

MOST IMPORTANT TERMS & CONDITIONS

Version 1.33



We understand your world

1. Fees and Charges

A. Fees payable on the Credit Card by the Cardmember

- Annual Fees
- Renewal Fees

The fees may vary for each Cardmember, and from offer to offer. The same is communicated to the Cardmember at the time of applying for the credit card. The above fees as applicable are billed to the card account and are stated in the card statement of the month in which it is charged.

B. Cash Advance Fees

The Cardmember can use the Card to access cash in an emergency from ATMs in India or abroad. A transaction fee of 2.5% (Minimum Rs.300) would be levied on the amount withdrawn and would be billed to the Cardmember in the next statement. The transaction fee is subject to change at the discretion of HDFC Bank. All cash advances also carry a finance charge of 3.25% per month (39% annually) from the date of withdrawal until the date of full payment. The finance charge is subject to change at the discretion of HDFC Bank.

C. Charges

- Charges and fees, as may be applicable from time to time, are payable by Cardmembers for specific services provided by HDFC Bank to the Cardmember or for defaults committed by the Cardmember with reference to his card account.
- HDFC Bank retains the right to alter any charges or fees from time to time or to introduce any new charges or fees, as it may deem appropriate, with due intimation to customer.

D. Interest Free Period

The interest free credit period could range from 20 to 50 days subject to the scheme applicable on the specific credit card (please refer to the Schedule of Charges) and the submission of claims by the merchant. However, this is not applicable if the previous month's balance has not been cleared in

full or if the Cardmember has availed of cash from ATM. For instance, the HDFC Bank International Silver Credit Card has an interest-free Credit Period of up to 50 days. This means that a customer who has a billing date of 4th of the month can spend on his Card from 5th April to 4th May, his bill will be generated on 4th May and his Payment Due Date will be 24th May. Hence a purchase made on 14th April will have a credit period of 41 days, while a purchase made on 2nd May will have a credit period of 23 days. This period will be free of interest only if all previous dues are paid in full and there is no unpaid balance carried over from previous months

2. Limits

HDFC Bank at its sole discretion will determine the Cardmember's Credit limit and cash withdrawal limit. (Add-on Cardmembers share the same limit). These limits are communicated to the Cardmember at the time of card delivery and in the monthly statements. The available credit limit at the time of the statement generation is provided as a part of the monthly statement. HDFC Bank will review the Cardmember account periodically, and increase or decrease the Cardmember credit limit based on internal criteria. Cardmembers seeking to have their credit limit increased can do so by writing to the Bank and providing financial documents declaring their income. The Bank, at its sole discretion and based on such new documents provided, may increase the Credit Limit of the Cardmember.

3. Finance Charges

- **Finance charges are payable at the monthly percentage rate on all transactions from the date of transaction in the event of the Cardmember choosing not to pay his balance in full, and on all cash advances taken by the Cardmember, till they are paid back. Finance charges, if payable, are debited to the Cardmember's account till the outstanding on the card is paid in full.**

- Finance charges on cash advances are applicable from the date of transaction until the payment is made in full.
- When the customer carries forward any outstanding amount or avails of Cash Advance, a finance charge calculated by average Daily Balance Method, will apply to balances carried forward and to fresh billings.
- If a Cardholder avails of the revolving credit facility of the HDFC Bank Credit Card and hence chooses to pay an amount less than the total amount due reflected in the monthly billing statement, the entire outstanding amount would attract finance charges and all new transactions will also attract finance charges till such time as the previous outstanding amounts are repaid in full.
- Late Payment charges will be applicable if Minimum Amount Due is not paid by the payment due date, Clear funds need to be credited to HDFC Bank Card account on or before the payment due date, to avoid Late Payment charges. Late payment charges are applicable as:

<u>Statement Balance</u>	<u>Late Payment Charges</u>
Less than Rs.100	- Nil,
Rs.100 to Rs.500	- Rs.100/-
Rs.501 to Rs.5,000	- Rs.400/-
Rs. 5,001 to Rs.20,000	- Rs.500/-
Rs.20,001 and above (Effective from May 1st 2012)*	- Rs.700/-

- Overlimit charges are applicable on total outstanding exceeding the Credit Limit at the rate of 2.5% of the overlimit amount subject to minimum of Rs.500.

The following illustration will indicate the method of calculating various charges

Assume that you have paid all previous dues in full and do not have any amount outstanding in your Silver Card Account. Your statement date is 18th of every month. The following is the list of transactions you have done on your Card account.

Date	Transaction	Amount
10 April	Purchase of household goods	Rs 15000
15 April	Purchase of garments and accessories	Rs 5000
18 April	Statement date	Total Amount Due = Rs 20000 Minimum Amount Due = Rs 1000
12 May	Payment into Card account (Late payment charges will be applicable here)	Rs 2000 (Credit)
14 May	Purchase of groceries	Rs 1000
15 May	Payment into Card Account	Rs15000 (Credit)

Thus, on the statement dated 18th May, the following will reflect as the components of the total amount payable by you :

Interest calculated = (outstanding amount x 3.25% pm x 12 months x no of days) / 365

Late payment charges = Rs. 500

Therefore,

a) Interest on Rs 15000 @ 3.25%pm from 19 April to 11 May (i.e. for 23 days) = Rs 368.63

Interest on Rs 13000 @ 3.25%pm from 12 May to 14 May (i.e. for 3 days) = Rs 41.67

Interest on Rs 5000 @ 3.25%pm from 19 April to 14 May (i.e. for 26 days) = Rs 138.90

Interest on Rs 3000 @ 3.25%pm from 15 May to 18 May (i.e. for 4 days) = Rs 12.82

Interest on Rs 1000 (fresh spends @ 3.25%pm from 14 May to 18 May (i.e. for 5 days) = Rs 5.34

Thus total interest of Rs 567.37

b) Late payment charges=Rs. 500

c) Service tax@12.36% of interest and other charges = Rs. 131.93

d) Total principal amount outstanding = Rs 4000 (Rs 1000 fresh spend + balance Rs 3000 outstanding from last month's billing period)

Hence Total Amount Due = (a) + (b) + (c) + (d) = Rs. 5199.30

Please note that the Finance Charges and other charges are subject to change at the discretion of HDFC Bank.

Also please note that if the Cardmember exceeds the Credit limit of the accounts, Overlimit Charges will be levied on the account. For a list of charges that may be levied at specific instances, please refer to the Schedule of Charges available at the end of this document.

4. Billing and Statement

a) HDFC Bank will send the Cardmember a monthly statement showing the payments credited and the transactions debited to the Cardmember's Account since the last statement. The Bank will mail a statement of transactions in the card account every month on a pre-determined date, to the mailing address on record with the bank. If the balance outstanding is less than Rs.200/- and there is no further transaction pending billing since the last statement, no statement will be issued.

b) HDFC Bank Credit Cards offer the Cardmember the facility of revolving credit. The Cardmember may choose to pay only the Minimum Amount Due printed on the statement. The balance outstanding can be carried forward to subsequent statements. The Cardmember can also choose to pay the Total Amount Due or any part of the amount above the Minimum Amount Due. Such payment should be made before the Payment Due Date. Clear funds need to be credited to HDFC Bank Card account on or before payment due date to avoid Late Payment Charges. Cardmembers are advised to drop local cheques well in advance of the Payment due date to ensure payment reflects on the card account within the Payment due date. Any unpaid Minimum Amount Due of the previous statements will be added to the Cardmember's current Minimum Amount due in addition to the outstanding exceeding the Cardmember's Credit Limit.

c) Payments made towards the Card outstanding are acknowledged in subsequent statements.

d) Payments received against the Cardmember's card outstanding will be adjusted against all taxes, fees and other charges, interest charges, cash advances and purchases in that order.

e) Payments towards the card account may be made in any of the following ways:

i) By dropping the payment instrument (Cheque or draft) into any of the HDFC Bank Credit Card drop boxes placed in the HDFC Bank branches and ATMs. The Cheque/Draft should be made payable to HDFC Bank Card Number xxxx xxxx xxxx xxxx.

ii) In case the Cardmember has a HDFC Bank account, he can opt for a Standing Instruction facility, where funds can be automatically transferred from the Cardmember's HDFC Bank account to the Cardmember's card account on due date.

iii) In case the Cardmember has a HDFC Bank account, he can make the Payment through Netbanking, ATMs, or PhoneBanking.

iv) Through Cash Payments at the bank branches.

f) Billing Disputes: All the contents of the statement will be deemed to be correct and accepted if the Cardmember does not inform HDFC Bank of the discrepancies within 60 days of the Statement Date in writing. On receipt of such information, HDFC Bank may reverse the charge on temporary basis pending investigation. If on completion of subsequent investigations, the liability of such charges is to the Cardmember's account, the charge will be reinstated in a subsequent statement along with the associated retrieval requests charges.

g) Contact Particulars: The Cardmember can contact HDFC Bank Credit Cards for making any enquiries or for any grievance redressal through:

- 24 Hour Customer Service Call Centre - a detailed list of phone numbers is available at the end of this document and on the reverse of the monthly statements.

- Through mail - Manager, HDFC Bank Cards Division, P.O. Box 8654, Thiruvanmiyur, P.O. Chennai - 600 041.

- By email [customerservices.cards @ hdfcbank.com](mailto:customerservices.cards@hdfcbank.com)

5. Default

In the event of default, the Cardmember will be sent reminders from time to time for settlement of any outstanding on the card account, by post, fax, telephone, e-mail, SMS messaging and/or engaging third parties to remind, follow up and collect dues. Any third party so appointed, shall adhere fully to the code of conduct on debt collection.

6. Right Of Lien

The bank, at any time and without notice, will have lien and right to set-off on all monies belonging to the Cardmember and/or add on Cardmember standing to their credit in any account/custody of the bank, if upon demand by the bank, the balance amount on the card account is not repaid within the prescribed time.

7. Termination/Revocation of the Card Membership

- A) The Cardmember may terminate the card membership at any time by writing to HDFC Bank at the following address: "Manager, HDFC Bank Credit Cards, P.O.Box 8654, Thiruvanmiyur P.O, Chennai- 600 041. along with the cards cut diagonally to pieces. All the cards including the add-on cards will be terminated basis the written request. Termination will be effective only after receipt of the cut cards and payment of all amounts outstanding to the card account. No annual, joining or renewal fees shall be refunded on a pro-rata basis.
- B) In case the Bank notices unusual and abnormal transaction patterns in the use of the Card, the Bank will try to establish contact with the customer on the registered phone number of the customer available on its records to verify the bonafideness of the card transaction. Failure on the part of the Bank to establish contact with the customer, the Bank may restrict / terminate the use of the Card without any further notice, if the Bank reasonably believes it necessary in the interest of the Cardholder and / or for security reasons.

HDFC Bank can suspend the facility on the Credit Card, if the Cardmember defaults on payment due or exceeds the credit limit extended. The Credit Card must not be used after the Agreement has ended or if the card account is suspended.

- C) In such a situation, the Cardmember must (subject to any default or other notice required by law) immediately pay HDFC Bank the total outstanding Balance on the Account. This includes all amounts due to HDFC Bank under the Agreement, including all transactions and other amounts not yet charged to the Account. The card will not be considered as closed until the Cardmember has paid all such due amounts.
- D) The death or incapacitation of a Cardmember, insolvency / dissolution / bankruptcy / or winding up of a Corporate Body of a Cardmember shall automatically cancel the card issued to the Cardmember as well as any Add-on Cardmembers. The Card Account would also be liable to be suspended on instructions from any government / regulatory body. All amounts outstanding on the Card Account shall be deemed to have immediately become due on death or incapacitation, insolvency, bankruptcy, winding up or instruction from government / regulatory bodies, as the case may be, and Bank shall be entitled to recover the same in accordance with the relevant laws in force without prejudice to the obligation of the Cardmember to forth with pay all outstanding amounts.

8. Loss/theft/misuse of Card

- A) The Cardmember must notify the 24-Hour Call center immediately if the Primary or any Additional credit card is misplaced, lost, stolen, mutilated, not received when due or if he/she suspects that the credit card is being used without Cardmember's permission. Once a card is reported lost, it should not, under any circumstance be used if found by the Cardmember subsequently. As the Add-On card is an extended facility given on the primary Card Account, the Add-On card is rendered invalid when the primary card is reported lost. Similarly,

if the Add-On card is reported lost, the primary Card Account and other Add-on cards are invalidated.

- B) The Bank is not liable or responsible for any transactions incurred on the card account prior to time of reporting of the loss of the card, and the Cardmember will be wholly liable for the same. After the receipt of proper notification of the loss by the Bank, the Cardmember's subsequent liability is zero. In addition to notifying HDFC Bank about the loss or theft of the Card, the Cardmember must report any theft of Cards to the Police, lodge an FIR and provide acknowledged copy of police complaint.
- C) The Cardmember will be liable for all losses in case of misuse of the card by someone who obtained the PIN or the card with the consent of Cardmember or an Additional Cardmember.
- D) If the Cardmember has acted fraudulently the Cardmember will be liable for all losses. If the Cardmember acts without reasonable care, the Cardmember may be liable for all losses incurred.
- E) HDFC Bank may, without referring to the Cardmember or any Additional Cardmember, give the police or other relevant authorities any information that HDFC Bank consider relevant about the loss, theft or misuse of a Card or PIN.

9. Grievance Cell

In the rare event of not being satisfied with the response from any of the recent contacts with the Bank, you can write to - The Manager, Grievance Cell, HDFC Bank Credit Cards Division, 8, Lattice Bridge Road, Thiruvanmiyur, Chennai - 600 041, or reach us on phone 044-23744704 between 09.30 am to 05.30 pm Monday to Friday.

10. Disclosure

The Cardmember acknowledges that as per existing business practices, the Bank is authorised to disclose from time to time any information relating to the Credit Card(s), to any credit bureau (Existing or Future) without any notice to the customer. The Credit Information

Bureau India Ltd. (CIBIL) is an initiative of the Government of India and Reserve Bank of India to improve the functionality and stability of the financial system. All banks and financial institutions participating in this initiative are required to share customer data with CIBIL / credit bureaus and this information is being provided in the terms of the Credit Information Companies Regulation Act, 2005. In view of this we wish to inform the Cardmember that the bank is authorised to disclose any information relating to credit card(s) default by the customer to CIBIL and to any other credit bureau (Existing and Future) in case the card is overdue, with due notice. Any refresh / updation of data on receipt of payment towards overdue card accounts will reflect in CIBIL / other credit bureaus within a period of 60 days from the date of receipt of payment by the bank. We also wish to inform the Cardmember that the bank will, at its own discretion, record specific conversations between the Cardmember and the representative of the Bank, in cases of grievance-related conversation or payments-recovery-related conversations or any other conversation, that the Bank may deem fit.

SCHEDULE OF CHARGES

Description of Charges	Gold / Woman's Gold	Titanium International / Business Platinum Chip / Platinum Chip / Visa Signature Chip / World MasterCard*
Interest Free Period	Upto 50 days	Upto 50 days
Minimum Repayment Amount	5%, Minimum Rs. 200	5%, Minimum Rs. 200
Cash Advance Limit	30% of the credit limit for the 1st year & 40% of the credit limit from 2nd year onwards For Gold, Woman's Gold	40% of the credit limit for Business Platinum Chip 40% of the credit limit for Titanium International Card, Platinum Plus Chip, Visa Signature Chip, World MasterCard
Annual / Renewal Fee	Gold Card - Rs. 199	Titanium International Card - Rs. 249 Business Platinum Chip Card - Rs. 399 Platinum Chip Card - Rs. 399 Visa Signature Chip Card - Rs. 499 World MasterCard - Rs. 499
Spend condition for waiver of annual charges	Gold/ Woman's Gold	
	1st year fee waiver condition :	Rs. 5,000 retail spends* in 1st 3 months from the card setup date
	Renewal fee (2nd year onwards) waiver condition :	Rs.15,000 retail spends* in 12 months from card renewal date.
	Titanium Card	
	1st year fee waiver condition :	Rs. 10,000 retail spends* in 1st 3 months from the card setup date
	Renewal fee (2nd year onwards) waiver condition :	Rs.30,000 retail spends* in 12 months from card renewal date.
	Platinum Chip/ Business Platinum Chip / Visa Signature Chip/World MasterCard	
	1st year fee waiver condition :	Rs. 15,000 retail spends* in 1st 3 months from the card setup date
	Renewal fee (2nd year onwards) waiver condition :	Rs.50,000 retail spends* in 12 months from card renewal date.
Additional Card Fee	Life time free	Life time free
Charges on Revolving Credit	3.25%pm 39% Annually from Transaction Date (1.99%pm 23.88% Annually on issuance against Fixed deposit)	For Visa Signature Chip / World MasterCard 3.05%pm (36.6% Annually) from Transaction Date. For Titanium international, Business Platinum Chip & Platinum Chip Card 3.15%pm 37.8% Annually from Transaction Date (1.99%pm 23.88% Annually on issuance against Fixed deposit)
Cash Advance Charges	2.5% of amount withdrawn or Rs.300 whichever is higher	2.5% of amount withdrawn or Rs.300 whichever is higher
Late Payment Charges (Basic Credit Card bill amount) (Effective from May 1st 2012)*	<u>Statement Balance</u> Less than Rs. 100 Rs. 100 - 500 Rs. 501 - 5,000 Rs. 5,001 - 20,000 More than Rs. 20,000	<u>Late Payment Charges</u> Nil Rs. 100 Rs. 400 Rs. 500 Rs. 700
Charges on overlimit account	2.5% of overlimit amount, subject to a minimum of Rs.500	2.5% of overlimit amount, subject to a minimum of Rs.500
Payment return Charges (Effective from May 1st 2012)*	2% of Payment amount subject to minimum of Rs.350	2% of Payment amount subject to minimum of Rs.350
Cash Processing Fee	Rs.50 (for all card payments made by depositing in HDFC Bank branches or ATMs)	Rs.50 (for all card payments made by depositing in HDFC Bank branches or ATMs)
Balance Transfer Processing Charges	2% of BT amount or Rs. 250 whichever is higher.	2% of BT amount or Rs. 250 whichever is higher.
Petrol Transaction Charge	2.5% (subject to a minimum of Rs. 10)	2.5% (subject to a minimum of Rs. 10)
Railway Ticket Purchase Fee	Rs. 30 + 2.5% of transaction amount	Rs. 30 + 2.5% of transaction amount
Reissue of Lost, Stolen or damaged Card	Rs.100	Rs.100
Outstation Cheque Processing Charge	Cheque value upto Rs. 5,000 - Fee will be Rs. 25; Cheque value above Rs. 5,000 - Fee will be Rs. 50	Cheque value upto Rs. 5,000 - Fee will be Rs. 25; Cheque value above Rs. 5,000 - Fee will be Rs. 50
Retrieval Fees (Chargeslip)	Rs.125 Per Chargeslip	Rs.125 Per Chargeslip
Foreign Currency Transactions	Bank Charges Cross currency mark-up of 3.5%	Bank Charges Cross currency mark-up of 3.5%
Service Tax	Applicable on all Fees, Interest and other Charges	Applicable on all Fees, Interest and other Charges

* Retail Spends' excludes transactions pertaining to Cash on Call (COC), Balance Transfer (BT), Cash Withdrawal at ATM and all EMI converted transaction or EMI debits to the account. Retail spends done on Add On card/s, if any, will also be considered.

Card account levied with late payment charges in the latest generated statement will be exempted from the cash processing fee

24-HOURS CUSTOMER CALL CENTRES

Ahmedabad	079-66004332	Rest of Punjab	9779154332	Jaipur	0141-4004332
Rest of Gujarat	97255 04332	Chennai	044-66004332	Rest of	
Lucknow	0522-4004332	Coimbatore	0422-4384332	Madhya Pradesh	97525 04332
Bangalore	080-66224332	Delhi & NCR	011-41514332	Kolkata	033-22104332
Bhopal	0755-4004332	Hyderabad	040-66624332	Mumbai	022-28564332
Cochin	0484-4084332	Rest of Andhra Pradesh	99086 64332	Pune	020-66034332
Rest of Kerala	99957 64332	Indore	0731-4074332	Rest of Maharastra	95610 94332
Chandigarh	0172-4694332			Raipur	0771-4084332

Toll Free No. for the below locations: 1800 425 4332

Agra/Ajmer/Allahabad/Bareilly/Bhubaneshwar/Bokaro/Cuttack/Dhanbad/ Dehradun/Erode/Guwahati/Hissar/Jammu & Srinagar/Jamshedpur/Jhansi/Jodhpur/ Karnal/Kanpur/ Madurai/ Mangalore/Mathura/Meerut/Moradabad/ Muzaffarpur /Mysore/Pali/Patiala/ Patna/Rajkot/Ranchi/Rourkela/Salem/Shimla/Siliguri/ Silvassa / Surat/ Trichy/ Udaipur/Varanasi

If you don't wish to be called about our products and services, kindly log on to our website: www.hdfcbank.com and register yourself in our Don't Call Registration option. Card account levied with late payment charges in the latest generated statement will be exempted from the cash processing fee