

MOST IMPORTANT TERMS AND CONDITIONS



BOB Financial

— Credit reimagined —



BOB Financial
— Credit reimagined —

Dear Cardholder,

We welcome you to the BOB Financial Solutions Limited family and thank you for giving us an opportunity to serve you.

The following pages contain the **“Most Important Terms & Conditions” (MITC)** for your Credit Card. The terms and conditions are subject to change at the discretion of the company and/ or as per the guidelines issued by the regulators from time to time. The updated MITC with such changes would be uploaded on our website. We are confident that the MITC will help you in understanding each and every aspect of our products. You may refer to our website www.bobfinancial.com for further details.

Assuring you of our best services and looking forward for a long lasting relationship.

MOST IMPORTANT TERMS AND CONDITIONS

1. FEES AND CHARGES (Subject to change from time to time at the sole discretion of the company)

a) First year Fees & Annual Fees

There are first year fees and annual fees applicable on the various credit cards issued by the company for primary as well as add-on cards, subject to revision from time to time. The amount of such fees/charges varies for different cards. The applicable fee is communicated to the applicants at the time of applying for the credit card. Further, fee as applicable is directly charged to the cardholder's credit card account and is indicated in the bill. (Details under "TARIFF OF CHARGES" section). Any reductions or waivers in the fees may be offered at the sole discretion of the Company.

b) Cash Withdrawal/Advance Fees

The cardholder can use the credit card to withdraw cash from ATMs/cash dispensing locations in India or overseas in accordance with the compatibility of the credit card at the said ATM(s)/cash dispensing locations. A transaction fee shall be levied on all such withdrawals and would be billed to the cardholder in the next/forthcoming statement. (Details under "TARIFF OF CHARGES" section).

Further, cash withdrawal transactions shall also carry service charge from the date of transaction till the date of full payment.

c) Service Charges

- i. Service charges at applicable rates, are payable by cardholder towards the services provided by the company to the cardholder(s) and/or for defaults/delays committed in payments with reference to the card account.
- ii. Company exclusively retains the right to alter any/all charges or fees from time to time or to

introduce any new charges or fees, as it may deem appropriate, by issuing at least 30 days prior notice to the cardholder/s of such change in the charges or fees. It is clarified that the said change may be indicated/ communicated to the cardholders through the company's website exclusively.

- iii) Service charges are levied on monthly basis at applicable rate on the outstanding amount, on the due date until fully paid.
- iv) Service charges also accrue on
 - a. Cash withdrawal from the day of cash withdrawal
 - b. New Purchases, if the total outstanding is not paid by due date.
 - c. Exceeding limit - the charge will be applicable on the outstanding exceeding the sanctioned credit limit or on total outstanding balance in case of cancelled/ surrendered card.
- v) Service charge payable is debited to card account on the last date of each statement period and is indicated in bill.
- vi) The service charges will continue to be levied till card outstanding is cleared in full.
- vii. For the service charges applicable refer "TARIFF OF CHARGES" section.

TARIFF OF CHARGES

Subject to change at the sole discretion of BOB Financial Solutions Limited from time to time. For latest rates/charges applicable, please refer to www.bobfinancial.com

First Year Fees (levied in the first Statement)	Primary	Add on
Easy	₹ 500/-	NIL
Select	₹ 750/-	NIL
Premier	₹ 1000/-	NIL
Prime	NIL	NIL
Paytm	₹ 2000/-	NIL
Corporate Global*		
• Credit Facility with BOB > ₹ 5Cr	₹ 2000/-	N.A
• Credit Facility with BOB Between ₹ 1Cr- 5Cr OR current account holder	₹ 1000/-	N.A

Annual Fees	Primary	Add on
Easy	₹ 500/-	NIL
Select	₹ 750/-	NIL
Premier	₹ 1000/-	NIL
Prime	NIL	NIL
Paytm	₹ 2000/-	NIL
Corporate Global*		
• Credit Facility with BOB > ₹ 5Cr	₹ 2000/-	N.A
• Credit Facility with BOB Between ₹ 1Cr- 5Cr OR current account holder	₹ 1000/-	N.A

Interest Free Period	20 to 50 Days in case there is no previous outstanding
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Minimum Repayment*	5% of outstanding balance or ₹100 whichever is higher (in case of regular cards). Minimum repayments may vary in case of irregular payments***
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Cash Withdrawal Charges	
Domestic ATMs Easy/Select/Premier/ Prime/ Paytm Corporate Card	2.5% or ₹ 300 /- (WIH)" 3% or ₹ 200 /- (WIH)"
International ATMs Easy/Select/Premier/ Prime/Paytm Corporate Card	3.00% or ₹ 300/- (WIH)** 3.5 % or ₹ 250/- (WIH)**
Other Charges	
Service Charges For Easy/Select/Prime/ Premier Paytm and Corporate Cards	3.25% p.m. (39% APR) 2.6% p.m. (31.20% APR)
Duplicate Bill	25/- per Bill
Surcharge on usage at Petrol* outlets	Waived 1 % of transaction amount capped at 250 per cycle; Txn of ₹ 400 - ₹ 5000
Cheque Return Charges For Easy/Select/Premier Prime, Paytm and Corporate Cards	₹ 300/-or 2% of the cheque amount (WIH) "
Goods & Services Tax (GST)	18%## (applicable on all fees, interest & other charges)
Exceeding Credit Limit Charges	1% over & above the sanctioned credit limit per month
Card Replacement Charges	₹ 100/- per card
Charge Slip Retrieval charges	₹ 250/- per Charge Slip
Foreign Currency Transaction Fee	3.50% of the transaction amount
Limit Enhancement	No Fee
De-Blocking Charges	₹ 300
Late Payment Charges Outstanding < 200 200 - 500 501 - 1000 1001 - 10000 > 10000	NIL 100/- 400/- 500/- 750/-

* For details, refer to website: www.bobfinancial.com

*** Period of non payment	Minimum Repayment amount
0 to 1 month	5% of total outstanding
2 to 3 months	10% of total outstanding
4 to 6 months	15% of total outstanding

** WIH - Whichever is higher

As per prevailing government guidelines

d) Interest Free Grace Period

The interest free grace period could range from 20 to 50 days, depending upon date of transactions, provided there are no previous outstanding on the card.

e) Computation of Service Charges

- i) The interest free period for a purchase (and any related debited charge) in any statement period will apply, if the Outstanding balance on the Card Account for the previous statement period (if any) is paid in full by its due date.
- ii) Service Charges are payable at the monthly interest rate on all transactions including unpaid EMI installments from the date of transaction in the event of the Cardholder choosing not to pay his balance in full, till they are paid back in full.
- iii) If the Outstanding balance on the Card Account is not paid in full by its due date, a service charge will be levied on any new purchase (and any related debited charge) from the day on which the purchase (and any related debited charge) is debited to the Card Account and on the Outstanding account balance on the Card Account from the first day of the last statement period.
- iv) Service charges are calculated on the balance outstanding (purchase balance + cash advance) on the Card Account on a daily basis by applying the current daily percentage rate to the amount of the balance outstanding (purchase balance + cash advance) at the end of each day.

- v) The current rate of service charges is upto 3.25% (39% per annum) from the transaction date and is subject to change at the discretion of the company.
- vi) The customer pays service charges when he/she does not pay off the full dues by the payment due date.
- vii) The customer does not have to pay service charges in the following scenarios:
 - Opening balance is zero.
 - Has an outstanding and pays off 100% of the full outstanding by the due date.

Example:

1. Card statement date: 1st of Every month, Transactions done between 1st July and 31st July.
2. Retail Purchase of ₹ 1,000 on July 25th: Assuming no previous balance carried forward from 1st July, the statement will be generated on 1st August showing outstanding balance of ₹1,000 with due date of 20th August.
 - a) If full payment is made within the due date, no service charges shall be levied.
 - b) If there is no payment made in the account or the payment made is less than minimum due, company will charge @ 3.25% service charge from date of transaction + ₹ 400 late payment charges. So the dues will be ₹ 1000 + ₹ 39.83 (service charges @ 3.25% on ₹ 1000 from Jul 25th) + ₹ 400 + ₹ 39.58 + ₹ 39.58 (SGST @ 9% + CGST @ 9% = total 18% GST will be applicable) = ₹ 1519.00 for which the cardholder will receive in the bill dated 1st September
 - c) If minimum payment ₹ 100/- (minimum payment amount is 5% of total dues or ₹ 100/ whichever is more) is made on 11th August (within the due date), the dues will be ₹ 1000 - ₹ 100 = ₹ 900 + ₹ 37.63 (service charges @3.25% on ₹ 1000 for 17 days from July 25 - August 10 and Service Charges @ 3.25% on ₹ 900 for 21 days from August 11 - 31) + ₹ 3.39 + ₹ 3.39 (SGST @ 9% + CGST @ 9%= total 18% GST will be applicable) = ₹ 944.41

for which the cardholder will receive the bill dated 1st September.

- f) Late payment charges:** Will be applicable if the minimum due amount is not paid by the payment due date. Clear funds need to be credited in the card account on or before the due date. (Details under 'TARIFF OF CHARGES' section).

Computation of Exceeding Limit Charges

The outstanding on the card account must not exceed the credit limit at any time, failing which cardholder will be charged additional 1% over and above the sanctioned credit limit.

2. CREDIT AND CASH WITHDRAWAL LIMITS

- a. The company will, at its sole discretion, determine the credit limit and cash withdrawal limit (part of credit limit) for the principal cardholder (including the add-on cardholder/s). Credit limit and available credit limit will also be shown on the monthly bills. The company may at its discretion and/or on cardholder's request, revise the credit limit from time to time.
- b. The outstanding on the card account must not exceed the credit limit at any time, failing which exceeding limit charges are applicable /may even lead to blocking of card.
- c. In the event cardholder makes payment over and above the amount due as per the monthly bills, cardholder shall not be entitled for interest on the credit balance and the same shall be adjusted against the amount due subsequently.

3. BILLING

- a. The company follows the pattern of monthly billing cycle and sends bill at mailing address once in a month comprising details of transactions and/or payments made during that cycle. The bill date is 1st of every month and due date is 20th of the same month. Non-receipt of bill does not absolve the cardholder of his/her obligations and liabilities under this agreement and the cardholder shall be solely liable to settle the outstanding balance on the card within the due date. The company offers revolving credit facility subject to regular payment of at least the minimum dues. The total or minimum payment due amount is to be paid on or before the payment due date, as indicated in the bill. Bills/Statements can also be received on e-mail. For SMS alerts and e-bill facility, the cardholder should update e-mail id and mobile number by sending an e-mail to crm@bobcards.com along with copy of self-attested photo ID proof. Billing Statement can also be downloaded by the cardholder on registering the card at <https://online.bobcards.com>
- b. Non-payment of the minimum amount due by the payment due date shall render cardholder liable to risk of withdrawal or suspension (whether temporarily or permanently) of the credit facility. The company may at its sole discretion also instruct the merchant establishment not to honor the credit card transaction.
- c. Cardholder may pay more than the minimum amount due/ total outstanding balance before the payment due date, more than once during the billing period.
- d. In the event of part payment the balance outstanding amount payable shall be carried forward to subsequent month which will attract service charges and taxes till the date of full and final payment.
- e. The payment may be made by way of Demand Draft, Cheque or Cash (at Bank of Baroda branches only) or online through bill desk (NEFT/RTGS/IMPS mentioning the 16-digit credit card number). Bank of Baroda

customers may pay through e-banking/M Connect+. Outstation cheque/drafts if received may attract processing fees which may be charged by bank at its sole discretion without notice. Cardholders may deposit payment at any of the Bank of Baroda branches.

- f. In case of dishonouring of cheque, the card privileges may be suspended/terminated without notice and cheque return charges, as mentioned in the tariff of charges shall be levied to the card account, at the sole discretion of company as per prevailing rates. The company also reserves the right to initiate any appropriate legal action.
- g. Duplicate monthly bills on specific request is provided by the company. Duplicate bill charges as applicable will be debited in the subsequent bill.
- h. Appropriations: The payments made by cardholders shall be appropriated in the order of EMI (Equated Monthly Installments), taxes, fee and other charges, service charges, cash withdrawal and retail usage.
- i. Cardholder is advised to promptly communicate any change in billing address or contact numbers along with the documentary proof immediately to ensure receipt of bill / communications regularly and timely. The card holder shall be solely liable for any /all misuse that may arise due to wrong delivery of card, unless the new address has been communicated to the company and confirmation of the same has been received from the company.
- j. Payment towards the card account may be made in any of the following ways
 - i) Direct payment at Bank of Baroda branch.
 - ii) Auto Debit instructions (only for Bank of Baroda customers).
 - iii) Online payment i.e. bill desk/ VISA Money transfer/ Net Banking/ NEFT/ RTGS/ IMPS/ Instapay

The cheque/draft should be made payable to "Bank of Baroda Card No. XXXX XXXX XXXX XXXX". The cardholders are advised to mention their Name & contact nos. on the back side of cheque/demand draft

4. BILLING DISPUTES

All contents of the statement will be deemed to be correct and accepted by the cardholder unless discrepancy/irregularities if any is brought to the notice of the company within 15 days from the date of the bill. Disputes raised after the period as aforesaid, shall be accepted at the sole discretion of the Company. The necessary action which may include rectification, if any will be done on the basis of merits of individual cases and after due investigation.

5. DEFAULT ARBITRATION CLAUSE

- a) In case of non-payment of minimum dues for by payment due date the card would be blocked and may be de-blocked only after receipt of required payment. However the company reserves the right to withdraw the card facility or reduce the credit limit at its sole discretion without prior notice. In case of continued non payment of card outstanding, the Company may cancel the credit card and the same may not be reinstated even after the dues are paid.
- b) In the event of default (if the minimum amount due is not paid by the payment due date or breach of any clause of the cardholder agreement), the cardholder will be sent reminders from time to time for payment of any outstanding on the credit card account, by post, fax, telephone, e-mail, SMS messaging and/ or through third parties appointed for collection purpose to remind, follow-up and collect dues. Any third party so appointed, shall adhere to the Indian Bank's Association (IBA) code of conduct on debt collection.c) In case of default in payment of the card outstanding, the Company, not limited to though, does reserve the right to take legal recourse for collection of outstanding dues on the card account(s) apart from pursuing all other remedies available to it within the framework of the law of the land.
- d) Recovery of dues in case of death of cardholder: The entire outstanding balance (including unbilled

transactions) will become immediately due and payable to the company. Any outstanding in the credit card account shall be a legal binding on the successors, legal heirs of the deceased customer as agreed in the terms & conditions at the time of applying for card.

6. INSURANCE

- i) The company may take various insurance covers from time to time for the benefit of the cardholders. The cover amount shall be decided at the sole discretion of company and the company reserves the right to continue/ withdraw the facility without notice.
- ii) Insurance facility is available to primary cardholders only.
- iii) The amount of the cover may vary from year to year depending upon the type of cover taken for the particular year. (For details of existing policy, please refer to our website www.bobfinancial.com)
- iv) In case of cards having no usage, the facility of insurance coverage would be discontinued from the 2nd year onwards.
- v) No insurance is payable for blocked/ cancelled/ irregular card account.
- vi) In the event of settlement of claim by the insurer, the claim amount shall be first adjusted against the credit card dues, if any and the administrative charges as under:

Amount (<)	Amount (<) Particulars
₹ 1000	if usage in the card is observed
₹ 2000	If no/less usage in the card is observed

- vii) The adjusted claim sum as referred above shall be released to the person, as may be nominated by the cardholder from time to time, excluding other family members.

In other case the amount may be released to the legal heirs of the deceased cardholder, subject to receipt of satisfactory proof of their inheritance and other documents, as may be required by the insurer from time to time.

- viii) The cardholder shall take utmost care to nominate one of his/her family members for getting the settled claim, if any. The company shall not take any responsibility for the delay caused, if any, in releasing the claim amount, for want of proper documents/ nominee.
- ix) The company is taking insurance from various insurers for the benefits of its cardholders. In the event of rejection of claim by the insurer, the company shall not be liable to settle the claim on behalf of the insurer.
- x) It is clarified that for matter relating to settlement of insurance claims, the company is acting as a facilitator only and in any case, the same shall be decided between the insurer and the cardholders themselves. The liability to clear credit card dues shall not be affected merely by existence of a pending claim or a dispute between the cardholder and the insurer. The dues shall be payable immediately depending upon the circumstances of individual cases.
- xi) In the event of non-clearance of credit card dues by the cardholder/nominee, as the case may be, the company reserves its right to not to entertain any request/ correspondence towards insurance settlement.
- xii) The company may charge a nominal fee (subject to one month prior notice) for extending the insurance cover to the cardholders who opt to avail the facility.

7. LOSS / THEFT / MISUSE OF CARD

- i) Cardholder in such cases has to inform us at 1800 225100 (24 x 7 All India Toll Free) or SMS to +91 9323803935 or email at wbc@bobcards.com and report the loss / theft / misuse of credit card so that the card is blocked immediately

- ii) Report the loss to the police and collect a copy of the complaint / FIR and submit the same to the company immediately.
- iii) In the event of misuse in “card not lost” scenario, the cardholder has to file an FIR online to the local cyber crime cell of the State Police and send the copy of the same to company for record.
- iv) Cardholder will be liable for all transactions made on the card until blocking of the card or receipt of the written confirmation along with a copy of the police complaint/FIR. used. Please destroy the card by cutting into several pieces through the magnetic strip/ chip.
- vi) In order to get a replacement card, the cardholder should send an email request to wbc@bobcards.com

8. TERMINATION

- a) The cardholder may terminate the agreement at any time by sending a written notice to the company. However, the card account will be closed only on full clearance of all the outstanding.
- b) The company may terminate the agreement at any time by cancelling the credit card with or without assigning any reason or notice if, in the company's opinion, there is a breach of cardholder agreement and/or If written instructions have emanated from the cardholder to cancel the card/add-on credit card(s).
- c) The whole of the outstanding balance on the card account, together with the amount of any outstanding card transactions effected but not yet charged to the account, will become immediately due and payable in full to the company on suspension/termination of the agreement for whatever reasons.

9. RENEWAL OF CARD

The company shall renew the card on expiry, except where:

- a) the conduct of account is found to be unsatisfactory.
- b) credit history as per the credit bureau is found to be unsatisfactory.
- c) the outstanding dues are high.
- d) contact details are not updated by cardholder
- e) Card is in blocked state
- f) no transaction is observed in the card account in the past 1 year from the due date of renewal

10. CARD LIMITS

Credit limit & Cash limit are assigned to the cardholder based on the internal parameters of the Company, the credit history with the credit bureaus etc. & the same is communicated at the time of issuance of card. On periodic review of the card account, the company reserves the right to allow the customer to continue with the same / reduced limit. Customers seeking to have their limits enhanced can do so by writing to BOB Financial Solutions Limited and providing documents as required. The company at its sole discretion may/may not increase the limit without assigning any reasons/ clarifications.

11. DISCLOSURE

- i) The cardholder acknowledges that BOB Financial Solutions Limited is authorized to share information relating to cardholder/ add-on cardholder(s), including information relating to any default committed by the cardholder in discharge of his/her obligation, as the company may deem appropriate and necessary, with any existing or future credit bureaus/credit reference agencies as determined by the company from time to time. Accordingly the cardholder gives consent

and confirms having obtained consent from add-on cardholder(s), to disclose information to such credit bureaus/credit reference agencies. Such entities may further make available processed information or data or products thereof to Banks/Financial institutions and other credit grantors.

- ii) Further, the cardholder authorizes the company to share cardholder information/ transaction details with parent, subsidiary, affiliates, business partners and/or associates of the company for the purpose of marketing and offering various products and services.
- iii) The card holder acknowledges to abide by the exchange control regulations under the Foreign Exchange Management Act 1999 or its statutory modification or re-enactment thereof.

CONTACT PARTICULARS

The cardholder can reach us by writing to:

Credit Card Customer Service

BOB Financial Solutions Limited

(formerly known as Bobcards Ltd.)

“BARODA HOUSE”

2nd Floor, Behind Dewan Shopping Centre,
S. V. Road, Jogeshwari (W), Mumbai 400 102.

12. GRIEVANCE REDRESSAL MECHANISM

We believe that successful business depends on creating long lasting and mutually beneficial relationship with customers. We have setup a separate customer grievance redressal cell, which takes care of all the enquiries, queries and complaints/ grievances of the customers. We provide the following types of support to our customers to deal with their requirements more effectively and timely manner.

CUSTOMER SUPPORT

If the customer has any query or complaint, they can call us on the following numbers of our corporate office or by registering their cards at <https://online.bobcards.com>.

Issues	Email/Tel.No
Card application/ new card/ renewed card/ PIN	ccb@bobcards.com 1800-223-224 (Toll Free for MTNL lines)
Billing/ Payment/ Card maintenance/ Reward/ Service request or other queries	crm@bobcards.com 1800-225-110 (24 x 7) 1800-225-100
Lost/ Stolen Card	wbc@bobcards.com 1800-223-224
Complaint Redressal Mechanism	E-mail Contact
If the complaint remains unattended for more than 5 working days	crm@bobcards.com
If the complaint remains unattended for next 4 working days	avpcrm@bobcards.com
If the complaint remains unattended for next 3 working days	vpcrm@bobcards.com

Customers can also directly write to our: Head – Customer Service,

BOB Financial Solutions Limited

(formerly known as Bobcards Ltd.)

“BARODA HOUSE”

Behind Dewan Shopping Centre,

S.V. Road, Jogeshwari (W.), Mumbai - 400 102

Toll Free No: 1800 -225 -100 (24 x7)

Please be ready with the following information before making a call: Your credit card number, your name, your contact phone number, your Email Id (if any)





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“Baroda House”, Behind Dewan Shopping Centre,
S.V. Road, Jageshwari (West), Mumbai - 400 102

www.bobfinancial.com