



**Bank of Baroda**  
Credit Card

# YODDHA



## GLORY TO THE BRAVE!



**Most Important Terms and Conditions**



**Bank of Baroda**  
*Credit Card*

Dear Cardholder,

We welcome you to the BOB Financial Solutions Limited (BFSL) 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 BFSL 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. The MITC are also available at [www.bobfinancial.com](http://www.bobfinancial.com).

The MITC are to be read and understood in conjunction with the Cardholder Agreement as communicated on [www.bobfinancial.com](http://www.bobfinancial.com).

For more details about product features of Yodha Credit card and important terms & conditions, please refer Yodha credit card page on our website [www.bobfinancial.com](http://www.bobfinancial.com).

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 BFSL)

**a) First year Fees & Annual Fees**

There is first year fee and annual fee applicable on the various credit cards issued by BFSL for primary as well as add-on cards, subject to revision from time to time. First fee is a one-time charge and Annual fee is charged every year for renewal. These fee/charges vary for different cards. The applicable fee is communicated to the Cardholder 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 fee may be offered at the sole discretion of BFSL.

**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 finance charge from the date of transaction till the date of full payment.

**c) Finance Charges**

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

- iii) Finance charges are levied on monthly basis at applicable rate on the outstanding amount, on the due date until fully paid.
- iv) Finance 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) Finance charge payable is debited to card account on the last date of each statement period and is indicated in bill.
- vi) The finance charges will continue to be levied till card outstanding is cleared in full.
- vii) For the finance 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](http://www.bobfinancial.com)

Fees / Charges	Primary	Add on
<b>First Year Fee (levied in the first Statement)</b>	NIL	NIL
<b>Annual Fee</b>	NIL	NIL
Interest Free Period	20 to 50 Days in case there is no previous outstanding	
Minimum amount due*	5% of outstanding balance or ₹100 whichever is higher (in case of regular cards). Minimum amount dues may vary in case of irregular payments***	
Cash Withdrawal Charges	2.50% of the withdrawn amount or ₹ 500 whichever is higher	
<b>Other Charges</b>		
Finance Charges	3.25% per month i.e. 39.00% per annum	
Duplicate Bill	₹ 25/- per Bill	
Surcharge on usage at Petrol outlets	1% of fuel transaction amount Surcharge Waived** for fuel transactions between ₹ 400 to ₹ 5000 (subject to maximum of ₹ 250 per statement)	
Cheque Return charges	2% of the cheque amount or ₹ 450, whichever is higher	
Goods & Services Tax (GST)	18%## (applicable on all fees, interest & other charges)	
Exceeding Credit Limit Charges	2.5% of the amount over & above the sanctioned credit limit or ₹ 600, whichever is higher*	
Card Replacement Charges	₹ 100/- per card	
Charge Slip Retrieval charges	₹ 250/- per Charge Slip	
Foreign Currency Transaction Fee	3% of transaction amount	

Limit Enhancement	No Fee	
Late Payment Charges	<b>Statement Balance</b>	<b>Charges</b>
	Less than ₹ 100	NIL
	₹ 101 to ₹ 500	₹ 100
	₹ 501 to ₹ 1,000	₹ 400
	₹ 1,001 to ₹ 10,000	₹ 600
	₹ 10,001 to ₹ 25,000	₹ 800
	₹ 25,001 to ₹ 50,000	₹ 1,100
	More than ₹ 50,000	₹ 1,300

\* For details, refer to website: [www.bobfinancial.com](http://www.bobfinancial.com)

\* The GST component is not reversed. Fuel transactions eligible for surcharge waiver do not earn Reward Points. Please note that the rate of fuel surcharge may vary depending on the fuel station and their acquiring bank. The surcharge is levied by the acquiring bank providing the terminal to the merchant. Please also note that the value of fuel transaction on charge slip will differ from the credit card statement since the fuel surcharge and GST on the same are levied by the acquiring bank after the transaction.

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

## 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.

##### **Example:**

This means that a customer who has a billing date of 16th of the month can spend on his Card from 16th April to 15th May, his bill will be generated on 16th May and his Payment Due Date will be 5th June. Hence a purchase made on 30th April will have interest free grace period of 37 days, while a purchase made on 5th May will have interest free grace period of 31 days. However, this is not applicable if the Previous month's balance has not been cleared in full or if the Card member has availed of cash from ATM.

#### **e) Computation of Finance 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) Finance 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 finance 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) **Finance charges for both revolving credit and cash advances** : Finance 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) **Finance charges on overdue amount** : The current rate of finance charges is up to 3.25% (39% per annum) from the transaction date and is subject to change at the discretion of BFSL.
- vi) The Cardholder pays finance charges when he/she does not pay off the full dues by the payment due date.
- vii) The Cardholder does not have to pay finance 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: 16th of every month, Transactions done between 16th July and 15th August.
2. Retail Purchase of ₹1,000 on 9th August: Assuming no previous balance carried forward from 16th July, the statement will be generated on 16th August showing outstanding balance of ₹1,000 with due date of 5th September.
  - i. If full payment is made within the due date, no finance charges shall be levied.
  - ii. If there is no payment made in the account or the payment made is less than minimum amount due, company will charge @ 3.25% finance charge from date

of transaction + ₹400 late payment charges. So the dues will be ₹1000 + ₹39.83 (finance charges @ 3.25% on ₹1000 from August 9th) + ₹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 16th September.

- iii. If minimum payment ₹100/- (minimum payment amount is 5% of total dues or ₹100/ whichever is more) is made on 25th August (within the due date), the dues will be ₹1000 - ₹100 = ₹900 + ₹37.63 (finance charges @3.25% on ₹1000 for 17 days from Aug 9th - August 25 and Finance Charges @ 3.25% on ₹900 for 21 days from August 26th - 15th September) + ₹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 16th September.

**f) Late Payment Charges (Charges in case of default) :** Will be applicable if the minimum amount due 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 2.5% over and above the sanctioned credit limit.

## **2. CREDIT AND CASH WITHDRAWAL LIMITS**

- a. BFSL 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. BFSL may at its discretion and/or on cardholder's request, revise the credit limit from time to time.
- b. BFSL reserves the right to cancel, suspend or reduce the credit limit available to a Cardholder at any time without prior notice, with or without assigning any reason.
- c. Credit limit of Cardholder can be cancelled automatically in the event of deterioration in the Cardholder's creditworthiness.
- d. 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.
- e. 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.
  - f. Credit limit and Cash limit are assigned to the Cardholder based on various factors including but not limited to the internal parameters of BFSL, the credit history with the credit bureaus. On periodic review of the card account, BFSL 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 BFSL and providing documents as required. BFSL at its sole discretion may/may not increase the limit without assigning any reasons/ clarifications.
  - g. **Available Credit Limit:** Available credit limit is derived by subtracting the current outstanding on the credit card from credit limit allocated on the card. The available credit limit at the time of the statement generation is provided as a part of the monthly credit card statement.
  - h. **Renewal of Card:** Unless requested by the Cardholder, BFSL shall renew the card on expiry, except where.
    - i) The conduct of account is found to be unsatisfactory.
    - ii) Credit history as per the credit bureau is found to be unsatisfactory.
    - iii) The outstanding dues are high.
    - iv) Contact details and/or KYC details are not updated by Cardholder.
    - v) Card is in blocked state.
    - vi) No transaction is observed in the card account in the past 1 year from the due date of renewal.
    - vii) BFSL reserves right to upgrade/convert existing credit card to other credit card variant at the time of renewal/re-issuance in case existing credit card variant is discontinued.

### **3. PURPOSE AND USE**

- a. The card cannot be used for any purpose prohibited by regulations or applicable law.
- b. The card is to be used only for personal use and not for any business or funding of commercial activity.

- c. The Credit Card is valid for use both in India as well as abroad. It is, however, not valid for making foreign currency transactions in Nepal and Bhutan.
- d. Usage of the Card for transacting outside India must be made in accordance with applicable law including the Exchange Control Regulations of Reserve Bank of India (RBI) and the Foreign Exchange Management Act, 1999.
- e. Foreign exchange trading through internet trading portals is not permitted. In the event of any violations or failure to comply, Cardholder may be liable for penal action under prevailing laws.
- f. The card cannot be used for the purchase of items prohibited by law such as but not limited to, cryptocurrency.

#### **4. BILLING - Billing Statement**

- a. BFSL follows the pattern of monthly billing cycle and sends ebill to your registered email ID once in a month as per our agreement at the time of application process. The eBill comprises details of transactions and/or payments made during that cycle. In case you require hard copy of monthly billing statement, please write to [crm@bobfinancial.com](mailto:crm@bobfinancial.com).
- b. The ebill date is 16th of every month and due date is 5th of the next month. Non-receipt of ebill 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.
- c. For SMS alerts, the Cardholder should update mobile number with BFSL by sending an e-mail to [crm@bobfinancial.com](mailto:crm@bobfinancial.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>.
- d. Duplicate monthly bills on specific request are provided by BFSL. Duplicate bill charges as applicable will be debited in the subsequent bill.
- e. **Minimum Amount Due:** BFSL offers revolving credit facility subject to regular payment of at least the minimum dues. The total or minimum amount 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.

- f. 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. BFSL may at its sole discretion also instruct the merchant establishment not to honor the credit card transaction.
- g. Cardholder may pay more than the minimum amount due/ total amount due outstanding balance before the payment due date. Payments can be made more than once during the billing period.
- h. In the event of part payment the balance outstanding amount payable shall be carried forward to subsequent month which will attract finance charges and taxes till the date of full and final payment.
- i. **Method of Payment** : 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/ MConnect+. 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.
- j. In case of dishonoring 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 BFSL as per prevailing rates. BFSL also reserves the right to initiate any appropriate legal action.
- k. Appropriations: The payments made by cardholders shall be appropriated in the order of EMI (Equated Monthly Installments), taxes, fee and other charges, finance charges, cash withdrawal and retail usage.
- l. 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 BFSL and confirmation of the same has been received from BFSL.

- m. 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 etc.

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

## **5. BILLING DISPUTES**

- a. 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 BFSL within 15 days from the date of the generation of statement date or within 45 days from the date of transaction.
- b. The necessary action which may include rectification, if any will be done on the basis of merits of individual cases and after due investigation to the full and final satisfaction of BFSL. Investigations conducted by BFSL shall be final and binding on the Cardholder.
- c. Disputes raised after the period as aforesaid, shall be accepted at the sole discretion of BFSL.
- d. Liability to clear outstanding dues shall not be affected merely by existence of a pending claim or a dispute between the Cardholder and BFSL.

## **6. DEFAULT AND REPORTING**

- a) In case of non-payment of minimum amount due by the payment due date the card would be blocked and may be unblocked only after receipt of required payment. BFSL 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, BFSL may cancel the credit card and the same may not be reinstated even after the dues are paid.
- b. If the Cardholder does not pay at least the minimum amount dues by the payment due date, the card will be reported (days past due) in the monthly submissions to the Credit Information Companies (CICs), authorized by the RBI. If any dues or outstanding payable by the Card

Member to the Bank hereunder remains due and payable, the Cardholder shall be reported to the RBI or any other authority as per prevailing norm and as required under the applicable regulations/laws. If requisite payment is made, the record will be accordingly updated in the subsequent monthly reporting to the CICs.

- c. In case of death/permanent in-capacitance of Cardholder, the entire outstanding balance (including unbilled transactions) will become immediately due and payable to BFSL. Any outstanding in the credit card account shall be a legally binding and recoverable from the successors, beneficiaries, legal heirs, estate, assigns of the deceased Cardholder.

## **7. RECOVERY IN CASE OF DEFAULT AND ARBITRATION CLAUSE**

- a) 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 reminder of any outstanding on the credit card account, by visit, post, fax, telephone, e-mail, SMS messaging and/ or through third parties appointed for collection purpose to remind, follow-up and collect dues.
- b) Without Prejudice to the rights available to BFSL under prevailing legislation, all dispute including but not limited to the differences and/or claims/dues arising at any time during its subsistence or thereafter between the parties arising in respect of Card holder Agreement/ MITC/ Card issuance etc, hereof shall be settled by Arbitration, in accordance with the provisions of the Arbitration and Conciliation Act, 1996 and its subsequent statutory modification or re-enactment for the time being in force and shall be conducted by a mutually appointed sole arbitrator.
- c) In absence of any recommendation from Cardholder for appointment of Arbitrator within 30 days from date of Notice for invoking arbitration, nomination recommended by BFSL for sole arbitrator will deemed to have been accepted.
- d) The Arbitration proceedings shall be conducted in English at a venue in Mumbai under Arbitration and Conciliation Act, 1996.

- e) The decision of the Arbitrator shall be final and binding upon the parties.
- f) In case of default in payment of the card outstanding, BFSL, 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.

## 8. INSURANCE

- i) BFSL 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 BFSL and BFSL reserves the right to continue/ withdraw the facility without notice.
- ii) Insurance facility is available from day of card issuance to primary cardholders only.
- iii) Insurance covers only to the extent of Accidental Death of the primary cardholder. Natural death is not covered in the claim.
- iv) No separate policy document or copy will be provided to the Cardholder.
- v) 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](http://www.bobfinancial.com))
- vi) In case of cards having no usage, the facility of insurance coverage would be discontinued from the 2nd year onwards.
- vii) No insurance is payable for blocked/ cancelled/ irregular card account.
- viii) In the event of settlement of claim by the insurer, the claim amount shall be first adjusted against the outstanding credit card dues, if any and the administrative charges as under:

<b>Administrative Charge (&lt;)</b>	<b>Amount (&lt;) Particulars</b>
₹ 1000	if usage in the card is observed
₹ 2000	If no/less usage in the card is observed

- ix) 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.

- x) 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.
- xi) The Cardholder shall take utmost care to nominate one of his/her family members for getting the settled claim, if any. BFSL shall not take any responsibility for the delay caused, if any, in releasing the claim amount, for want of proper documents/ nominee.
- xii) BFSL is taking insurance from various insurers for the benefits of its Cardholders. In the event of rejection of claim by the insurer, BFSL shall not be liable to settle the claim on behalf of the insurer. BFSL shall not be responsible for any dispute arising due to claim settlement.
- xiii) It is clarified that for matter relating to settlement of insurance claims, BFSL is acting as a facilitator only and in any case, the same shall be decided between the insurer and the Cardholders themselves.
- xiv) The liability to clear outstanding dues shall not be affected merely by existence of a pending claim or a dispute between the Cardholder and the insurer.
- xv) In the event of non-clearance of outstanding dues by the cardholder/nominee, as the case may be, BFSL reserves its right to not to entertain any request/ correspondence towards insurance settlement.
- xvi) BFSL 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.
- xvii) All Insurance Related queries / claims can be sent to [insurance@bobfinancial.com](mailto:insurance@bobfinancial.com).

## **9. TERMINATION/ REVOCATION OF CARD**

- a) The Cardholder may terminate the agreement at any time by sending a written notice to BFSL's Customer Support (refer Customer Support). However, the card account will be closed only on full clearance of all the outstanding.
- b) BFSL may terminate the agreement at any time by cancelling the credit card with or without notice and without assigning any reason.
- 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 BFSL on suspension/termination of the agreement for whatever reasons. The Cardholder may continue to receive monthly statements, reflecting the actual outstanding, even after closure of the card account if there is an outstanding due.

- d) BFSL reserves right to withhold the No Objection Certificate (NOC), even after closure/termination/Cancellation of Card, if it is been found that Cardholder is in default with any of the Bank of Baroda Group Companies.

## **10. LOSS / THEFT / MISUSE OF CARD**

- i) Cardholder should block the card immediately through <https://online.bobcards.com> (if already registered for the portal access) or call on 1800 103 1002 or SMS BLOCK < credit card number> on +91 9323803935 through your registered mobile number or email at [crm@bobfinancial.com](mailto:crm@bobfinancial.com) and report the loss/theft/misuse of credit card/not received when due so that the card is blocked immediately.
- ii) BFSL is not liable or responsible for any transactions incurred on the card prior to the time of reporting of the loss of the card to BFSL and the Cardholder will be wholly liable for the same.
- iii) In addition to notifying BFSL about the loss or theft of the Card, the Cardholder must report any theft of the Credit Card(s) to the Police and lodge a FIR.
- iv) The Cardholder will, however, be liable for all losses when someone obtains and misuses the Card or PIN with the Cardholder's consent.
- v) BFSL may, without referring to the Cardholder or any Additional Cardholder, give the police or other relevant authorities any information that BFSL considers relevant about the loss, theft or misuse of a Card or PIN. However, release of information, investigation, reports etc to the Cardholder shall be on sole discretion of BFSL.
- vi) In order to get a replacement card, the cardholder should send an email request to [crm@bobfinancial.com](mailto:crm@bobfinancial.com).

## **11. DISCLOSURE**

- a) BFSL has tied up with Credit Information Companies (CICs) authorized by the RBI and will share credit information



including but not limited to the current balance, loans / EMI facilities linked to credit card (if availed), balance outstanding on credit card/ loan, payment history etc. along with the demographic details with these organizations on a monthly basis, as per the Credit Information Companies (Regulation) Act, 2005. The CICs only provide factual credit information and do not provide any opinion, indication or comment pertaining to whether credit should or should not be granted.

- b) Notwithstanding anything contained hereinabove, BFSL will not be held responsible for credit rating/report issued by the independent CIC to cardholder at any point of time.
- c) It is in the best interest of Cardholder to maintain a good credit history by paying the necessary dues in a timely manner. Details of default would also be available with the CICs, which in turn could impact the credit worthiness of Cardholder.
- d) BFSL reserves its right to report a delinquent Cardholder to the CICs even in an instance of Cardholder raising a billing dispute which BFSL had clarified as an invalid dispute earlier or the dispute being raised by Cardholder after the cut-off date, as defined by BFSL, and/or the dispute is in relation to secured transactions where a PIN or 3D secure password was used.
- e) BFSL will provide the particulars of the card account to the statutory authorities, as may be required.
- f) Transaction alerts received may not be assumed as a confirmation of transaction completion.
- g) If the Cardholder does not wish to receive any direct marketing or telecalling / SMS from BFSL for other products, the Cardholder may email BFSL. The Cardholder will continue to receive communication pertaining to the core features of the credit card. A soft copy of this MITC document, Card Member Terms and Conditions, relevant credit card guidelines and local regulations are available on the official website

## **12. GRIEVANCE REDRESSAL MECHANISM**

- a. 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.

- b. For any further escalation, you can reach our Head - Customer Experience to examine issues and provide an impartial resolution at Credit Card Customer Experience BOB Financial Solutions Ltd, 15th Floor, 1502/1503/1504, DLH Park, S.V.Road, Goregaon West, Mumbai - 400104 and also email at [crm@bobfinancial.com](mailto:crm@bobfinancial.com)

### 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
Billing / Payment/ Card maintenance/ Service request or other queries.	<a href="mailto:crm@bobfinancial.com">crm@bobfinancial.com</a> 24 X7 Toll Free - 1800 103 1006 or 1800 225 100
Lost/ Stolen Card	Block your card immediately through <a href="https://online.bobcards.com">https://online.bobcards.com</a> (if already registered for the portal access) or call on <b>1800 225 100</b> or SMS BLOCK < credit card number> on +91 9323803935 through your registered mobile number or email at <b>crm@bobfinancial.com</b>
Complaint Redressal Mechanism	E-mail Contact
If the complaint remains unattended from more than 3 working days.	<a href="mailto:crm@bobfinancial.com">crm@bobfinancial.com</a>
If the complaint remains unattended for next 2 working days.	<a href="mailto:crm1@bobfinancial.com">crm1@bobfinancial.com</a>
If the complaint is still unattended	<a href="mailto:escalations@bobfinancial.com">escalations@bobfinancial.com</a>

“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)” Customers can also directly write to our: Head - Customer Experience,

**BOB Financial Solutions Limited**

15th Floor, 1502/1503/1504, DLH Park,  
S.V. Road, Goregaon West, Mumbai - 400104



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**BOB Financial**  
— Credit reimagined —

A wholly owned subsidiary of Bank of Baroda

**BOB Financial Solutions Limited**

“Baroda House”, Behind Dewan Shopping Centre,  
S.V. Road, Jogeshwari (West), Mumbai - 400 102  
[www.bobfinancial.com](http://www.bobfinancial.com)