**

- i. Cardholder may at any time choose to terminate the Card Account with or without giving any prior notice. For avoiding misuse, it is advised to cut the Credit Card into four pieces ensuring that the hologram and magnetic stripe is destroyed permanently. Intention to terminate the card membership shall be intimated to: Dhanlaxmi Bank Ltd., Credit Card Division, 1<sup>st</sup> floor, Buhari Towers, M.G. Road, West Fort, Thrissur - 680 004, Kerala by mentioning the 16 digit card number. On termination, all outstanding dues shall be payable forthwith and the cardholder shall be liable to pay applicable interest till such time all monies are paid to the Bank. No annual joining or renewal fees shall be refunded on pro rata basis.
- ii. Dhanlaxmi Bank Ltd. also may terminate or suspend the use of the card holder account at any time without prior notice if Dhanlaxmi Bank Ltd. reasonably believe it necessary for business or security reasons. Dhanlaxmi Bank Ltd can suspend the facility on the credit card, if the card holder defaults on the

payment due or exceeds the credit limit extended. The card must not be used after the agreement ends or while use of card account is suspended. In such a situation, the card holder must immediately pay to the Bank the total outstanding balance due to the bank on the card. The cardholder's account will not be considered as closed until the cardholder has paid all such due amounts.

**(f) Loss / Theft/ Misuse of Card:**

In case of loss / theft / misuse of card (primary, add on card), the same must be reported within 24 hours to Dhanlaxmi Bank Ltd. Customer Call Centre. The Bank shall thereupon suspend the Card. The cardholder is advised to file FIR with the local police station so that the cardholder can produce a copy of the same whenever requested by the Bank. Cardholder shall be held primarily responsible for the security of the Card and for the transactions using the Card. Card issuing bank is not liable or responsible for any transaction incurred on the card account prior to the time of reporting of the loss / theft or misuse of card and cardholder will be wholly liable for the same. The cardholder however, will be liable for all loses when someone obtains and misuses the card or PIN with consent of the cardholder or the consent of additional cardholder. If the card holder acted fraudulently, or without reasonable care, card holder fails to follow the safeguards specified by the card issuing bank, the cardholder will be liable for all loses. However, in case of any dispute relating to the time of reporting such loss/ theft/ damage and/ or transaction / made on the Card post reporting of the loss / theft / damage / misuse, the Bank reserves the right to ascertain such time and or authenticity of the disputed transaction. The

card issuing bank without referring to the cardholder or any additional card holder, give the police or other relevant authorities any information that the card issuing bank considers relevant about the loss, theft or misuse of a card or PIN.

**(g) Disclosure:**

The Bank shall part with all available information about the cardholder, repayment history etc., to credit information bureaus or such other agencies approved by law. The customer's details may also be shared at the time of application with external agencies to verify the credentials of the documents & application submitted requesting for a credit card facility.

**(h) Exclusion of Liability:**

Without prejudice to the foregoing, the bank shall under no liability whatsoever to the card holder in case of loss or damage arising directly or indirectly out of;

- i. Any defect in any goods or services purchased through the card.
- ii. The refusal of any person to honor or accept the card.
- iii. The malfunction of any computer terminal / equipment or communication network.
- iv. The giving of transaction instruction other than by the card holder.
- v. The exercise by the Bank of its right to demand and procure the surrender of the Card prior to the expiry date embossed on its face, whether such demand and surrender made and / or procured by the Bank or by any person appointed by the Bank or through any ATM / EDC machine.
- vi Any statement made by any person requesting to the return of the card or any act performed by any person in conjunction.
- vii. Handing over of the card by the cardholder to anybody.

viii. The exercise by the bank of its' right to terminate any card.

- ix. Any injury to the credit character and reputation of the card holder alleged to have been caused by the repossession of the card and / or, any request for its return or the refusal of any merchant establishment / mail order establishment to honor or accept the card.
- x. Decline of a charge because of exceeding foreign exchange entitlements as prescribed by RBI guidelines issued from time to time or the bank becoming aware of the card holder exceeding his entitlements.
- xi. Decline of any Transaction due to any reason at an ATM / PME
- xii. In the event a demand or claim for settlement of outstanding dues from the card holder is made either by the bank or any person acting on behalf of the bank under its authority, the card holder agrees and acknowledges that such demand or claim shall not amount to be an act of defamation or an act prejudicial to or reflecting upon the character of the card holder, in any manner.

**(i) Lien and right of Set Off :**

- i. The bank will have a lien and right of set - off on all monies belonging to the card holder and / or , add on card holder standing to their credit in any account whatsoever with the bank or in the possession or custody of the bank without any relation to the age of the debt/liability.
- ii. The bank reserves the right to alter / modify any terms and conditions as per the internal policy of the bank or RBI guidelines

**Disclaimer:** \* Dhanlaxmi Bank Ltd. may at its sole discretion, utilise the services of external service provider/s or agent/s and on such terms as required or necessary, in relation to its products.