

MOST IMPORTANT TERMS AND CONDITIONS (MITC) *Dhi CUB CREDIT CARD*

CONTACT

*City Union Bank Ltd. 63-A, II Floor,
C P Ramaswami Road,
Abiramapuram,
Chennai- 600 018*

1800-309-1442

cubdhicreditcards@cityunionbank.in

Dear Cardholder,

These Most Important Terms and Conditions govern the relationship between City Union Bank (“CUB”) (including but not limited to its affiliates, successors, assigns, administrators, liquidators and its program manager for credit cards – 42 Card Solutions Pvt Ltd. (“42CS”)), outsource vendor on the one side (collectively referred to as “We”, “Our” or “Us”) and the Cardholder whose name appears on the Credit Card (referred to as “Primary Cardholder”, “You” or “Your”). The “Most Important Terms and Conditions (MITC)” are to be read along with the Card Member Agreement of CUB for complete understanding. The MITC are subject to revision at the sole discretion of the Bank.

(a) DEFINITIONS

Defined Term	Description
Annual Fees	A fixed annual fee that We charge to Your Account upon issuance and every subsequent anniversary.
Credit Card	The Credit Card issued to You by Us which enables You to pay for goods & services at participating merchant establishments and perform Cash Advance Transactions at participating merchant establishments and automated teller machines.
Credit Card Account	Any account maintained by Us in connection with the Credit Card.
Cash Advance Transaction	Any cash withdrawal made by You using the Card at any automated teller machine or counter of a bank / third party.
Cash Advance Fees	A fee that is debited to the Credit Card Account if You or Add-on Cardholder performs a Cash Advance Transaction.
Cash Limit	A percentage of the Credit Limit on the Credit Card Account that can be used to perform Cash Advance Transactions and determined at Our sole discretion.
Credit Card Statement	A monthly record of all transactions performed by You using the Credit Card including but not limited to the purchase of goods & services, Cash Advance Transactions, fees & charges, other debits & credits under this terms and conditions.
Credit Limit	The maximum indebtedness that can be incurred at any point in time by You and Your Add-on Cardholders on the Credit Card Account as determined at Our sole discretion.
Finance Charge	An interest charge that is debited to Your Credit Card Account if You fail to pay the rolled over balance amount due fully repaid or if You perform a Cash Advance Transaction.
GST	The Goods & Services Tax levied by the Government of India.

Interest Free Credit Period

The period of time from the Transaction date to the Payment Due Date for that Transaction (see illustration of Interest Free Credit Period below). You may pay the Total Amount Due during this period to avoid payment of Finance Charges. Please note, however, that this does not apply to Cash Advance Transactions. For Cash Advance Transactions, Finance Charges apply from the date of transaction till the date of payment in full. The Interest Free Credit Period is suspended if any balance from the previous month's Credit Card Statement is still unpaid. See illustration below for Interest Free Credit Period.

The Interest Free Credit Period can range from 20 to 50 days, depending on the date of transaction.

For a Credit Card Statement for the period from March 20th to April 20th, the Payment Due Date would be May 10th. Assuming that You have paid your Total Amount Due of the previous month's Credit Card Statement by the Payment Due Date, the Interest Free Credit Period would be:

1. For a purchase made on March 21st, the Interest Free Credit Period would extend from March 21st to May 10th i.e., a total of 50 days.
2. For a purchase made on April 15th, the Interest Free Credit Period would extend from April 15th to May 10th i.e., a total of 25 days.

Thus, the Interest Free Credit Period can vary depending upon the date of the purchase transaction. However, if the Total Amount Due of the previous month's Credit Card Statement is not paid by the Payment Due Date, then the Interest Free Credit Period will be lost and You will not be entitled to any Interest Free Credit Period.

For Cash Advance Transactions, Finance Charge is applicable from the date of transaction until the date of payment. To be eligible for Interest Free Credit Period, You must pay the Total Amount Due plus all accrued Finance Charges and other charges in full even before Your Credit Card Statement date.

Please note that the Total Amount Due represents the amount due from You as on the Credit Card Statement date. If You have not paid the Total Amount Due of Your previous Credit Card Statement then You will be levied Finance Charge in your next Credit Card Statement unless You pay the Total Amount Due on the Credit Card Statement Date itself without waiting for the Payment Due Date (see illustration below).

Late Payment Fees	A charge debited to Your Credit Card Account if the Minimum Amount Due is not paid on or before the Payment Due Date.
Minimum Amount Due	The amount shown on the monthly Credit Card Statement for a Credit Card Account as the minimum amount that needs to be paid by You to avoid becoming overdue. The Minimum Amount Due will be 10% of Your Total Amount plus any amounts that are overdue. If Your Total Amount Due exceeds Your Credit Limit, the Minimum Amount Due will be 10% of Your Credit Limit plus the amount by which Your Total Amount Due exceeds the Credit Limit. Making only the minimum payment every month would result in the repayment stretching over months/years with consequential compounded interest payment on your outstanding balance.
One-Time Password (“OTP”)	A password consisting of 4 to 6 digits that We will share with You by sending an SMS to Your registered mobile phone or by sending You an email as per Your contact information in Our records. This password is for one-time use either for authenticating You, Your Add-on Cardholder or to enable You to perform a Transaction on Your Credit Card.
Overlimit Fees	A fee that is debited to Your Credit Card Account if the Total Amount Due on Statement date exceeds the Credit Limit assigned by Us to Your Credit Card Account.
Payment Due Date	The date shown on the monthly Credit Card Statement as the due date for the payment and by which date cleared funds should be received by Us to avoid levy of interest and/or late payment fees and/or suspension of the Credit Card.
PIN	The personal identification number consisting of 4 digits that is given to You and Your Add-on Cards for use of the Credit Card at a point of sale and / or at an automated teller machine.
SMS	Short Message Service provided through mobile telecom companies

Add-on Cardholder	Someone other than You in whose name a Credit Card is issued by Us on Your instructions under Your Credit Card Account and under Your responsibility. The Dhi CUB Add-on Credit Card (“Add-on Credit Card”) features will be same as the primary Dhi CUB Credit Card. The Primary Cardholder is liable for all spends and transactions done by Add- on Cardholder and such spends will be part of the Primary Cardholder’s monthly statement. Maximum of 5 Add-on cards canbe issued for every eligible Primary Cardholder. The Add-onCardholder will be bound by the Terms & Conditions of theCardmember Agreement and the Most Important Terms & Condition executed between the Primary Credit Card holder and City Union Bank Limited.
Total Amount Due	The total amount due from You to Us as on each Statement date representing any dues from the previous Statement and the sum of all debit and credit Transactions posted to Your CreditCard Account in the current Statement.
Transaction	Any payment made for goods & services or Cash Advance Transactions made using the Credit Card.
Unauthorized Transaction	Any Transaction made without Your permission or the permission of the Add-on Cardholder.

(b) FEES & CHARGES

Fees and charges levied by Us will be as per the table below. Other than the fees and charges below We will not charge You any other fees or charges. We may change these fees and charges, but We will give You at least 30 days prior notice before We make any changes.

Fees & Charges Type	Amount / Value
Annual Fees	No annual fee and joining fee.
Add-on Card Annual Fees	No annual fee.
Late Payment Fees – this is levied if at least the Minimum Amount Due is not received on or before the Payment Due Date. It can occur only once during a Credit Card Statement cycle	Rs. 500/-

<p>Cash Advance Fees – this is levied for any Cash Advance Transaction performed by You</p>	<p>5% of cash advance or Rs. 500, whichever is higher.</p>
<p>Finance Charge (APR) Interest will be charged:</p> <ul style="list-style-type: none"> - If the Total Amount Due is not paid by the Payment Due Date, interest will be charged on the Total Amount Due or till the rolled over balance is fully repaid and on all new transactions (from the transaction date) till such time as the previous outstanding amounts are paid in full. - On all Cash Advance Transactions from the date of the withdrawal until the date of payment. - Will continue to be payable even after the closure of the Credit Card Account, till the outstanding on the Credit Card is paid in full. 	<p>Daily finance charge of up to 0.09833333% (equivalent to 2.95% monthly finance rate for a 30-day month or an APR of 35.40%) for:</p> <ul style="list-style-type: none"> ➤ Revolving credit ➤ Cash Advances ➤ Overdue Interest ➤ Charges in case of default
<p>Finance (Interest) charges applicable</p>	<p>Delayed payments:</p> <p>If the credit card holder fails to pay the total outstanding balance by the due date indicated on the Credit card statement, the Bank will apply interest on the unpaid amount.</p> <p>Minimum payment only:</p> <p>Making only the minimum payment instead of paying the full outstanding balance results in the remaining balance subject to interest charges.</p> <p>Partial payment:</p> <p>When the credit card holder pays an amount less than the total outstanding due, the remaining balance will be subjected to interest charges.</p> <p>Cash advances:</p> <p>Using the credit card to withdraw cash from an ATM incurs immediate interest charges, often at higher</p>

	<p>rates than regular transactions, from the date of cash withdrawal till the full repayment.</p> <p>Carrying forward balances:</p> <p>If credit card holder carries over an unpaid balance from the previous billing cycle, interest will apply to this carried-over amount till the full amount is paid.</p>
<p>Overlimit Fees – this is levied if Your Credit Card Account exceeds Your Credit Limit at any point during the Credit Card Statement cycle. It can occur only once during a Credit Card Statement cycle</p>	Rs. 500/-
<p>Foreign Currency Surcharge – this is levied for any Transaction that is carried out by Primary Cardholder or Add-on Cardholder, not in Indian rupees</p>	2.5% of the value of the foreign currency transaction after conversion to Indian Rupees using card association's currency conversion at transaction point.
<p>Return Payment Charge – this is levied if any payment made by You is returned unpaid</p>	2.5% of the value of the returned payment.
E-Statements	Nil
Physical Statement	Rs. 50/-
GST	Statutorily applicable rate which currently stands at 18% (applicable on all fees, interest & any other charges).
<p>Card Replacement Fee – this is levied if Your Credit Card or Your Add-on Cardholder's Credit Card needs to be replaced due to loss or theft</p>	Rs. 500/-
Surcharge on Rental Payments	A surcharge of 1% of the transaction amount shall be levied on rental payments. GST and/or other govt taxes, if any, shall be applicable on surcharge. Further, not more than 40% of the credit limit on Your card can be used for rental payments in

	a calendar month.
Fuel Surcharge Waiver	Fuel surcharge waiver will be limited to Rs 40,000 in a calendar month with no single transaction being over Rs. 8,000. While You may undertake fuel transactions over and above the limits specified above, no surcharge waiver shall be applicable.
Other Applicable Taxes including Tax Collection at Source ("TCS") or Tax Deduction at Source ("TDS")	Any tax / TCS / TDS levied by the competent authorities will be levied as per prevailing rate on all applicable transactions, with or without prior notice. While authorizing such transactions, You must ensure availability of sufficient funds for the transaction, including the amount of tax / TCS / TDS due.

ILLUSTRATION OF INTEREST AND LATE PAYMENT FEE COMPUTATION

See below an example of Finance Charge and Late Payment Fee computation. This example assumes that the Opening Balance was nil, the Credit Limit is Rs.30,000, and the Credit Card Statement is generated on the 20th of each month:

Date	Transaction																				
May 10, 2022	Purchase of goods at merchant for Rs.20,000																				
May 20, 2022	<p>Credit Card Statement will be generated with the following:</p> <table border="0"> <tr> <td>Opening Balance:</td> <td>Rs.0</td> </tr> <tr> <td>New purchases:</td> <td>Rs.20,000</td> </tr> <tr> <td>Payments & other credits:</td> <td>(Rs.0)</td> </tr> <tr> <td>Finance Charge:</td> <td>Rs.0</td> </tr> <tr> <td>Late Payment Fee:</td> <td>Rs.0</td> </tr> <tr> <td>Overlimit Fee:</td> <td>Rs.0</td> </tr> <tr> <td>GST on fees & charges at 18%:</td> <td>Rs.0</td> </tr> <tr> <td>Total Amount Due:</td> <td>Rs.20,000</td> </tr> <tr> <td>Minimum Amount Due:</td> <td>Rs.2,000</td> </tr> <tr> <td>Payment Due Date:</td> <td>June 9, 2022</td> </tr> </table> <p>(Since the Credit Card Account is within the Credit Limit on Credit Card Statement Date, the Minimum Amount Due will be 10% of the Total Amount Due)</p>	Opening Balance:	Rs.0	New purchases:	Rs.20,000	Payments & other credits:	(Rs.0)	Finance Charge:	Rs.0	Late Payment Fee:	Rs.0	Overlimit Fee:	Rs.0	GST on fees & charges at 18%:	Rs.0	Total Amount Due:	Rs.20,000	Minimum Amount Due:	Rs.2,000	Payment Due Date:	June 9, 2022
Opening Balance:	Rs.0																				
New purchases:	Rs.20,000																				
Payments & other credits:	(Rs.0)																				
Finance Charge:	Rs.0																				
Late Payment Fee:	Rs.0																				
Overlimit Fee:	Rs.0																				
GST on fees & charges at 18%:	Rs.0																				
Total Amount Due:	Rs.20,000																				
Minimum Amount Due:	Rs.2,000																				
Payment Due Date:	June 9, 2022																				
June 10, 2022	<p>Purchase of fuel for Rs.10,000*</p> <p>*This transaction will carry a surcharge of 1% during settlement and, hence, the Credit Card Account will be overlimit. Please note that this example is just for illustration of overlimit fees. You should manage their Credit Limit with care.</p>																				
June 12, 2022	Payment received of Rs.5,000																				
June 20, 2022	<p>Finance Charge of Rs.845.66 is computed as below:</p> <p>Rs.20,000 from May 10 to June 11 (32 days) at 2.95%/30 per day = Rs.629.33 (This is the Opening Balance which was not paid in full before the Payment Due Date; Finance Charge is computed on this amount from date of transaction to the date of receipt of payment)</p> <p>Rs.15,000 from June 12 to June 19 (8 days) at 2.95%/30 per day = Rs.118.00 (This is the Opening Balance less the payment received; Finance Charge is computed on this amount from date of receipt of payment to statement date)</p> <p>Rs.10,000 from June 10 to June 19 (10 days) at 2.95%/30 per day = Rs.98.33 (This is the new purchase made on June 10; Finance Charge is computed on this amount from transaction date to</p>																				

	statement date)																				
June 20, 2022	Late Payment Fee of Rs.500 will be levied as Minimum Amount Due was not received before the Payment Due Date of June 9, 2022																				
June 20, 2022	Overlimit Fee of Rs.500 will be levied as the Credit Card Account was over the Credit Limit from June 10, 2022 (when the purchase was approved) till June 12, 2022 (when the partial payment was received)																				
June 20, 2022	<p>Credit Card Statement will be generated with the following:</p> <table> <tr> <td>Opening Balance:</td> <td>Rs.20,000</td> </tr> <tr> <td>New purchases:</td> <td>Rs.10,000</td> </tr> <tr> <td>Payments & other credits:</td> <td>(Rs.5,000)</td> </tr> <tr> <td>Finance Charge:</td> <td>Rs.845.66</td> </tr> <tr> <td>Late Payment Fee:</td> <td>Rs.500</td> </tr> <tr> <td>Overlimit Fee:</td> <td>Rs.500</td> </tr> <tr> <td>GST on fees & charges at 18%:</td> <td>Rs.332.21</td> </tr> <tr> <td>Total Amount Due:</td> <td>Rs.27,177.87</td> </tr> <tr> <td>Minimum Amount Due:</td> <td>Rs.4,677.87</td> </tr> <tr> <td>Payment Due Date:</td> <td>July 10, 2022</td> </tr> </table> <p>(Since the Credit Card Account is over the Credit Limit on statement date, the Minimum Amount Due will be 10% of the Credit Limit plus the amount by which the Total Amount Due exceeds the Credit Limit)</p>	Opening Balance:	Rs.20,000	New purchases:	Rs.10,000	Payments & other credits:	(Rs.5,000)	Finance Charge:	Rs.845.66	Late Payment Fee:	Rs.500	Overlimit Fee:	Rs.500	GST on fees & charges at 18%:	Rs.332.21	Total Amount Due:	Rs.27,177.87	Minimum Amount Due:	Rs.4,677.87	Payment Due Date:	July 10, 2022
Opening Balance:	Rs.20,000																				
New purchases:	Rs.10,000																				
Payments & other credits:	(Rs.5,000)																				
Finance Charge:	Rs.845.66																				
Late Payment Fee:	Rs.500																				
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GST on fees & charges at 18%:	Rs.332.21																				
Total Amount Due:	Rs.27,177.87																				
Minimum Amount Due:	Rs.4,677.87																				
Payment Due Date:	July 10, 2022																				

ILLUSTRATION OF TOTAL AMOUNT DUE FOR CUSTOMER CHARGED WITH INTEREST IN THE STATEMENT (TOTAL AMOUNT DUE IF THE CUSTOMER DOES NOT WANT ANY MORE FINANCE CHARGE LEVIED)

Date	Transaction																		
	<p>In the illustration above, if the customer wants to clear all dues and get back to Interest Free Credit Period.</p> <p>We are assuming that the customer makes the Minimum Amount Due on the Payment Due Date.</p>																		
<p>June 20- July 20 Credit Card Statement</p>	<table> <tr> <td>Opening Balance</td> <td>Rs.27,177.87</td> </tr> <tr> <td>New Purchases (July 1)</td> <td>Rs.500.00</td> </tr> <tr> <td>Payments & Other Credits (July 5)</td> <td>Rs.(4,677.87)</td> </tr> <tr> <td>Finance Charge</td> <td>Rs.742.09</td> </tr> <tr> <td>Late Payment Fee</td> <td>-</td> </tr> <tr> <td>Overlimit Fee</td> <td>-</td> </tr> <tr> <td>GST on Fees & Other Charges at 18%</td> <td>Rs.133.58</td> </tr> <tr> <td>Total Amount Due</td> <td>Rs.23,875.67</td> </tr> <tr> <td>Minimum Amount Due</td> <td>Rs.2,387.57</td> </tr> </table>	Opening Balance	Rs.27,177.87	New Purchases (July 1)	Rs.500.00	Payments & Other Credits (July 5)	Rs.(4,677.87)	Finance Charge	Rs.742.09	Late Payment Fee	-	Overlimit Fee	-	GST on Fees & Other Charges at 18%	Rs.133.58	Total Amount Due	Rs.23,875.67	Minimum Amount Due	Rs.2,387.57
Opening Balance	Rs.27,177.87																		
New Purchases (July 1)	Rs.500.00																		
Payments & Other Credits (July 5)	Rs.(4,677.87)																		
Finance Charge	Rs.742.09																		
Late Payment Fee	-																		
Overlimit Fee	-																		
GST on Fees & Other Charges at 18%	Rs.133.58																		
Total Amount Due	Rs.23,875.67																		
Minimum Amount Due	Rs.2,387.57																		
	<p>Since this customer has rollover balance from the previous statement, there will be Finance Charge levied till the Total Amount Due is paid in full. The following illustration explains the scenarios. The Credit Card Statement date is July 20th. The three scenarios are where the customer makes the payment on:</p> <ul style="list-style-type: none"> • the Credit Card Statement date itself i.e., on July 20th • between the Credit Card Statement Date and if actually paid on say, Aug 1st • the Payment Due Date i.e., on Aug 10th <p>The example illustrates the amount that must be paid on each of these days. The difference comes about because there is Finance Charge payable for the period from the Credit Card Statement Date till the actual payment of the Total Amount Due.</p>																		
<p>If payment made on July 20</p>	<p>If the customer pays the Total Amount Due of Rs. 23,875.67 on the Credit Card Statement Date of July 20 itself, there will be no Finance Charge levied on the Aug 20 Credit Card Statement as there are no interest accrual days for the amount.</p>																		
<p>If payment made on Aug 1</p>	<p>If the payment is made on, for example, Aug 1, there are an additional 12 days of Finance Charge on the Total Amount Due at the daily rate of 0.098333%.</p> <table> <tr> <td>• Total Amount Due as of July 20:</td> <td>Rs.23,875.67</td> </tr> <tr> <td>• Finance Charge for 12 days:</td> <td>Rs. 281.73</td> </tr> <tr> <td>• Amount to be paid clear off all dues:</td> <td>Rs. 24,157.40</td> </tr> </table>	• Total Amount Due as of July 20:	Rs.23,875.67	• Finance Charge for 12 days:	Rs. 281.73	• Amount to be paid clear off all dues:	Rs. 24,157.40												
• Total Amount Due as of July 20:	Rs.23,875.67																		
• Finance Charge for 12 days:	Rs. 281.73																		
• Amount to be paid clear off all dues:	Rs. 24,157.40																		

If payment made on Aug 10	<p>If the payment is made on the Payment Due Date, i.e., Aug 10, there are an additional 21 days of Finance Charge on the Total Amount Due at the daily rate of 0.098333%.</p> <ul style="list-style-type: none"> • Total Amount Due as of July 20: Rs.23,875.67 • Finance Charge for 21 days: Rs. 493.03 • Amount to be paid clear off all dues: Rs. 24,368.70
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ILLUSTRATION OF INTEREST FREE CREDIT PERIOD:

Date	Transaction
April 20, 2022	<p>Your Credit Card Statement is generated with following details:</p> <ul style="list-style-type: none"> • Total Amount Due Rs.10,000 • Minimum Amount Due Rs.1,000 • Payment Due Date May 10, 2022 <p>This means that if You pay Rs.10,000 on or before May 10, 2022, then no Finance Charge (or interest) will be charged in the next Credit Card Statement. If, however, You pay anything less than Rs.10,000, then You will be levied a Finance Charge in Your next Credit Card Statement</p>
April 21, 2022	<p>You purchase goods at merchant for Rs.5,000. This transaction will only appear on Your next Credit Card Statement</p>
May 10, 2022	<p>You pay the Total Amount Due of Rs.10,000 based on the Credit Card Statement generated on April 20, 2022</p>
May 21, 2022	<p>Your next Credit Card Statement is generated with the following details:</p> <ul style="list-style-type: none"> • Total Amount Due Rs.5,000 • Minimum Amount Due Rs.500 • Payment Due Date June 10, 2022 <p>The Total Amount Due of Rs.5,000 represents the purchase made on April 21, 2022, as the Total Amount Due of Rs.10,000 on Your Credit Card Statement dated April 20, 2022, has been paid in full on or before due date. There will be no Finance Charge on this Credit Card Statement as You have paid the Total Amount Due of Your April 20, 2022, Credit Card Statement on the Payment Due Date.</p>

June 10, 2022	<p>You pay the Total Amount Due of Rs.5,000 based on the Credit Card Statement generated on May 21, 2022.</p> <p>This effectively means that for the purchase You made on April 21, 2022,</p> <p>a) You did not pay any Finance Charge and</p> <p>b) You enjoyed an Interest Free Credit Period of 50 days which is the difference in days from the date of this purchase (April 21, 2022) to the Payment Due Date (June 10, 2022) of the same purchase.</p>
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(c) CREDIT LIMITS

Communication of Credit Limit and Cash Limit and Available Credit Limit and Available Cash Limit to You	<p>Credit Limits and Cash Limits will be communicated to You by Us when the Credit Card is issued and on the monthly Credit Card Statement. The available Credit Limit and Available Cash Limit in Your Credit Card Account gets updated every time a Transaction or Cash Advance is performed or refunded, a payment is posted, or any fee and charges are posted or reversed from Your Credit Card Account. You can find Your Available Credit Limit and Available Cash Limit at any point in time by contacting Us. All communication for the Add-on Credit Card will be sent to the Primary Cardholder. The Add-on Credit Card will share the credit limit of the Primary Cardholder. However, the Primary Cardholder may set up a separate limit for the Add-on Credit Card and this limit will be refreshed on each statement date. (Please refer to Annexure 3 for Our contact information).</p>
Changes to Credit Limit and Cash Limit	<p>Credit Limits and Cash Limits will be determined at Our sole discretion.</p> <p>We may change the Credit Limit and / or Cash Limit at any time and without any prior notification to You. However, such changes will be communicated by SMS or email soon after the revision.</p>

(d) STATEMENTS & DISPUTES

Communication of Statements to You	<p>Monthly Credit Card Statements will be sent by email to You at the email address provided by You. You may request a printed statement by post. Credit Card Statements will be generated 20 days prior to Your Payment Due Date.</p>
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Statement disputes	If You do not recognize any Transaction on Your Statement, You should raise a dispute by calling or emailing Us at the number(s) / email address provided for the same in this terms and conditions. This should be done within 15 days from the Statement date.
Dispute process	Once You raise a dispute, pending further investigation into the dispute, We may reverse any disputed transactions from Your Credit Card Account or post a temporary credit for the same. If the investigation determines that You are liable for the disputed transaction, We will reinstate all the transactions in Your Credit Card Account. We will provide You with documents pertaining to the disputed transactions within 15 days from date You raise a dispute subject to the operating guidelines of the card association.
Transactions performed by Add-on Cardholder	You will be responsible for payment for all Transactions performed by any Add-on Cardholder under Your Credit Card Account. The Primary Card holder is liable for all spends and transactions done by Add-on Credit Card holder and such spends will be part of the Primary Card holder's monthly statement.
Complete Postal Address of Card Issuer	City Union Bank Ltd, No. 63-A, 2nd Floor, C.P. Ramaswami Road, Abiramapuram, Chennai - 600 018

(e) CREDIT CARD PAYMENTS

Credit Card payment channels	<p>You have the following channels using which You may make payments to Your Credit Card Account:</p> <ol style="list-style-type: none"> 1. Account transfer using the internet banking facility, mobile app or automated teller machine of CUB. 2. NEFT funds transfer from another bank using IFSC code CIUB0CMS001. 3. Unified Payment Interface ("UPI") transfer using any UPI app and QR code. <p>Cardholders are advised to exercise due caution and refrain from making payments through modes other than those authorised by the Bank. If any such payments are made, Bank cannot be held responsible.</p>
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Credit Card payment posting	<p>We will credit Your Credit Card Account only when we receive cleared funds from Your payment.</p> <p>Payments made towards Your Credit Card Statement are acknowledged in subsequent Statements.</p>
Payment posting hierarchy	<p>Payments received from You are adjusted against Your dues in the following order:</p> <ol style="list-style-type: none"> 1. Taxes. 2. Fees and charges. 3. Finance charges. 4. Cash Advance Transactions. 5. Purchase of goods and services.

(f) RIGHT OF SET OFF

We may at any time and without any prior notice to You, set-off any balances due from You on Your Credit Card from any deposit account maintained by You with CUB in Your name or in the name of Your Add-on Cardholder.

(g) DEFAULT & CIRCUMSTANCES

Contact with You	<p>If You fail to pay Your Credit Card dues to Us, we will remind You by using the following channels:</p> <ol style="list-style-type: none"> 1. SMS to Your mobile phone as per Our records. 2. Emails. to Your email address as per Our records. 3. Letters sent by post to Your mailing / permanent address. 4. Outbound phone calls from Our collection center or collection center of any collection agency engaged by Us for following up with You. 5. Visit to Your place of residence or place of work. <p>We may contact Your existing or previous Add-on Cardholder if we are unable to establish contact with You.</p>
Code of conduct	<p>We will adhere to the code of conduct for ethical collection of debt and will procure the same from any collection agencies engaged by Us.</p>

Blocking in case of payments overdue

Your Credit Card and any Credit Cards issued to Your Add-on Cardholders will be suspended if any payment is overdue for 14 days or more from the Payment Due Date printed on Your Credit Card Statement.

You will need to pay the overdue amount so that You and Your Add-on Cardholders are able to perform transactions on the Credit Cards. We may change this period of 14 days for suspension of Your Card for non-payment at our sole discretion and without any prior notice to You.

If You have not paid the Minimum Amount Due on Your Credit Card Statement that was issued three months ago in full (i.e., Your Credit Card Account is 60 days past due), Your Credit Card Account will be permanently blocked.

We may change this period of 3 months for permanently blocking Your Card for non-payment at our sole discretion and without any prior notice to You. Any reinstatement of Your Credit Card Account after it is permanently blocked will be at Our sole discretion and upon payment of the entire overdue amount.

Even if Your Credit Card Account is permanently blocked You will be liable for payment of the outstanding balance including any future Finance Charges and other fees / charges that may be levied as per these terms and conditions.

In the event You repay Your outstanding balance in full, and We decline to reinstate your permanently blocked Credit Card Account, we may close Your Credit Card Account as provided under section (h) – “Permanent Termination by Us” of these terms and conditions.

<p>Recovery of dues in case of Your default/death / insolvency / disability</p>	<p>We will suspend Your Credit Card and any Add-on Credit Cards if</p> <ol style="list-style-type: none"> 1. In case of You default in making payments 2. We receive notice of Your death, permanent disability, or insolvency. <p>In such an event, further transactions in the credit card account will not be allowed and the entire balance outstanding on Your Credit Card will become due immediately. We will have the right to recover the dues in accordance with relevant laws, including from Your other existing accounts with the bank and in case of Your death, from your heirs, executors, or administrators.</p> <p>The Add-on Credit Card will be blocked if the Primary Cardholder's account is blocked for any reason including (but not limited to) delay in making a payment, need for additional KYC, adverse credit bureau reports, death / disability / insolvency of the Primary Cardholder. The Add-on Cardholder will be jointly and severally liable for all spend performed on his / her Add-on Credit Card in the event of the death, disability or insolvency of the Primary Cardholder.</p>
<p>Recovery procedure in case of Overdue / Default</p>	<p>In the event of default, You will be sent reminders from time to time for settlement of any outstanding on the Credit Card Account, by phone, e-mail, SMS and/or engage third parties to remind, follow up and collect dues. Any third party appointed, shall adhere fully to the code of conduct on debt collection. It will be done as per Our approved Board Policy.</p> <p>We may initiate either transactions blocking and / or card blocking as suitable measure in case the card outstanding is overdue and not paid on or before Payment Due Date.</p> <p>If Your Credit Card Account is secured with a lien marking of a fixed deposit with Us, we may liquidate the fixed deposit if the Credit Card Account is overdue for more than 30 days.</p>
<p>Available insurance cover, if any, for You and date of activation of policy including nomination details</p>	<p>Currently not applicable</p>

(h) TERMINATION

<p>Permanent Termination by Us</p>	<p>We may permanently terminate Your privileges as a Cardholder if:</p> <ol style="list-style-type: none">1. You fail to adhere to the terms and conditions.2. You do not comply with any laws and regulations including any exchange control regulations.3. You use or attempt to use the card at prohibited merchants including lottery, gambling, foreign exchange trading, pornography or in prohibited countries.4. We are repeatedly unable to contact You.5. We are unable to obtain any documents required from You for continued operation of Your Credit Card Account as required by applicable regulations.6. You or Your Add-on Cardholder attempts to defraud Us.7. You are a merchant, and You use Your Credit Card at Your merchant establishment's point of sale for unusual amounts that are out of pattern for transactions at Your merchant establishment. <p>If We permanently terminate Your Credit Card, You will continue to be liable to repay all the dues on Your Credit Card Account.</p>
<p>Surrender/Termination by You</p>	<p>You may surrender / terminate Your Credit Card by contacting Us at the contact details provided in this terms and conditions.</p> <p>If You surrender / terminate Your Credit Card,</p> <ol style="list-style-type: none">1. You will continue to be liable to repay all the dues on Your Credit Card Account.2. We will not be liable to refund any unused portion of Your Annual Fee or Your Add-on Card's Annual Fee, if any.
<p>Procedure for closure of card account if the card has not been used for more than one year</p>	<p>If a Credit Card has not been used for a period of more than one year, the process to close the card will be initiated after intimating You. If no reply is received from You, within a period of 30 days, the Credit Card Account will be closed by Us, subject to payment of all dues by You.</p> <p>Subsequent to the closure of Credit Card Account, You will be immediately notified about the closure through email or SMS.</p>

(i) LOSS / THEFT / DAMAGE / COMPROMISE OF CREDIT CARD

<p>Reporting of loss / theft of Credit Card</p>	<p>You must call Us at the phone number provided in this terms and conditions immediately if Your Credit Card or Your Add-on Cardholder's Credit Card is lost, stolen, misplaced, damaged or is being used for Unauthorized Transactions.</p> <p>If a Credit Card reported as lost, stolen, misplaced, damaged or as being used for Unauthorized Transactions, it should not be used subsequently.</p>
<p>Liability for lost / stolen card</p>	<p>You will be liable for any Unauthorized Transactions that are performed using Your lost / stolen Credit Card or lost / stolen Add-on Credit Card up to the point at which You reported the loss or theft to Us. After the receipt of proper notification of the loss by the Bank, the Cardmember's subsequent liability is zero. In addition to notifying the Bank about the loss or theft of the Card, the Cardmember must report any theft of cards to the Police and lodge a Police Complaint / FIR (within a reasonable time) and provide a copy of the said FIR / Police complaint to the Bank if so, required by the Bank.</p> <p>We will be liable for any Unauthorized Transactions that are performed using Your lost / stolen Credit Card or lost / stolen Add-on Credit Card after You report the loss or theft to Us.</p> <p>You will be liable for any Unauthorized Transactions where You or Your Add-on Cardholder shared the PIN or OTP with a third party.</p> <p>Credit Card Transactions in India require You to input a PIN / OTP on the merchant's device at their point of sale or on their website / mobile app. For certain Credit Card Transactions, You may be able to tap the Credit Card near the merchant's device to use the contactless feature which may or may not require You to input a PIN. A PIN / OTP may not be mandatory in other countries, and You will be liable for any losses for Unauthorized Transactions unless You have already reported loss or theft of Your or Your Add-on Credit Card.</p>

Compromise of Your Card	In the event We suspect that Your Credit Card information has been compromised, We may suspend usage of Your Credit Card and send You a replacement Credit Card immediately. In such situations We will contact You by phone, SMS or email to advise You of the suspension of the Credit Card and the issuance of the replacement Credit Card.
Suspicious use of Your Credit Card	If we notice suspicious or unusual pattern of usage on Your Credit Card or Your Add-on Credit Card, We may suspend the Credit Card without any prior notice to You. In such situations We will contact You immediately by phone call, SMS, or email to verify the suspicious transactions. If You confirm the authenticity of the suspicious Transactions, we may revoke the suspension of Your Credit Card and in such event, You will lose Your right to dispute these transactions in the future.
Liability for Unauthorized Transactions	Please refer to Annexure 2 to understand Your liability for any Unauthorized Transactions in Your Credit Card Account

(j) GRIEVANCE REDRESSAL AND COMPENSATION FRAMEWORK

Grievance Redressal	In the event You are not satisfied with Our responses to Your inquiries, Our handling of any of Your service requests or complaints, You may write to Our grievance department, the details of which may be accessed at: https://www.cityunionbank.com/grievance
Timelines for resolving grievances	We will attempt to resolve all grievances raised to our Grievance Redressal Official within 10 working days. In the event we are unable to resolve Your grievance within these 10 working days, We will write to You seeking a maximum of another 10 working days to resolve the grievance. In the event we are still unable to resolve Your grievance within this period, We will compensate You for Our failure to resolve the grievance as per the compensation framework below.
Compensation for failure to resolve grievances	Unsuccessful / failed Transactions We will reverse any fees and charges that are levied because of the unsuccessful / failed Transactions or failed payment posting. We will not compensate You if a Transaction is unsuccessful due to:

- Your Credit Card Account having insufficient CreditLimit or Cash Limit.
- Your Credit Card Account being overdue.
- A system downtime that is notified to You in advance.
- Credit card network unavailability due to telecom or other issues.
- Failure of point-of-sale device at a merchant establishment (physical or e-commerce).
- Failure on Your part in completing the Transaction properly, by using the correct PIN, Credit Card expiry date or OTP Usage of a Credit Card that has not beenactivated or has already expired or is damaged.

In the event the merchant claims such transaction, the regular dispute process will be followed.

Delay in grievance redressal

In the unlikely event that you are not satisfied with our services, you may register your grievance by:

- (i) Calling our Customer Contact Centre on 1800-309-1442
- (ii) Writing to Customer Contact Centre at cubdhicreditcards@cityunionbank.in
- (iii) For further escalations you can write to our Deputy General Manager at complaints_grievances@cityunionbank.in

If your complaint is not resolved within 30 days of receipt at the Bank, then the said complaint can be escalated to Banking Ombudsman. Kindly refer to the following link for more details: <https://www.cityunionbank.com/ombudsman-scheme>. The Bank may temporarily reverse any fees and charges that have been levied because of the delay in resolving Your grievance.

Delay in closing Credit Card Account

We will reverse any fees and charges that have been levied because of the delay in closing Your Credit Card Account. If We do not close Your Credit Card Account within 7 working days from the date We receive Your request we are liable to pay You Rs.500 per day for each day of delay beyond the 7 working days.

Blocking of lost / stolen Credit Card

We will reverse any Transactions and associated fees and charges that have been levied as a result of the delay in blocking Your Credit Card Account from the time You report the loss / theft of the Credit Card to Us

(k) CARDHOLDER INFORMATION DISCLOSURE

<p>Disclosure to credit bureaus</p>	<p>We may disclose information pertinent to Your Credit Card Account to one or more authorized credit bureaus operating in India. This may include information about Your contact details, Your promptness in making payments on Your Credit Card, the frequency with which You are applying for new Credit Cards, any default by You in settling Your Credit Card obligations.</p> <p>Before We report You as a defaulter to the credit bureau, We will give You an advance notice about Our intention to report You as a defaulter. This notice may be included as a part of Your Credit Card Statement. If there are any pending disputes in Your Credit Card Account, We will ensure that the dispute is resolved before We report You as a defaulter to the credit bureau.</p> <p>If We have reported Your Credit Card Account as overdue or as a defaulter to a credit bureau and You settle the overdue or defaulted amount in full, We may take up to 30 days from Your date of payment to update Your record at the credit bureau.</p>
<p>Disclosure to Our collection agencies</p>	<p>We may disclose information pertinent to Your Credit Card Account to enable collection agencies that are authorized by Us to collect any overdue payments from You on Your Credit Card Account.</p>
<p>Disclosure to other parties</p>	<p>In addition to credit bureaus and collection agencies, We may disclose Your information to the following parties without Your consent:</p> <ul style="list-style-type: none"> • Law enforcement, government departments and regulators. • Credit card associations and card networks (and through them to the institution acquiring merchant credit card transactions and to the merchant where You used Your Credit Card) such as Visa, MasterCard, NPCI particularly in case of disputes. • Our vendors / agents / any program manager to whom We have outsourced our credit card operations.
<p>Changes to MITC & Jurisdiction</p>	<p>CUB reserves the right at any time, with due notice, wherever necessary, to add, alter, modify, change, or vary all or any of these terms and conditions. You will not hold CUB responsible for, or liable for, any actions, claims, demands, losses, damages, costs, charges, expenses, which a participant may suffer, sustain, or incur. These terms & conditions and the relationship among the Parties hereto shall be subject to the jurisdiction, governing law and mechanism for dispute resolution as prescribed under the Card Member Agreement.</p>

(I) CASH BACK PROGRAM

<p>How to Earn Cash Back</p>	<p>Cashback can be earned by You by making a purchase transaction at eligible merchant categories by using the Credit Card.</p> <p>We reserve the right to modify the eligible merchant categories associated under the Cash back Program at Our sole discretion at any time. You may be notified of changes to the terms and conditions of the Cash Back Program in such manner as We determine from time to time.</p>
<p>Terms of Cash Back Program</p>	<p>You will need to make payment as shown on Your Credit Card Statement. Cash back credited to Your Credit Card Account will be adjusted towards the balance on Your next Credit Card Statement.</p> <p>We expressly reserve the right, at any time, to add to and/or alter, modify, change or vary all or any of the terms and conditions or to replace wholly or in part, the prevailing Cash Back Program by another rewards program, or withdraw it altogether, without assigning any reasons and with due intimation to You through Our website and/or by other acceptable modes of communication, even though the changes may affect cash back already earned.</p>

I/we understand that the examples provided under this MITC are illustrative and not exhaustive in nature covering common scenarios, and that, the IRACP norms and clarifications provided by RBI on the subjects referred above will prevail.

ANNEXURE 1

SCHEDULE OF CHARGES

Dhi CUB CREDIT CARD

Fees & Charges Type	Amount / Value
Annual Fees	No annual fee and joining fee.
Add-on Card Annual Fees	No annual fee.
Service Charges for Transactions	No service charges levied for transactions.
Late Payment Fees	Rs. 500/-
Cash Advance Fees	Cash advance 5% or Rs. 500, whichever is high.
Finance Charge (APR)	Finance charge of 2.95% Per Month (35.40% annual percentage rate) for: a. Revolving credit b. Cash Advances c. Overdue Interest d. Charges in case of default
Finance (Interest) charges applicable	<p>Delayed payments:</p> <p>If the credit card holder fails to pay the total outstanding balance by the due date indicated on the Credit card statement, the Bank will apply interest on the unpaid amount.</p> <p>Minimum payment only:</p> <p>Making only the minimum payment instead of paying the full outstanding balance results in the remaining balance subject to interest charges.</p> <p>Partial payment:</p> <p>When the credit card holder pays an amount less than the total outstanding due, the remaining balance will be subjected to interest charges.</p> <p>Cash advances:</p> <p>Using the credit card to withdraw cash from an ATM incurs immediate interest charges, often at higher rates than regular transactions, from the date of cash withdrawal till the full repayment.</p>

	<p>Carrying forward balances:</p> <p>If credit card holder carries over an unpaid balance from the previous billing cycle, interest will apply to this carried-over amount till the full amount is paid.</p>
Overlimit Fees	Rs. 500/-
Foreign Currency Surcharge	2.5% of the value of the foreign currency transaction after conversion to Indian Rupees using card association's currency conversion at transaction point.
Return payment charge	2.5% of the value of the returned payment.
E-Statements	Nil (physical statement will be charged Rs. 50/-).
GST	18% (applicable on all fees, interest & other charges).
Card Replacement Fee	Rs. 500/-
Surcharge on Rental Payments	A surcharge of 1% of the transaction amount shall be levied on rental payments. GST and/or other govt taxes, if any, shall be applicable on surcharge. Further, not more than 40% of the credit limit on your card can be used for rental payments in a calendar month.
Fuel Surcharge Waiver	Fuel surcharge waiver will be limited to Rs 40,000 in a calendar month with no single transaction being over Rs. 8,000. While the customer may undertake fuel transactions over and above the limits specified above, no surcharge waiver shall be applicable.

ANNEXURE 2

LIABILITY FOR UNAUTHORIZED TRANSACTIONS

Dhi CUB CREDIT CARD

Liability for Unauthorized Transactions	Conditions
You have Zero Liability in these situations	<p>The Unauthorized Transactions were the result of fraud, negligence or deficiency on Our part irrespective of whether the transaction was reported by You.</p> <p>There is a third-party breach of our systems and the responsibility for this lies neither with Us nor with You and You notify Us within 3 working days of receiving a communication from Us regarding the Transaction.</p>
You have limited liability in these situations	<p>The Unauthorized Transaction is due to Your negligence (for example, where You have shared Your Credit Card information, PIN or OTP with any third party), the entire loss will be borne by You until You report the Unauthorized Transaction to Us. Any loss arising from Unauthorized Transactions after You report them to Us, will be borne by Us.</p> <p>An electronic Unauthorized Transaction occurs and the responsibility for this lies neither with Us nor with You and there is a delay of 4 to 7 working days on Your part in notifying Us about this from the date of You receiving a communication from Us regarding the Transaction. In these cases, Your per Transaction liability will be limited to the lower of the Transaction value or the value mentioned below:</p> <ol style="list-style-type: none">1. For credit cards with a credit limit of up to Rs. 5 lacs: Rs.10,0002. For credit cards with a credit limit above Rs.5 lacs: Rs.25,000 <p>Further, if You delay the reporting of the Unauthorized Transaction beyond 7 working days, You will be liable for the entire amount of the Unauthorized Transactions. For the purpose of arriving at the number of working days in this Annexure, the working schedule of Your home branch will be considered and the date of receipt of the communication of the Transaction from Us to You will be excluded.</p>

ANNEXURE 3

CONTACT DETAILS

A. Customer Care Service	
Call center phone numbers	1800-309-1442 All calls to / from Our call center may be recorded.
Email address	cubdhicreditcards@cityunionbank.in
Mailing address	City Union Bank Ltd, No. 63-A, 2nd Floor, C P Ramaswami Road, Abiramapuram, Chennai - 600 018
Dedicated Toll-Free Telephone Number	1800-309-1442
Dedicated SMS Number for Blocking Card	SMS BLOCKCC <Last 4 digits of the card> to +91-9281056789
B. For Closure/Surrender	
Email address	cubdhicreditcards@cityunionbank.in
Dedicated Toll-Free Telephone Number	1800-309-1442
IVRS Contact Number	1800-309-1442
C. Reporting Loss/Theft/misuse	
Phone Banking number	1800-309-1442, +914469012401
Email address	cubdhicreditcards@cityunionbank.in
Dedicated Toll-Free Telephone Number	1800-309-1442
IVRS Contact Number	1800-309-1442
Mailing address	City Union Bank Ltd, No. 63-A, II Floor, C P Ramaswami Road, Abiramapuram, Chennai - 600 018

D. Grievance Redressal	
Grievance Redressal Officer	Deputy General Manager City Union Bank Ltd. 63-A, II Floor, C P Ramaswami Road, Abiramapuram, Chennai- 600 018. Email: complaints_grievances@cityunionbank.in
Dedicated Telephone Number	1800-309-1442
Dedicated Toll-Free Telephone Number	1800-309-1442
Email address	cubdhicreditcards@cityunionbank.in
RBI Ombudsman email address	Kindly refer to the following link for more details: https://www.cityunionbank.com/ombudsman-scheme