



### Bajaj Finserv DBS Bank SuperCard Credit Card - MOST IMPORTANT TERMS AND CONDITIONS

The “Most Important Terms and Conditions” (“MITC”) and all information herein is applicable to all co-branded Bajaj Finserv DBS Bank SuperCard Credit Cards (“SuperCard” or “Credit Card”)/ Cardmembers / applicants of Credit Cards/ Customers of the Bank members of the public evincing interest in the Credit Card product of the Bank, forthwith. The MITC are subject to change at the discretion of the Bank and in accordance with laws as applicable from time to time. The said MITC is in addition to and to be read along with the terms and conditions of the Cardmember Agreement of the Bank. If the terms and conditions are unacceptable to you, please inform us in writing at [supercardservice@DBSbank.com](mailto:supercardservice@DBSbank.com) and destroy Credit Card by cutting it diagonally in half across the magnetic strip, and return the same to us within 10 days of receipt of the Credit Card.

#### (A) FEES AND CHARGES

(i) Joining fees for primary card holder and for add-on card holder and

(ii) Annual membership fees for primary and add-on card holder

Bajaj Finserv DBS Bank Credit Card Variant	First year fees	Fees from second year onwards
Bajaj Finserv DBS Bank 5X Rewards SuperCard	0/499	499
Bajaj Finserv DBS Bank 5X Plus Rewards SuperCard	0/999	999
Bajaj Finserv DBS Bank 7X Rewards SuperCard	1499	1499
Bajaj Finserv DBS Bank 7X Plus Rewards SuperCard	1999	1999
Bajaj Finserv DBS Bank 10X Signature SuperCard	2999	2999
Bajaj Finserv DBS Bank 10X Plus Signature SuperCard	4999	4999

\*- Additional GST applicable on fees and charges

Add On card Issuance Fee	Free
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The joining fees, annual fees, and renewal fees applicable on various Credit Card(s) issued by the Bank may vary from Cardmember to Cardmember, and from description of Credit Card to Credit Card. The applicable fees shall be as communicated to the Cardmember at the time of applying for the Credit Card and or at the time of issuance of the said Credit Card. Further, such fees, as applicable, are directly charged to the Cardmember's Account and are indicated on the Card Statement accordingly.

#### Other Fees and Charges

Overdue Penalty/ late Payment Fee	15% of Total Amount Due (Min Rs. 50 and Max Rs. 1,500)
Over limit penalty	Rs. 600
Charge slip retrieval charges	Rs. 100

Card Replacement (Lost/ Stolen/ Re-issue/ any other replacement)	Rs. 200
Physical Statement/ Re-print of physical statement Fee	Rs. 100
Digital statement fee prior to 2 years	Rs. 100
Return Payment charges (Cheque Return, cheque bounce, Standing Instruction Failure, Automated Clearing house, Insufficient Fund & others)	Rs. 500 Per Instance
Cash Payment at branches	Rs.250/- Per cash deposit done at DBS Bank or BFL branches
Surcharge on Purchase / Cancellation of Railway Tickets*	IRCTC Service Charges + Payment Gateway transaction charges (up to 1.8% of ticket amount + IRCTC service charges). Refer IRCTC website for details
Fuel Transaction Charge-for transaction made at petrol pumps to purchase fuel^	1% surcharge on fuel transaction value or Rs.10/- whichever is higher 1) Fuel Surcharge Waiver will be capped at 1% of the eligible fuel transaction amounts. 2)GST on Fuel surcharge will not be reversed. 3) The surcharge waiver is applicable on minimum fuel transactions of Rs.500 and maximum of Rs.4000. 4) Fuel surcharge waiver capped at Rs.100 /150/200 per billing cycle
Foreign Currency Transaction** (Forex markup)	3.5% of transaction Amount All overseas transactions are levied with a 3.5% transaction fee. This includes charges paid out to Visa for converting overseas transactions into INR. Please Note: Transactions at merchant establishments that are registered overseas, even if the merchant is located in India attract a charge of 1% from Visa/ MasterCard which is included as a part of the transaction amount in your statement. DBS is committed to comply with economic sanctions that are imposed by relevant regulatory authorities. As such, we do not allow our products and services to be used directly or indirectly in countries that are subject to such sanctions, and will not process transactions which involve these countries. Please note that you will not be able to contact us via phone banking, facsimile transmission, or emails, or access our website and online banking, and we will not be able to provide you with financial services if you are in these countries. We will also not process payment or trade transactions that involve these countries. Please refer to

	our website at WEB PORTAL LINK for a current list of countries that are subject to economic sanctions.
Reward Redemption Fees	Rs. 99+GST will be levied on all redemptions. T&C Apply
Goods and Service Tax	GST may be charged as may be applicable from time-to-time, presently the applicable GST rate is at 18% (applicable on all fees, interest, surcharge and other charges)
Dynamic Currency Conversion /Markup Fee	3.5% of Txn Amount

Updated Fees and charges are also available on [go.dbs.com/CCMITC](http://go.dbs.com/CCMITC)

Important information for cross-border transactions:

All cross-border transactions are billed to the card member account in INR after conversion into Indian Rupees at the bank assigned conversion rates applicable on the day the charge was settled on the Bank by the Acquirer (Acquirer here refers to such entity of merchant on whose terminal/device/website the transaction took place). Conversion of cross-border transactions shall attract charges as specified in the other fees and charges. For transaction carried out in currency other than US Dollar, the transaction amount shall first get converted into US dollars at Visa assigned conversion rate and then into Indian Rupees after levying of the applicable charges as specified in other fees and charges.

(iii) Cash advance fees Cash Withdrawal Charges:

Cash withdrawal charges	Flat fee: 2.5% of the cash amount (Minimum Rs. 500)
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The Cardmember can use the Credit Card to withdraw cash from ATMs in India and/ or overseas in accordance with the compatibility of the Credit Card at the said ATM(s). Cash Withdrawal Charges/ Transaction fee as mentioned above shall be levied on all such withdrawals and would be billed to the Cardmember in the next/ forthcoming Statement. The transaction fee is subject to change at the sole discretion of the Bank. In case the full payment is not made for Cash withdrawn on Payment Due Date,

finance charges at the rate of up to 4% per month or 48% per annum will be charged from date of transaction.

(iv) Service charges levied for certain transactions

Goods and service tax	18% as applicable & changed from time to time
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(v) Interest free (grace) period - illustrated with examples the interest free (grace) period could range between 20 to 50 days. However, such grace period is not applicable, if the previous month's balance has not been cleared in full.

Example: For an Account whose Statement Date is 20/11/2016, the Payment Due Date is 10/12/2016, which is 20 days from the Statement Date, is called interest free grace period.

(vi) Finance charges for both revolving credit and cash advances

Finance charges are payable at the monthly percentage rate on all charges, including cash advances where such charges are payable from the date the Primary Cardmember and/or Add-on Cardmember incurs such transactions until they are fully paid. Finance charges also accrue on ordering Demand Drafts, Balance Transfer from other credit card accounts. The charges are applicable from the date of withdrawal of cash or cash equivalent and from the date of issue of the Banker's Cheque, as the case may be. For purchases, the Finance Charges accrue only if the total outstanding is not paid in total by the Payment Due Date. In case of Balance Transfer from other credit card accounts, Finance Charges accrue immediately from the date of issue of Banker's Cheque on the transferred amount and on any purchase amount outstanding on the Cardmember's Card Account. Finance Charges that are payable are debited to your Card Account on the last date of each Statement period and are shown on your Statement. The Finance Charges as above will continue to be payable even after the closure of the Card Account until the outstanding on the Card Account is cleared in full. These charges can be changed basis your payment, utilization, internal risk profiling and scores on external agencies like CIBIL etc.

**Overdue interest on Credit Cards**

Finance charges (Retail purchase and cash)	42% - 48% per annum, as communicated in previous statement
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Any change in the rate applicable to your account would be communicated to you in your statement at least 30 days prior to its effective date. Anytime you would like to know the rate applicable to you, please call us at our Customer Care Number: 1860 267 6789 or write to us at [supercardcare@dbs.com](mailto:supercardcare@dbs.com)

(vii) Overdue interest charge - to be given on monthly and annualized basis

Interest is calculated daily at the end of every day, basis the current outstanding balance of the customer. The interest is computed separately for different plans. For retail transactions interest becomes due only when the customer does not pay off his/her full beginning balance by the Payment Due Date. Under the following criterion, the customer does not incur interest: • Beginning balance on the Statement Date is zero • Beginning balance on the Statement Date is not zero but the Cardmember pays off 100% of his full beginning balance by the Payment Due Date. If not paid by the due date, interest is also levied on the

outstanding Membership Fees, NSF Fees, Interest, Goods and Service Tax, Over Limit and Late Payment Fees. Example of Interest Charge calculation: If only part of outstanding amount is paid by the payment due date, the interest calculation will be as shown in the table.

Transaction Details		
Date	Transaction	Amount
12 Jul 2021	Purchase of electronics	Rs. 6,000
26 Jul 2021	Dining out	Rs. 4,000
02 Aug 2021	Statement Date	Total Amount Due: Rs. 10,000 Minimum Amount Due: Rs. 500
10 Aug 2021	Purchase of Groceries	Rs. 4,000
15 Aug 2021	Purchase of clothes	Rs. 2,000
22 Aug 2021	Payment Credit	Rs. 500
02 Sep 2021	Statement Date	Total Amount Due: Rs. 16,192.71 Minimum Amount Due: Rs. 1467.71

Interest on the Amount Due will be charged as below: Daily Interest = outstanding amount  $\times (3.5\% \times 12 \text{ months}) / 365$

\*Total Amount Due includes outstanding amount, new purchases, interest charges (interest calculation illustrated below) and applicable Goods and Services taxes on interest.

Interest Calculation:

Transaction Amount	Period	Number of days	Amount
Rs. 6,000	12 Jul 2021 to 21 Aug 2021	41	283.07
Rs. 4,000	26 Jul 2021 to 21 Aug 2021	27	124.27
Rs. 4,000	10 Aug 2021 to 02 Sep 2021	24	110.47
Rs. 2,000	15 Aug 2021 to 02 Sep 2021	19	43.73
Rs 9,500 (remaining balance after adjusting payment of Rs. 500)	22 Aug 2021 to 02 Sep 2021	12	131.18

“Thus, the total interest charged (Finance Charge + Deferred finance charges would be: Rs.692.71 /-. As the Cardmember has not paid the previous month’s outstanding balance in full, all future transactions will bear interest from the day of transaction. Applicable Goods and Service Tax will be levied on the Interest Amount.”

(viii) Charges in case of default

Overdue penalty or Late Payment Fee	15% of Total Amount Due (Min Rs. 50/- and Max Rs. 1,500/-)
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Late Payment Fee (LPF) is charged to a Cardmember if there has been no payment or a payment less than the Minimum Amount Due (MAD) is received by the Payment Due Date. Late Payment Fee is charged at the rate of 15% of Total Due Amount, subject to a Minimum of Rs.50/- and a Maximum of Rs.1,500/-.

Example of Late Payment Fee calculation: Consider the Total Amount Due (TAD) on an Account is Rs.3,400/- and the Payment Due Date is 4th Aug. 2016. In case the Cardmember does not pay the MAD by Payment Due Date, a Late Payment Fee of Rs.510/- will be levied on the cycle date. LPF is 15% of the TAD i.e.,  $15\% \times \text{Rs.}3,400/- = \text{Rs.}510/-$ .

Overlimit penalty

Over limit penalty	Rs. 600
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Overlimit Penalty is levied in case the outstanding on the card account exceeds the total current limit.

#### (B) WITHDRAWAL LIMITS

(i) Credit Limit: This is the maximum limit assigned to the Cardholder. Your total outstanding including all transactions, fee, and charges should not exceed this limit. The credit and cash limits will vary for each Cardholder and will be disclosed in the monthly statement sent to the Cardholder.

(ii) Available Credit Limit: The Available Credit Limit at any time is the difference between assigned Credit Limit & Outstanding balance on the Card at that point of time. The credit and cash limits will vary for each Cardholder and will be disclosed in the monthly statement sent to the Cardholder

(iii) Cash withdrawal limit

(a) The Bank will at its sole discretion determine your Credit and cash withdrawal limit and communicate the same in the card carrier and in the monthly statements. You may however request for a lower limit and also a specific credit limit maybe assigned to the Additional card member basis the Flexi Limit feature. Credit limit sanctioned on the card account may get revised time to time basis a review as per the Bank policies. Total Credit Limit and available credit limit across all your card accounts is reflected in the statement and is available for use across all your card accounts, including all your Add on cards. The Bank will be constrained to not honor any authorizations exceeding the card limit.

(b) The outstanding on the Credit Card Account must not exceed the Total Credit Limit at any time failing which you will be charged applicable fee irrespective of the amount exceeding the Total Credit Limit. Excess amount must be paid immediately.

(c) Credit Limit and Card Account will be terminated if your Card is cancelled.

(d) In the event you make payment over and above the amount due as per the monthly Statement, you shall not be entitled to interest on the credit balance and the same shall be adjusted against the amount due in the subsequent monthly Statements.

Usage of Credit Card is subject to applicable laws, including but not limited to any transactions carried outside India must be made in accordance with Foreign Exchange Management Act, 1999 and RBI guidelines and for any non-compliance or failure to do so, you shall be liable of penal action.

(C) BILLING

(i) Billing statements – periodicity and mode of sending The Bank will send at your mailing address, a statement once a month for each billing period (hereinafter “Statement”) during which there is any transaction or outstanding on the Card Account. The Bank may choose to send the Statement through one or more of the following modes:- Post, Fax, Email or SMS Messaging. It shall be the responsibility of the Customer to access and view their credit card e-statements via mobile app or website. Non receipt of Statement(s), either physical or electronic statement via aforementioned modes of delivery, would not affect your obligations and liabilities under this Agreement, and you shall be liable to settle at least the Minimum Amount Due (MAD) before the Payment Due Date. The Bank reserves the right to not send physical statements by mail / courier to customers who have an outstanding balance less than Rs.100/-. These customers, however, can access their statements online and avail of e-statements.

In case of any change in your communication address, you are advised to contact the Bank immediately to ensure that you receive Statements regularly and on time.

Monthly Statement of Account will be provided by the Bank to you only up to a period of twelve months preceding your request subject to payment of service charge, subject to change as per the discretion of the Bank, as specified in other fees and charges.

(ii) Minimum amount payable

All Bank Credit Card(s) may offer the Cardmember(s) a revolving credit facility, wherein the Cardmember(s) may choose to pay only the Minimum Amount Due (MAD) as indicated on the Statement. The Total Payment Due (TAD) from the Cardmember or the MAD should be sent by the Cardmember on or before

The Payment Due Date, which is also indicated on the Statement. MAD is the minimum amount you are required to pay to keep your Card Account in good credit standing.

Minimum Amount Due (MAD) is calculated as a percentage of Total Amount Due for Bajaj Finserv DBS Bank SuperCard is 5% (subject to minimum of INR 50) + new EMI debits for the month or any previously unpaid EMI debits +GST +Application Fee+ any overlimit amount +previously unpaid MAD.

In the event the Card Member deposits part of the Total Payment Due or the MAD (not less than the MAD under any circumstance), the balance outstanding amount payable shall be carried forward to subsequent Statements. This amount will attract Finance Charges until the date of full and final payment. Please note that paying only the Minimum Amount Due every month will result in the repayment stretching over a long period with consequent interest payment on Card Member's outstanding balance.

Illustration: If a Card Member spends INR 5000 and pays exactly the Minimum Amount Due every month, then it may result in the repayment stretching over 6 years with consequent interest payment on the outstanding amount.

Therefore, whenever cash flow allows, the Card Member should pay back substantially more than just Minimum Amount Due.

#### (iii) Method of payment

The Cardholder has the benefit of only following modes of effecting payment to a bank:

1. Pay using DBS Card+ Mobile App: You can make payments at your convenience using DBS Card+ Mobile App. You can manage your account and make payments to your Card instantly using other bank account.
2. Online Card Payment: You can make your Credit Card payment instantly using other Bank accounts to pay your Card outstanding and receive confirmation for your Payment instantly. Pay using Quick Bill Pay option on website.
3. Cheque payment: You can make payment of your Credit Card at DBS & BFL branches via depositing Cash or cheque. The cheque should be made payable to 'DBS Bank Credit Card No XXXX XXXX XXXX XXXX' (mention cardholders' 16-digit credit card number). Cheque payment can be submitted at: - Drop-boxes at DBIL and Bajaj Finance Ltd branches in India. (Visit [www.dbs.com/in](http://www.dbs.com/in) for a complete list of Branches)
4. Cash payment: Cash payments can be made at any DBIL and Bajaj Finance Ltd. branches in India.

(iv) Billing disputes resolution All contents of the Statement(s) will be deemed correct and accepted by the Cardmember(s) unless, within 30 days of the issue of Statement, the Cardmember(s) informs the DBS Bank of any discrepancies in writing, failing which it would be construed that all the charges indicated on the Statement are in order. As per the Visa regulation, in case of a discrepancy, it is mandatory to inform the bank in writing to initiate a Charge Dispute on your behalf. We would request you to email your Credit Card no., registered mobile number and dispute details on [supercardcare@dbs.com](mailto:supercardcare@dbs.com). If the aforesaid discrepancies are prima facie found to be legitimate by the Bank, the Bank may reverse the charge on a temporary basis until the completion of subsequent investigations by the Bank to its full and final satisfaction. If the said investigations conducted by the Bank indicate that the liability of such (discrepancies) charges is accruing to the said Cardmember(s), then the charge will be reinstated in the subsequent Statement and fees/charges shall be claimed by the Bank in accordance with the charges

indicated herein above. Notwithstanding the provisions 13 herein, the Bank shall not exceed duration of 60 days in informing the said Cardmember(s) of the result of the investigations conducted by the Bank.

(v) Contact particulars of call centers of card issuer The Cardmember can contact the Bank through any of the following communication channels for any enquiries and/or redressal of concerns.

- 24 hours Customer Service number: 1860 267 6789
- By email: Sending an e-mail to [supercardcare@dbs.com](mailto:supercardcare@dbs.com) from the registered email ID

(vi) Grievance redressal escalation – contact At DBS Bank India Limited, we want to make sure that you get only the best of service from us, service which you, our valued customer, deserve.

The Bank's Grievance Redressal policy follows the following principles:

- Customers are treated fairly at all times.
- Complaints raised by customers are dealt with courtesy and in a timely manner.
- Customers are informed of avenues to escalate their complaints within the organization, and their rights if they are not satisfied with the resolution of their complaints.
- The Bank employees work in good faith and without prejudice, towards the interests of the customers.

Customers can contact our Customer Care (only for Credit Cards): Contact our 24-hour credit card service helpline number 1860 267 6789 or our overseas customer service number +9144 69046789 or write to us at [supercardcare@dbs.com](mailto:supercardcare@dbs.com)

If, at any stage, you feel that our service levels are not up to your expectations, here is what you can do:

- (a) Level 1: You can contact us by calling on our Customer Care number 1860 267 6789 or write to us at [supercardcare@dbs.com](mailto:supercardcare@dbs.com).
- (b) Level 2: In case you are not satisfied with the resolution provided under Level 1, you can escalate the complaint and write to the Principal Nodal Officer, DBS Bank India Limited, 16th Floor, Express Towers, Nariman Point, Mumbai – 400 021 or email at [dbsnodalofficer@dbs.com](mailto:dbsnodalofficer@dbs.com). In your communications, kindly provide your complete credit card number and details of your complaint or feedback.

For more details, you can visit the Bank's grievance policy available on the Bank's website:

<https://www.dbs.com/in/treasures/common/redressal-of-complaints-and-grievances.page>

The grievance policy will help you with the contact details, timelines, and escalation levels for you to lodge your complaints. In case, you are not happy with the resolution provided by the Bank, the policy also guides you on the process and how to approach Ombudsman.

#### (D) DEFAULT AND CIRCUMSTANCES

##### (i) Procedure including notice period for reporting a card holder as defaulter:

In the event of default, the Cardmember will be sent reminders from time to time for settlement of any outstanding on the Credit Card Account using any of the following modes: by post, 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 as applicable from time to time.

Occurrence of one or more of the following events shall constitute an event of default and the Bank at its sole discretion may withdraw the Credit Card facility. The events of default are as under:

- The first event of default will occur, if the customer fails to make the payment of minimum amount due by the payment due date as indicated on the credit card billing statement.
- The Cardmember consistently fails to pay any amount due to the Bank within the stipulated period of 180 days.
- The Cardmember fails to perform the obligations as per Cardmember Agreement.
- Any cheques and/or ECS/standing instructions delivered to the Bank are not encashed/ acted upon for any reason whatsoever on presentation/ being made.
- Any representation made by the Cardmember proves to be incorrect, false, or incomplete, including but not limited to income and/or identification papers/documents forwarded to the Bank being proved incorrect, incomplete, and or containing false fraudulent information.
- 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.

##### (ii) Procedure for withdrawal of default report and the period within which the default report would be withdrawn after settlement of dues:

- The defaulter in question has liquidated his entire outstanding dues with the Bank or settled his dues with the Bank
- A court verdict has been received against the Bank, in a legal suit filed by or against the Bank, instructing the Bank to de-list the Cardmember from the default report. Decisions are taken on a case to case based upon individual reviews.

(iii) Recovery procedure in case of default: In case of default, the Bank can recover the amount by initiating such legal action before appropriate court/tribunal of appropriate jurisdiction. The Bank exercise such rights and remedies available to the Bank under applicable laws, and all such rights and remedies are cumulative and not alternative can be enforced concurrently or successively.

(iv) Recovery of dues in case of death/ permanent incapacitation of Cardholder: Upon death or permanent incapacitation of the Cardmember, the Bank will try to recover the amount due and amicably settle the Account dues with the Cardmember's legal heir(s).

### **Asset classification – SMA & NPA**

This section is with reference to the Special Mention Account (SMA) / Non-Performing Asset (NPA) in accordance with the RBI Circular - RBI/2021-2022/125 - DOR.STR.REC.68/21.04.048/2021-22 dated November 12, 2021 on '**Prudential norms on Income Recognition, Asset Classification and Provisioning pertaining to Advances – Clarifications**' read along with RBI '**Master Circular - Prudential norms on Income Recognition, Asset Classification and Provisioning pertaining to Advances**' dated October 1, 2021 and amendments or further clarifications thereto.

**The Borrower's loan account shall be classified as Special Mention Account (SMA) and Non-Performing Asset (NPA) as per below concepts / clarifications / illustrative examples on due dates and SMA Specification / NPA Classification Dates:**

#### **What are Dues?**

Dues mean the principal/ interest/ any charges levied on the Credit Card account which are payable within the period stipulated as per the terms of sanction of the credit facility.

#### **What is Overdue?**

Overdue means the principal/ interest/ any charges levied on the Credit Card 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 Principle for recovery in NPA Accounts (for Credit Card accounts)**

The Principle of FIFO i.e., 'First In, First Out' accounting method is relevant to arrive at the No. of days of overdue for determining the SMA / NPA status. The FIFO principle assumes that the oldest outstanding dues in the loan account needs to be cleared first. The FIFO method thus requires that what is due first must be paid by the borrower first.

For example:

Statement Date	Payment due date	Total Outstanding	Minimum amount dues
12-Feb-22	04-Mar-22	10000	500
12-Mar-22	01-Apr-22	11000	550

If in any Credit Card account statement as on 12.02.2022, total amount due is INR 10,000 and minimum due of INR 500 for payment towards principal instalment/interest/charges. Any payment lesser than the minimum amount due on or before 04.03.2022 will be credited in the Credit Card account, to pay-off the minimum dues outstanding on 12.02.2022.

Assuming that customer made partial payment of INR 100 on the payment due date i.e., 04.03.2022, the payment will be apportioned against the minimum due of 12.02.2022 i.e., INR 500. Basis the payment,

INR 400 will be overdue in the next statement i.e., 12.03.2022, with a minimum due of INR 550 plus INR 400 of previous month due.

Assuming if the customer made payment of INR 600, this will be first utilized to pay-off the partial minimum due of 12.02.2022 (INR 400). Additional recovery of INR 200 will be apportioned towards minimum due for the statement generated as of 12.03.2021.

**Age of oldest Dues (or Days-Past-Due - DPD):** 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 12<sup>th</sup> February 2022 remain unpaid till 04.03.2022, the age of the oldest dues is reckoned as 21 days on 04.03.2022.

#### **What is NPA?**

A Non-Performing Asset (NPA) is a where interest and/ or instalment of principal remains overdue for a period of more than 90 days from the payment due date, in respect of a Credit Card outstanding,

In case of interest payments in respect of Credit Cards, an account will be classified as NPA if the interest applied at specified rests remains overdue for more than 90 days.

#### **What is SMA?**

A special mention accounts (SMA) is a asset/account in which principal or interest payment, or both are overdue but for a period of less than or equal to 90 days.

SMA is more of a precautionary measure to recognize a financial stress early and therefore to take corrective action to contain that stress and prevent an account from turning into NPA.

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

Bank is required to recognize the incipient stress in loan accounts, immediately on default, by classifying the loan accounts as Special Mention Accounts (SMA). The basis of classification of SMA /NPA Category shall be as follows:

<b>Loans in the nature of Credit Cards</b>	
<b>SMA Sub-categories</b>	<b>Basis for classification - Principal or interest payment or any other amount wholly or partly overdue</b>
SMA-0	Upto 30 days
SMA-1	More than 30 days and upto 60 days
SMA-2	More than 60 days and upto 90 days

#### **Illustrative movement of an account to SMA category to NPA category based on non-payment of dues at day-end process\*:**

If due date of a Credit Card is March 31, 2022, and full dues are not received before the day-end process\* for this date, the date of overdue shall be March 31, 2022.

Due date of payment	Payment covers	Age of oldest dues in days (DPD)	SMA / NPA Categorization	SMA since Date /SMA class date	NPA categorization	NPA Date
31.03.2022	Entire dues paid upto 31.03.2022	0	NIL	NA	NA	NA
31.03.2022	Dues of 31.03.2022 not fully paid at EOD 31.03.2022	1	SMA-0	31.03.2022	NA	NA
31.03.2022	Dues of 31.03.2022 not fully paid at EOD 29.04.2022	30	SMA-0	29.4.2022	NA	NA
31.03.2022 30.04.2022	Dues of 31.03.2022 and 30.4.2021 not fully paid at EOD 30.04.2022	31	SMA-1	30.4.2022	NA	NA
31.03.2022 30.04.2022	Dues of 31.03.2022 and 30.4.2022 not fully paid at EOD 29.05.2022	60	SMA-1	29.5.2022	NA	NA
31.03.2022 30.04.2022	Dues of 31.03.2022 and 30.4.2022 not fully paid at EOD 30.05.2022	61	SMA-2	30.5.2022	NA	NA
31.03.2022 30.04.2022 31.05.2022	Dues of 31.03.2022, 30.4.2022 and 31.05.2022 not fully paid at EOD 28.06.2022	90	SMA-2	28.6.2022	NA	NA
31.03.2022 30.04.2022 31.05.2022	Dues of 31.03.2022, 30.4.2022 and 31.05.2022 not fully paid at EOD 29.06.2022	91	NPA	NA	NPA	29.6.2022

\* EOD is End of Day, **the day-end process** - The customer should make payment / maintain required balance to service the credit card account before 11:59 PM IST.

### Upgradation of accounts classified as NPA

All the Credit Card accounts of a borrower will be classified as NPA, in case any one of the accounts get classified as NPA and will continue to remain classified as NPA unless the overdues of all the loan accounts or credit facilities are fully repaid by the customer.

### (E) TERMINATION / REVOCATION OF CARD MEMBERSHIP

#### (i) Procedure for surrender of card by card holder due notice

a) The Cardmember may terminate this Agreement at any time by returning to the Bank all the Credit Card(s) cut diagonally in half across the magnetic strip, either along with a written request or followed by calling the Bank's 24 Hours Customer Service Helpline requesting termination of all facilities and benefits thereto associated with the Credit Card(s). The Primary Cardmember can cancel the use of Additional Card(s) by notifying the Bank in writing but, notwithstanding the same, the Primary Cardmember will

remain liable for all charges fees incurred by use of the Additional Credit Card(s). No annual fees and/or other charges shall be refunded on a pro-rata basis.

b) The Bank may terminate the Credit Card facility immediately at any time at its discretion or at any time restrict the use without assigning reason or cause and without any notice thereto. Where the Bank terminates the Credit Card facility, all amounts outstanding on the Card Account (including Charges or Cash Advances not yet debited) will become due and payable immediately. The Bank may inform all establishments (where the Credit Card is valid/ accepted) of the cancelled Credit Cards. If the Credit Card is cancelled, the Cardmember must cut it diagonally in half and return both halves to the Bank immediately. No annual fees or other charges shall be refunded on the pro-rata basis.

c) In the event that the Cardmember changes his/her employment, profession or address, or is transferred from his/her present place of posting or changes his/ her salary account/main bank account etc. (as the case may be), the Bank at its sole discretion shall have the right to discontinue the Credit Card facility. The Cardmember specifically acknowledges that once the Credit Card Account is cancelled/ closed, the privileges (including all benefits and services) of the Credit Card shall stand withdrawn, and reinstatement of such privileges is not automatic and will take place solely at the discretion of the Bank. On cancellation of the Credit Card (for any reason whatsoever), the Cardmember:

- Must not use the Credit Card, cut the Card diagonally into half, and return the same to the Bank
- Is responsible for any use of the Card including payment of Charges until the Card is returned to the Bank cut diagonally into half.
- Must continue to make payments to the Bank in accordance with the conditions of use of the Credit Card

d) If Cardmember(s)' Credit Card is never used or not used for over 90 days, the benefits thereto may be withdrawn.

#### (F) LOSS/ THEFT/ MISUSE OF CARD

(i) Procedure to be followed in case of loss/ theft/ misuse of card. The Cardmember should block the card immediately, using DBS Card+ Mobile app or web portal alternatively customer can call DBS Card 24x7 Toll Free number : 1860 267 6789 in the event the Credit Card is lost, stolen, not received, swallowed at an ATM of DBS Bank or any other Bank, or is being misused without his/her respective permission. The Credit Card thereafter will be blocked and suspended. In addition, in case of loss / theft / misuse, the Cardmember must file the Police Complaint/ First Information Report (FIR), a copy of which should be forwarded to the Bank.

(ii) Liability of card holder in case of (i) above

(a) The Cardmember's liability arising out of any unauthorized use of the Credit Card prior to notice/ communication to the Bank shall be towards all charges incurred till the notice/communication to the Bank and shall be "Nil" only after receipt of notice by the Bank.

(b) In case of an unsigned Credit Card, the Cardmember shall be liable for all charges incurred on it.

(c) The Cardmember will fully co-operate with the Bank, the representatives of the Bank and/or legal authorities in the event of any investigation into any disputed transaction.

(d) In the event the Cardmember subsequently recovers the Credit Card (after reporting theft), the recovered Credit Card must not be used and must be cut in half and returned immediately to the Bank.

(G) DISCLOSURE

(a) The Cardmember hereby expressly authorizes the Bank, for the purposes of credit verification or reference checks or protection of its interests to disclose all/ any information or documents relating to the Cardmember including this Agreement and/or any other agreements, or to disclose upon default committed by the Cardmember, with Reserve Bank of India, Income Tax Authorities, tribunals, courts, judicial bodies other banks, credit bureau, financial institutions or any other third party in conformity with the disclosure norms as applicable from time to time.

(b) The Cardmember hereby agrees that, only in case of an explicit consent provided by the Cardmember, the information furnished by the Cardmember in the credit card application form or otherwise may further be used by Bank for marketing purposes to sell Card related offers, including but not limited to, Balance Transfer, EMI offers, cash-related offers and insurance products, from time to time. Further, the Bank may use this information to market other products of Bank from time to time, in conformity with the disclosure norms as applicable. For ensuring that the Cardmember(s) are not inconvenienced, the Bank maintains a "Do Not Call" register and if Cardmember(s) will not like to be called for any marketing offers, they may inform the 24 Hours Bank by Phone or send an e-mail to [supercardservice@DBSbank.com](mailto:supercardservice@DBSbank.com) for listing their said contact numbers in such register. The Cardmember(s) can also register at the Bank website for the exclusion of their respective contact details.

(c) In the event that the Bank receives adverse reports (relating to a Cardmember(s)' credit worthiness or something to such effect), the Bank may cancel the Credit Card, whereupon the entire outstanding balance as well as any further charges/fees incurred by use of the Credit Card, though not yet billed in a Statement, shall immediately become due and payable by the said Cardmember(s).

(d) The Cardmember authorizes the Bank to share information relating to the Cardmember with third parties to enable the Bank to administer, service and manage the benefits or programs to which the Cardmember is enrolled.

(e) Notwithstanding anything to the contrary, the Cardmember authorizes the Bank to disclose all any information or documents about the Cardmember including this Agreement and/ or any other agreement, transactions or dealings between the Cardmember and the Bank for any purpose to : a. its head office or to any other branches, subsidiaries or associated or affiliated companies of the Bank; b. professional advisers of the Bank; c. any potential or actual purchaser/ assignee of the Bank or of any of its businesses, rights, assets or obligations; or d. to any other person where disclosure is required by law.

(f) The Credit Information Bureau India Ltd. (CIBIL) is an initiative of the Government of India and the Reserve Bank of India (RBI) to improve the functionality and stability of the Indian financial system. This is in line with the RBI's efforts to provide an effective mechanism for exchange of information between banks and financial institutions, thereby enabling customers to avail of better credit terms from various institutions.

(g) All banks and financial institutions participating in this initiative are required to share customer data with CIBIL and other credit information bureau. In view of the above, the Bank shall report the data

pertaining to Cardmember(s)/ Add on Card member(s) Account to CIBIL and other credit information bureau.

(h) The Cardmember(s) acknowledge that, as per the business practices and applicable provisions, the Bank is authorized to share Cardmember(s)' information with any existing or future credit bureaus as determined by the Bank from time to time. The said information may be shared with the CIBIL or any other credit information bureau approved/ notified by the competent authorities to improve the functionality and stability of the Indian financial system, and such other entities.

(i) In the event that a reported Card member subsequently settles or clears all dues with the Bank to the Bank's satisfaction, the Bank shall make reasonable efforts in ensuring that the updated details of the said Card member are provided to CIBIL or such other credit information bureau to reflect the change.

(j) I authorize and give consent to DBS Bank to share and disclose any / all information as received KYC from UIDAI/ information furnished by me in application form(s) with BFL / credit bureaus / statutory bodies / subsidiaries/affiliates/Credit Bureaus/Rating Agencies, Services Providers, banks/financial institution, governmental/regulatory authorities or third parties for KYC information verification, credit risk analysis, or for other related purposes that DBS Bank may deem fit.

In case the Card Member commits a default in payment or repayment of principal amount of any financial assistance/facilities/ financial/credit facility or interest/charges due thereon, DBS Bank and / or the RBI will have an unqualified right to disclose or publish the details of the default and the name of the Card Member/ or its directors/partners/ add-on card holders, as applicable, as defaulters in such manner and through such medium as DBS Bank or RBI in their absolute discretion may think fit. DBS Bank shall disclose information relating to credit history/repayment record and/or days past due status of the Card Member in terms of the Credit Information Companies (Regulation) Act, 2005 to a credit information bureau. Acceptance of an application for a Credit Card is based on no adverse reports of the Card Member's credit worthiness. DBS Bank may report to other banks or financial entities any delinquencies in the Card Account or withdrawal of the Card Member's credit facility through the Card or otherwise. Based on the receipt of adverse reports (relating to credit worthiness of the Card Member or his / her family members), DBS Bank may, after 15 days prior notice in writing, cancel the Credit Card, whereupon the entire outstanding balance in the Card Account as well as any further charges incurred by use of the Card, though not yet billed to the Card Account, shall be immediately payable by the Card Member. DBS Bank shall not be obliged to disclose to the Card Member the name of the bank or financial entity, from where it received or to which it disclosed information.

#### DISCLAIMER

DBS Bank or its Affiliates, and their respective employees, agents or contractors shall not be liable for any loss or damage, whether direct, indirect, consequential, incidental, exemplary, or special, including but not limited to loss of revenue, profit, business, savings, data or goodwill, loss of use, whether foreseeable or not, whether arising under any contract, tort or otherwise, arising out of any delay, interruption, restriction, suspension, breakdown, failure or error of communication systems, payment systems or any third party services necessary to provide the facility.

DBS Bank will never ask for card CVV/CVC/security code, PIN, OTP or password to offer any deals, services, products, gifts, vouchers, Cash Points, activation or cancellation of card. Kindly ignore such requests on call/SMS/email.

Kindly ensure authenticity of the website/portal before initiating any transaction. Beware of the fake websites that defraud you.