

MOST IMPORTANT DOCUMENT

- Payment of your Card bills:** Payment of your Card bills can be done by the following means:
 - **Online banking**
 - **Bill Desk:** From different bank accounts directly to your Card account. Visit http://www.standardchartered.co.in/_documents/billpay/billpay.html
 - **NEFT / IBFT:** From your bank account directly to your Card account by quoting the IFSC code SCBL0036001 and the address as MG Road, Mumbai.
 - **Visa Money Transfer:** In case of Visa franchisee credit cards, pay through your bank account using Visa Money Transfer. Fees for Visa Money Transfer may be levied by the initiating bank.
 - **Standard Chartered Online Banking:** Standard Chartered account holders can pay through an account transfer.
 - **ECS:** Electronic Clearing Service (ECS) instruction can be initiated by submitting an ECS form authorizing transfer of funds. The ECS form needs to be attested by the bank from which the payment has to be made. Payments can be made through ECS in New Delhi, Kolkata, Mumbai, Ahmedabad, Pune, Coimbatore, Chennai, Hyderabad and Bangalore. You are responsible for ensuring that the ECS is honoured.
 - **Cheque/Draft Payment:** Dropping a cheque or a draft in favour of your Standard Chartered Bank Card no. xxxx xxxx xxxx xxxx (your 16 digit Card number) into any of our Cheque Collection Boxes. Visit www.standardchartered.co.in for the complete list of the locations of Cheque Collection Boxes. The cheque or draft needs to be complete in all respects as per RBI and the bank.
 - Make your payments at least 3 days in advance of your Payment Due Date to facilitate the timely credit of the funds into your Card account. Note that your credit limit will only be increased by the amount you have repaid after our receipt of your funds. In case we do not receive payment by the Payment Due Date, we reserve the right to levy Interest and Late Payment Charges.
 - If you hold multiple Cards or EMI accounts with us, please give us clear instructions on the allocation of payment to these various Card accounts on the reverse of your cheques. If you are issuing separate cheques for each Card account, then, you should clearly specify "Not to allocate" on the reverse of the cheque. In the absence of any specific information on this front, we will apply the funds first towards clearance of the Minimum Amount Due in respect of all Card accounts you hold with us. Thereafter, the excess payment will be allocated sequentially towards payment of the Card account with highest balance. If any of your Card account is overdue, we reserve the right to prioritize payments to overdue accounts first as per our internal policy. For Cash payments, funds transfer and payment through Online banking, individual payment should be made against each of the accounts.
 - **Cash:** Cash payments can only be deposited at our branches using teller facilities.

- Levy of Interest:** Note: Monthly payments will be applied first towards meeting the previous outstanding amounts

Option	How Interest will be levied	Example
1. If FULL payment of Total Outstanding is made every month before Payment Due Date	No Interest will be charged*	
2. If PARTIAL payment of Total Outstanding is made every month before Payment Due Date	Interest will be charged for all transactions incurred in the current statement from the transaction date till the Statement Date The closing balance in the previous statement will attract interest, from one day post the Statement Date till one day prior to the date of payment, in the current statement. The balance after payment will attract interest from the date of payment till the Statement Date	Previous Statement Date: 1 st Aug, Statement Balance: ₹ 10,000, Payment Due Date: 18 th Aug, Transaction incurred on 15 th Aug: ₹ 3,000, Payment: ₹ 8,000 received on 18 th Aug, Current Statement Date: 1 st Sep. In this case, interest will be charged for ₹ 10,000 from 2 nd Aug to 17 th Aug and the unpaid balance of ₹ 2,000 will attract interest from 18 th Aug to 1 st Sep. Interest will also be charged for ₹ 3,000 from 15 th Aug to 1 st Sep
3. If you usually make PARTIAL payment, but in the CURRENT month you have made FULL Payment of the Total Outstanding before the Payment Due Date	The closing balance as per your previous statement will accrue interest until the date of payment	Previous Statement Date: 1 st Aug, Closing Balance: ₹ 10,000. Current Statement Date: 1 st Sep, Due Date: 18 th Aug. Payment: ₹ 10,000 on 15 th Aug, ₹ 10,000 will attract interest from 2 nd Aug to 14 th Aug (for 13 days in Aug which has 31 days) [^]

*Does not include Cash transactions

[^] Interest debited in this case will be = 10,000 x 3.1% x 13/31 = ₹ 130.00

- Annualized Percentage Rate:** The monthly interest rate is annualized to arrive at the APR. Monthly Interest Rate is 3.1% pm and is annualized to arrive at an APR of 37.20%. Cash transactions will attract an interest rate of 3.49% pm (APR 41.88%). The APR at the time of credit card set up is fixed for a period of 3 months and will be reviewed every 3 months based on your risk behaviour at the sole discretion of the Bank and the rate of interest applicable will vary between 2.49% pm (APR 29.88%) and 3.70% pm (APR 44.40%). The revised APR will be communicated through your monthly statement at the time of each revision and will be applicable for a period of 3 months from the date of revision.
- Minimum Amount Due ("MAD"):** The minimum amount due every month shall be higher of the following (a) 5% of statement outstanding or (b) sum total of all installments billed, interest, fees, other charges, amount that is over limit and 1% of the principal or (c) ₹ 250. In case you have an unpaid minimum amount due from the previous month, the same will be added to the minimum amount due for the current month (as calculated above).
In case of default or if the statement balance is less than ₹ 250 the entire outstanding amount may have to be paid. If you spend ₹ 10,000 and pay back exactly the MAD every month, it will take approximately 6.5 years to pay back the complete amount. We therefore suggest that whenever your cash flow allows you, do pay back substantially more than your minimum payment due.
- Interest-free (Grace) Period: The Payment Due Date on your Card can be between 18 and 25 days after the Statement Date (Please check your statement for your exact Payment Due Date).** Therefore, the interest-free credit period can range from 18-48 days to 25-55 days depending on your Payment Due Date. The interest-free period does not apply for cash advances and revolving balances. For these, interest is charged from the date of the transaction. We reserve the right to change this interest-free period by giving you notice.
Example: Assume that your Statement Date is 2 Nov (covering transactions billed between 3 Oct and 2 Nov) and your Payment Due Date is 24 Nov. You have paid the total amount due by 24 Nov (making you eligible for interest-free period). In this case, the Payment Due Date is 22 days after the Statement Date and the interest-free period will range from 22-52 days. • For a transaction billed on 3 Oct, the interest-free period is 52 days (from 3 Oct to 24 Nov) • For a transaction billed on 2 Nov, the interest-free period is 22 days (from 2 Nov to 24 Nov)
- Billing Disputes Resolution:** You have to bring any dispute in billing to our notice within 21 days from the date of the statement. We would require a Dispute Declaration Form(DDF) or a signed letter from you and any documents we may require to enable us to process your dispute. The procedure for resolution differs on a case to case basis. Please contact our Helpline or visit our website at www.standardchartered.co.in for further details on the documents required and procedures for disputing any billing.
- Supplementary Cards:** If you have supplementary Cards linked to your Card, you and the supplementary Cardholder(s) are jointly and severally liable for all charges, incurred by the use of the Card(s). You are also responsible for ensuring that the supplementary Cardholder(s) is aware of the obligations in our Customer Terms and Credit Card Terms.
- Reporting a lost or stolen card immediately:** If your Card is lost or stolen within India, you should notify our Helpline immediately. If your Card is lost while travelling overseas, you should notify either our Helpline or the Master Card/Visa Helpline.
- Your liability for Lost Card:** You will be liable for charges incurred on your Card until our Helpline in India or the Visa/Master Card Global Emergency Assistance Helpline are informed of the loss. If a Card is reported lost, stolen or damaged and is subsequently found, you shall be responsible for invalidating the Card by destroying it.
- Statements:** Statements will be issued once every month for Card accounts with a balance of more than ₹ 100 for Card accounts with a balance of less than ₹ 100 a statement will be issued when a new transaction reflects in the Card account.
 - If you have a credit balance in your Card account, a statement will be issued to you only if the credit balance exceeds INR 250.
 - If you have chosen to receive only E-statements, we will not send the hardcopy statement. We will send you a Welcome email to ensure that we have your correct email address before we start sending you any E-statements. If your E-statement cannot be delivered for 3 consecutive months, your email ID will be de-registered automatically and you will start receiving hardcopy statements. You can also check your statement on the Standard Chartered, India website if you have registered for E-statements. The E-statements will also be sent through E-mail.
- When you are deemed to have received statements we sent:** You will be deemed to have received all documents we send to the you (including the Card billing Statement and any message printing on the reverse of any Card billing statement); • on the day we hand over any document to a personal courier agency; or • on the expiration of the fourth day of posting the document by ordinary post and addressed to your address in India, which you last registered by you with us.
- Termination of Card:** You may at any time terminate your Card by informing us, either by calling our Helpline or in writing. Your notice will take effect once you have paid all charges due on your Card and destroyed your Card.
- Credit Limit:** Assignment of credit limit will be at the sole discretion of the bank. We will set a credit limit to your Card and have a right to reduce your total credit limit based on certain considerations (for instance, when you use your Card to withdraw cash on a frequent basis, when you purchase jewellery within 90 days of your Card set-up, if you pay irregularly, and if you frequently use of all of your available credit limit). We will inform you when we reduce your credit limit. Your available credit limit is calculated by deducting the amount you have used from your total credit limit. If you have taken a loan on your Card, your outstanding loan amount also be deducted from your total credit limit.
- Cash Advance Limit:** Your cash limit will be fixed at 10% of the total available credit limit on your Card.
- Information Sharing:** We provide details of credit facilities availed from us to Credit Information Companies (CIC) every month and these details are also sought by us from CIC to verify information viz various credit facilities availed by you from other financial institutions, repayment pattern, total outstanding, etc., which helps us to determine sanctioning of a new credit facility. The information reported by us includes over due amount irrespective of same being disputed or agreed to be settled at your end. On regularization of your account, the status of the same will be accordingly updated to CIC in the next monthly report. You may contact us for necessary guidance in obtaining your Credit Information Report from CIC. As per the Credit Information Companies (Regulation) Act 2005, we are authorized, without reference to you, to comply with any request and demand for any information from any authority under the law.
- Instance when you will be considered to be in default:** • If you do not pay us the Payment of Minimum Amount Due for 150 days, you will be classified as a defaulter. Note that the payment data is shared with Credit Information Companies on a monthly basis. This means that if you miss paying us the Minimum Amount Due even for a month, your default will be captured by Credit Information Companies and will be shared with the defaulter database maintained by Satyam. This could have adverse impact on your credit worthiness when you are applying for credit from other banks.

