

MOST IMPORTANT DOCUMENT

- 1. Payment of Credit card bills :** Payment of Credit card bills can be either through cheque, draft or cash payments at the SCB Branches or through ECS (Electronic Clearing Service) instruction. Payments can also be made by dropping a cheque or draft into any of the listed Cheque Collection Boxes. Cash can only be deposited at the Bank's branches during normal banking hours and should not be deposited in the Cheque Collection Box. Please refer to the list of Fees and Charges for Branch transaction fee. Cheques and drafts should be drawn in favour of your SCB Card no. xxxx xxxx xxxx xxxx (your 16 digit SCB card number). Cheques / drafts should be complete in all respects and any material alteration should be duly signed off. We request you to drop your payments in the Cheques Collection Box at least 3 days in advance of your Payment Due Date. This is to facilitate timely credit of the funds into your card account. Payment will be credited only post clearance of the cheque. In case the bank does not receive payment by the Payment Due Date, the Bank reserves the right to levy a Late Payment Charge. Payments can be made through the Electronic Clearing System in New Delhi, Kolkatta, Mumbai, Ahmedabad, Pune, Coimbatore, Chennai, Hyderabad and Bangalore. Responsibility is on the customer to ensure that the ECS is honoured.
- 2. Levy of Interest :** (Please note that monthly payments will be applied first towards meeting the old borrowing)

Option	How Interest will be levied	Example
If FULL payment of Total Outstanding is made every month before Payment Due Date	No Interest will be charged *	
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.	Previous Statement Date: 1 Aug, Statement Balance : Rs.10,000/- Payment Due Date: 18 Aug Transaction incurred on 15 Aug: Rs.3,000/ Payment: Rs 8,000/- received on 18 Aug Current Statement Date: 1 Sep, In this case, interest will be charged for Rs.10,000/- from 2 Aug till 17 Aug and the unpaid balance of Rs.2,000/- will attract interest from 18 Aug till 1 Sep. Interest will also be charged for Rs.3,000/- from 15 Aug to 1 Sep.
	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.	
If you usually make PARTIAL payment, but in the CURRENT month you have made the 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 Aug, Statement Balance: Rs.10,000/- Payment Due Date: 18 Aug Transaction incurred on 15 Aug: Rs.3,000/- Payment: Rs 8,000/- received on 18 Aug Current Statement Date: 1 Sep, In this case, interest will be charged for Rs.10,000/- from 2 Aug till 17 Aug and the unpaid balance of Rs.2,000/- will attract interest from 18 Aug till 1 Sep. Interest will also be charged for Rs.3,000/- from 15 Aug to 1 Sep.

*Does not include Cash transactions

[^]Interest debited in this case will be = $10,000 \times 3.1\% \times 13/31 = \text{Rs.130}$

- 3. Annualised Percentage Rate :** The monthly interest rate is annualized to arrive at the APR. Monthly interest rate of 3.1% p.m. applicable on both retail and cash transactions is annualized to APR of 37.20%. Effective 1st February 2009, cash interest rate will be revised to 3.49% p.m. (APR 41.88%). The interest rate for retail transactions is variable and will vary between 2.49% p.m. (APR 29.88%) and 3.49% p.m. (APR 41.88%). As and when the interest rate applicable to you is revised, it will be communicated to you on your statement. The APR will be assigned and reviewed every 3 months based on your card usage and re-payment behavior at the sole discretion of the Bank. The new APR will be communicated through your statement at the time of each revision and will be applicable for a period of 3 months from the date of revision. **If the payment is not made in full, even if the Minimum Amount Due (MAD) is paid by the due date, interest will still be charged on the Total Amount Due (TAD).**
- 4. Minimum Amount Due (MAD) :** The minimum amount due every month is 5% of the billed value or Rs.250 whichever is higher, unless there is a default on the payment. If there is a default or if the statement balance is less than Rs.250, the entire outstanding amount may have to be paid. In case, there is a loan taken on the card account, then the EMI of the loan would also be added to the above. Also, in case, there is an overlimit utilisation on the card account, the minimum payment due will be the sum of the above mentioned plus the overlimit amount. **If you spend Rs.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 flows allow you, do pay back substantially more than your minimum payment due.** * Credit cards are a credit mechanism for short term credit needs/every day spend categories. Should you have long term funding requirements, we do have a range of products for the same. Do call our helpline for further details.
- 5. Maximum interest-free period :** The Payment due date on the SCB card is 22 days (21 days in case the 22nd day is a Sunday) from the statement date for all cards. Thus there is an interest free Credit period ranging from 22-52 days. However for cash advances and revolving balances, interest is charged from the date of the transaction. The bank reserves the right to change this interest free period by giving prior notice.
- 6. Billing Disputes Resolution :** The dispute in billing has to be brought to the Bank's notice within 60 days from the date of receipt of the statement. A Dispute Declaration Form (DDF) or a signed letter from the customer is mandatory along with the required document, if any. The procedure for resolution differs on a case to case basis. Please contact the BankCard's Helpline Centre or visit the Bank's website at www.standardchartered.co.in for further details on the document required to take up the dispute and the procedure forthwith.
- 7. Add on Cards :** With respect to more than one Card being issued on an Account, the Holder of any additional Card on the account and the individual account holder authorising its issuance is jointly and severally bound by these Rules and Regulations and are jointly and severally liable for all charges, incurred by the use of the card/s
- 8. Reporting a lost or stolen card immediately :** If the card is lost or stolen within India, Cardholder should notify the nearest Customer Service Helpline immediately. If the card is lost while travelling overseas, Cardholder to notify either the Bank's Helpline or the Master Card /Visa Helpline. For full details please refer to the CardMember Rules and Regulations.
- 9. Lost Card Liability :** The CardMember will be liable for Charges incurred on the Card until the Bank's Card Service Centre in India or the Visa/MasterCard Global Emergency Assistance Helplines are intimated of the loss. The CardMember declares that if a card is reported lost, stolen or damaged and is subsequently found, the CardMember, shall be solely responsible for invalidating the card by destroying the same under intimation to the Bank.
- 10. Statement Issual :** Statements will be issued once every month for accounts with a balance of more than Rs.100/-. For accounts with a balance of less than Rs. 100/-, a statement will be issued when a new transaction reflects in the account. Also, in case a cardholder has a credit balance in his account, a statement will be issued to him only if his credit balance exceeds INR 250. E-statements will be sent in addition to the hardcopy statement. In case you have consented to receive only E statements, the physical/ hardcopy statement will not be sent. A Welcome email will be sent to you and post delivery confirmation, the Email Id will be registered in our records. The Bank will notify you via SMS in case of unsuccessful E-registration, delivery failure and de-registration. If for any reason your E-statement is undelivered for 3 consecutive months, your email ID will be de-registered automatically. The customer can also check his statement on the Standard

Chartered website if he has registered for NetBanking. Cardholders with address registered outside India will not receive any hardcopy statements.

- 11. Amendment in Card Rules and Regulations :** Rule 18(b) of the Card Rules and Regulations stands amended as follows: "18(b): All documents /correspondence sent by the Bank to the Cardmember including the Card billing Statement shall be deemed to have been sufficiently served if communicated by printing on the reverse of the Statement or delivered through personal courier or by ordinary post and addressed at the Cardmembers' address in India last registered by him with the Bank and such service shall be deemed to have been effected on the expiry of 4th day of posting of the Statement or Notice or handing over the same to the courier agency. In the event the Cardmember registers an address outside India, the Cardmember agrees that the Bank is not under any obligation to send him a Card Statement and that it shall be the responsibility of the Cardmember to ascertain from the Bank the amount due on his Card and pay the same prior to its respective due date." The statement will also be sent through E-mail(If the CardMember has registered for E-statements).
- 12. Termination :** The Account Holder may at any time terminate the Card Account by informing the Bank's Card Service Centres or the Bank, either telephonically or in writing. Such notice will take effect once the Card has been destroyed by the CardMember after payment of all charges due on his card and under intimation to the Bank's Card Service Centres or the Bank.
- 13. Credit Limit :** Credit limit will be set at the discretion of the bank. Available credit limit is calculated by deducting the utilised limit from the Total Credit Limit. In case the cardmember has availed of any loan within the credit limit on the card, the outstanding loan amount will also be deducted from the Total Credit Limit to arrive at the Available Credit limit. The Bank reserves the right to reduce your credit limit at its sole discretion based on certain conditions. Some of these are cash utilisation, jewelry purchases within 90 days of the card set-up, irregular repayment pattern and excessive limit utilisation. The Bank will communicate the reduction of credit limit as and when it is applicable.
- 14. Cash Advance Limit :** The Cash Advance Limit is not a fixed percentage of the credit limit, but is evaluated and reset monthly. For further details and charges on the same, please contact the card service helpline numbers.
- 15. Information Sharing :** As per the Rules & Regulations of the cardholder agreement Standard Chartered Bank is authorized to share all the information about Card members' accounts with its group companies or vendors whether based in India or offshore. The Bank is also authorized to disclose your details to Credit Information Bureau (India) Ltd (CIBIL) or any other agency as deemed necessary at its sole discretion, information about cardmembers, the credit facilities availed / to be availed, the obligations assumed / to be assumed by the cardholder in relation thereto, and default, if any, committed by the cardholder in discharge of such obligations. Further, as per the Credit Information Companies (Regulation) Act 2005, the bank is authorized, without reference to the cardmember, to comply with any request and demand for any information from any authority under the law. For the purpose of and in the course of providing services/certain services, the Bank is/may be required to engage the services of specialized and other service providers/agents. This is hereby taken as confirmation and agreement that the Bank may/would be required to furnish any information regarding your account to these service providers/agents.
- 16. Information on Default and Circumstances**
 - a) On Non Payment of minimum amount due** for 150 Days the cardholder will be classified as a defaulter. Please note that the payment data is shared with Credit Information Bureau (India) Ltd. (CIBIL) on a monthly basis, therefore payments missed even for a month will reflect in the data shared with CIBIL. The cardholder's default data will be shared with the defaulter database maintained by Satyam on non-payment of minimum amount due for 150 days.
 - b) Withdrawal of defaulter classification after settlement of dues :** Subject to payment of total outstandings and on request, the bank will remove the name from defaulters list / database within one month. However data shared with CIBIL will reflect the customers credit / payment history and cannot be withdrawn by the bank.
 - c) Recovery procedure in case of default :** Continuous reminder through letters, telecalling, SMS, email and any other communication medium and personal meetings if required.
 - d) The entire outstanding dues in the card account shall become payable in full by the card holder, his successors or assignees in the event of death, insolvency or winding of business of the card holder.**
- 17. Cross default :** The Customer expressly accepts that if the Customer fails to pay any monies when due or which may be declared due prior to the date when they would otherwise have become due or commits any other default under Agreement / applicable Rules and Regulations with the Bank under which the Customer is enjoying any financial / credit / other facility, then in such event, the Bank shall without prejudice to any of its specific rights under each Agreement or Rules and Regulations, be absolutely entitled to exercise all or any of its right as set out in this Rules and Regulations at the sole discretion of the Bank including (without limitation) cancellation of card limit / recalling of loan and declaration of amounts outstanding as immediately due and payable to the Bank. If the customer is at default in relation to any other unsecured facility availed of from the Bank, then the Card Limit is liable to be cancelled forthwith / loan facilities recalled and outstanding liable to be treated as due and payable immediately.
- 18. Cash-back policy :** As per Standard Chartered Bank's cashback policy, a customer can have only one cashback earning card from the Bank at any given point in time.
- 19. Grievance Escalation :** If you are not satisfied with the response that you have received, you can write in to Surajit Laha, Head Customer Care, Standard Chartered Bank, Customer Care Unit, Post Box 8888, Chennai 600 001. Ph: +91 9789027890 (8AM to 8PM), 7 days a week, Email address head.service@in.standardchartered.com.
- 20.** I agree to provide to the Bank such further documents as may be required by the Bank from time to time to comply with the Know Your Customer (KYC) requirements of the Reserve Bank of India and the Bank. The Bank reserves the right to recall the facility, enforce security and guarantees, if any and appropriate proceeds thereof towards the outstanding and recover the balance from you, if any or close the account in case the so required documents are not provided by you to the Bank.
- 21.** Notwithstanding anything contained herein, the facility is solely available at the Bank's sole discretion and therefore, are subject to cancellation and/or payable earlier on demand at any time by the Bank, in which case the customer shall repay the same forthwith to the Bank.

22. a. Please access <http://www.standardchartered.co.in> for reading the cardmember rules & regulations in any of the 14 regional languages.

- b.** 14 क्षेत्रीय भाषाओं में से किसी में भी कार्ड मेम्बर नियम व विनियमों को पढ़ने के लिए कृपया <http://www.standardchartered.co.in> पर लॉग ऑन करें.
- c.** 14 টি আঞ্চলিক ভাষা হতে কোনো একটি ভাষায় কার্ড মেম্বার নিয়ম ও কার্যবিধি পড়ার জন্য অনুগ্রহ করে <http://www.standardchartered.co.in> এ লগ ইন করুন।
- d.** कोणत्याही प्रादेशिक 14 भाषांमध्ये कार्ड मॅबर रूल्स आणि रेग्युलेशन्स (कार्ड सभासद नियम आणि नियमावली) वाचण्यासाठी कृपया <http://www.standardchartered.co.in> वर पहा
- e.** ಕಾರ್ಡ್ ಮೆಂಬರ್ ನಿಯಮಗಳನ್ನು ವ್ಯವಸ್ಥಾಪಕರು 14 ಪ್ರಾದೇಶಿಕ ಭಾಷೆಗಳಲ್ಲಿ ವಾಯಿಮಾಡುವುದು <http://www.standardchartered.co.in> ನಲ್ಲಿ ಪ್ರವೇಶಿಸಿ.
- f.** ১৪টা আঞ্চলিক ভাষারে যেকোনো একটি কার্ডমেম্বার নিয়ম আৰু বিনয়মসমূহ পঢ়িবৰ বাবে অনুগ্রহ কৰি চাওক <http://www.standardchartered.co.in>
- g.** ১৪ টি ভাষাৰে যি কোনো ভাষাত কাৰ্ডমেম্বাৰ নিয়ম ও কাৰ্যবিধি পঢ়াৰ জন্য অনুগ্রহ ক'ৰে <http://www.standardchartered.co.in>
- h.** ಯಾವುದೇ 14 ಭಾಷೆಗಳಲ್ಲಿ ಕಾರ್ಡ್ ಮೆಂಬರ್ ನಿಯಮ ಮತ್ತು ನಿಬಂಧನೆಗಳನ್ನು ಓದಲು ದಯವಿಟ್ಟು <http://www.standardchartered.co.in> ಲಗ್ನಿನ್ ಮಾಡಿ.
- i.** ಕಾರ್ಡ್ ಮೆಂಬರ್ ನಿಯಮಗಳನ್ನು 14 ಪ್ರಾದೇಶಿಕ ಭಾಷೆಗಳಲ್ಲಿ ವಾಯಿಮಾಡುವುದು <http://www.standardchartered.co.in> ನಲ್ಲಿ ಪ್ರವೇಶಿಸಿ.
- j.** ১৪-টি আঞ্চলিক ভাষার যেকোন ভাষাতে কার্ডমেম্বার নিয়ম ও কার্যবিধি পড়ার জন্য অনুগ্রহ ক'রে <http://www.standardchartered.co.in> দেখুন।
- l.** ಕೃಪಾ ಕರಿ ೧೪ ಪ್ರಾದೇಶಿಕ ಭಾಷೆಗಳಲ್ಲಿ ಯಾವುದೇ ಭಾಷೆಯಲ್ಲಿ ಕಾರ್ಡ್ ಮೆಂಬರ್ ನಿಯಮ ಅಥವಾ ನಿಯಮಗಳನ್ನು ವಾಚನ ಮಾಡಿ <http://www.standardchartered.co.in> ನಲ್ಲಿ ಪ್ರವೇಶಿಸಿ.
- m.** کسی سے کسی علاقائی زبانوں میں سے کسی ایک زبان میں قوانین و ضوابط کو پڑھنے کیلئے <http://www.standardchartered.co.in>
- n.** ۱۴-تہ علاقائی زبانوں میں سے کسی ایک زبان میں قوانین و ضوابط کو پڑھنے کیلئے <http://www.standardchartered.co.in>