

MOST IMPORTANT TERMS & CONDITIONS

(Version 1. 4)

1. Fees and Charges**A. Fees payable on the Credit Card by the Cardmember**

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:

Not applicable.

C. Charges

- (i) Charges and fees, as may be applicable from time to time are payable by Cardmember for specific services provided by HDFC Bank to the Cardmember or for defaults committed by the Cardmember with reference to his card account.
- (ii) 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 the customer.

2. Interest Free Period

Purchase Cards: The interest free credit period could range from 15 to 50 days subject to the scheme applicable on specific credit card (Please refer to the Schedule of Charges) and the submission of the claims by the merchant. However, this is not applicable if the previous statement's balance has not been cleared in full.

For instance, the HDFC Bank Purchase

Card has an interest free credit period of up to 45 days. This means that a customer who has a billing date of 5th of every month can spend on his card from 6th April to 5th May, his bill will be generated on 5th May and the payment due date would be 20th May. Hence, a purchase made on 11th April will have a credit period of 40 days, while a purchase made on 2nd May will have a credit free period of 19 days. This period will be free of interest only if all previous dues are paid in full.

For Utility Cards; The interest free credit period could range from 10 to 40 days subject to the submission of claims by the merchant. However, this is not applicable If the previous statement's balance has not been cleared in full.

3. Limits

HDFC Bank at its sole discretion will determine the Corporate's/Cardmember's credit limit. These limits are communicated to the Cardmember at the time of card delivery and in the periodic statements. The available credit limit at the time of the statement generation is provided as a part of the periodic statement. Companies seeking to have their credit limit increased can do so by writing to the Bank and providing the relevant financial documents. The bank, at its sole discretion and based on such new documents provided, may increase the credit limit of the Cardmember.

4. Finance Charges

- A. Finance charges are payable at the monthly percentage rate (please refer schedule of charges) from the date of transaction in the event of the

Cardmember choosing not to pay his balance in full. Finance charges are debited to the Cardmember's account till the outstanding on the card is paid in full.

- B. The minimum amount due on Purchase Card / Utility cards is 100% of the total amount due.
- C. All Purchase Cards and / or Utility cards issued to the corporate would be blocked in case the full payment is not received by the next statement date.
- D. Late payments charges will be applicable if the Minimum Amount Due is not paid by the payment due date, clear funds need to be credited to the HDFC Bank card account on or before the payment due date, to avoid late payment charges. Late Payment Charges are applicable as follows:

Statement Balance	Late Payment Charges
Less than ₹100/-	– NIL,
₹100/- to ₹500/-	– ₹100/-,
₹501/- to ₹5000/-	– ₹400/-,
₹5001/- to ₹10000/-	– ₹500/-,
₹10001/- and above	– ₹700/-.

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 Card account. Your statement date is 05th of every month. The following is the list of transactions you have done on your Purchase Card account.

Date	Transaction details	Amount
02 nd April	Purchase of goods	₹10000/-

05 th April	Statement date	Total amount due (TAD) = ₹ 10000/- (Minimum amount due is 100% of the Total amount due)
25 th April	Purchase of goods	₹20000/-
05 th May	All cards issued to the Company would be blocked if the TAD (of ₹10000/-, in this case) is not received.	

On the statement dated 05th May, the following would reflect as the components of the total amount payable: Interest calculated = (outstanding amount x 2.95%* x 12 months x No. of days) / 365. Late Payment charges = ₹700/-

- (1) Interest of ₹ 10000/- @ 2.95% p.m. from 6th April to 5th May (i.e. for 30 days) = ₹290.96/-
- (2) Interest on ₹ 20000/- @ 2.95% p.m. from 25th April to 5th May (i.e. for 11 days) = ₹ 213.37/- Total interest = ₹ 290.96/- + ₹ 213.37/- = ₹ 504.33/-
- (3) Late Payment Charges = ₹ 700/-
- (4) GST @ 18% on interest and other charges = 216.78
- (5) Total Principal Amount outstanding = ₹20000/- (fresh spend) + ₹10000/- (previous statement's outstanding balance) = ₹30000/- Hence, the Total Amount Due = (1) + (2) + (3) + (4) + (5) = ₹ 31421.11/-

Please note:

Finance Charges and other charges are subject to change at the discretion for HDFC Bank.

If the Cardmember exceeds the Credit limit of the accounts, Overlimit charges would be levied on the account. For a list of charges that may be levied at specific instance, please refer to the Schedule of Charges available at the end of this document.

5. Billing and Statement

- A. HDFC Bank will send the Cardmember / Corporate a periodic statement showing the payments credited and the transactions debited to the Cardmember's account since the previous statement. The Bank will mail / e-mail the statement of transaction in the card account periodically to the mailing address / e-mail address as per the records with the Bank. If the balance outstanding is less than ₹ 200/- and there is no further transaction pending since the previous statement, no statement would be issued.
- B. Purchase Cards: The payment due date is 15 days post that statement date. E.g. Payment due date would be the 20th of the month if the statement is generated on the 5th of the month. Utility Cards: The payment due date is 10 days post the statement date. E.g.: Payment due date would be the 30th of the month if the statement is generated on the 20th of the month. Please note: statement for Utility cards would be generated every 20 days & has a payment due date of 10 days hence.
- C. Cardmember / Corporates are advised to drop local cheques well in advance of the payment due date to ensure payments reflects on the card account within the payment due date.

Please note: In case of the full payment of

the previous statement balance is not received by the next statement date. All the Purchase / Utility cards issued to the corporate shall be blocked.

- D. Payments made towards the card outstanding are acknowledged in subsequent statements.
- E. Payments received against the Cardmember's card outstanding will be adjusted against all taxes, fees and other charges, interest charges and purchases in that order.
- F. 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 the funds can be automatically transferred from 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
- G. 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 reserve 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 charges will be reinstated in a subsequent statement along with the associated retrieval request charges

H. **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 Center – a detailed list of phone numbers is available at the end of this document and on the reverse of the periodic statements.
- By e-mail: corporateassist@hdfcbank.com
- Through mail – Manager, HDFC Bank Cards Division, P.O. Box 8654, Thiruvanniyur P.O., Chennai – 600 041.

6. Default

In the event of default, the Cardmember / Corporate will be sent reminders from time to time for settlement of any outstanding on the card account, by post, fax, telephone, e-mail, SMS 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.

7. 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 corporate standing to its 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.

8. Termination / Revocation of the card membership

A. The Authorised Signatory of the Corporate may terminate the card membership at any time by writing to

HDFC Bank at the following address: Manager, HDFC Bank Cards Division, P.O. Box 8654, Thiruvanniyur P.O., Chennai – 600 041 along with the cards cut diagonally to pieces. Termination will be effective only after receipt of the cut cards and payment of all amounts outstanding to the card account.

B. HDFC Bank may also restrict, terminate or suspend the use of the Credit card at any time without prior notice if the Bank reasonably believes it necessary for business or security reasons. HDFC Bank can suspend the facility on the credit card if the Corporate defaults on the payment due or exceeds the credit limit extended. The Card is not to be used after the agreement ends or if the card account is suspended

C. In such a situation, the Corporate (subject to any default or other notice required by law) is to immediately pay HDFC Bank the total outstanding balance on the card accounts. This includes all amounts due to HDFC Bank under Agreement, including all transactions and other amounts not yet charged to the account. The card would not be considered as closed until the corporate has paid all such due amount.

D. An optional insurance product may be availed of by the card members, at his / her own discretion, to cover the Liability arising in the event of any fraudulent transactions on the credit card. For further details and terms and conditions of such Insurance cover, kindly contact our representative of the Bank.

9. Loss/theft/misuse of Card

A. The Cardmember is to notify the 24 hour call centre immediately if the 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 shall not, under any

circumstance be used if found by the Cardmember subsequently.

- B. The bank is not liable or responsible for any transactions incurred in the card account prior to time of reporting of the loss of the card, and the Corporate will be wholly liable for the same. After the receipt of proper notification of the loss by the Bank, the corporate 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 and lodge an FIR.
- C. The Corporate 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 the corporate.
- D. If the Cardmember has acted fraudulently, the Cardmember / Corporate would be liable for all losses incurred.
- E. HDFC Bank may, without referring to the Cardmember / Corporate give the police or relevant authorities any information that HDFC Bank consider relevant about the loss, theft or misuse of a Card or PIN.

10. Grievance Cell

In the rare event of not being satisfied with the response from any of the recent contacts with the Bank, you can reach us at Manager, HDFC Bank Cards Division, P.O. Box 8654, Thiruvananthapuram P.O., Chennai – 600 041; Phone 044 – 23744704 between 9:30 a.m. and 5:30 p.m. Monday to Friday.

11. Disclosure

The Corporate acknowledges that as per the existing business practices, the Bank is authorized to disclose from time to time any information relating to Credit Card(s), to any credit bureau (existing or future) without any notice to the

customer. The Credit Information Bureau of India (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. In view of this we wish to inform the Cardmember that the bank is authorized to disclose any information relating to credit card(s) default by the customer, to CIBIL and to any other credit bureau (Existing or Future) in case the card is overdue, with a notice of 15 days. The Corporate name will be withdrawn from any defaulter's list, as the Bank may deem fit, only if the entire outstanding amount is realized from the Corporate. The withdrawal will be effected within 60 days from the Corporate having paid the full and final amount to the Bank. We also wish to inform the corporate that the bank with, at its own discretion, record specific conversations between the corporate and the representative of the Bank, in cases of grievance – related conversation or payment – recovery – related conversation or any other conversation, that the Bank may deem fit.

We urge you to go through Bank's Customer Protection Policy available on the Bank's website <https://www.hdfcbank.com/assets/pdf/Customer-Protection-Policy.pdf> or contact your nearest branch. This policy has been framed in line with RBI's guidelines and will help in the rare event of your account /card being debited for a transaction not done by you.

SCHEDULE OF CHARGES (Version 1.4)

Description of charges	Commercial Card														
Interest free credit period	Up to 50 days for Purchase Cards and up to 40 days for Utility Card														
Payment Charges on Utility Cards	0.7 % of payment value for electricity payments														
	NIL Charges for all other payment categories														
Minimum Repayment amount	100% of the Previously Statement Balance														
Joining Fees	NIL														
Charges on non-payment * Subject to change	For Central Travel Accounts (CTA) – 1.50% p.m. from transaction date.* For Purchase card & Utility cards – 2.95% p.m. from transaction date.*														
Late Payment Charges	<table> <tr> <th>Statement Balance</th><th>Late Payment Charges</th></tr> <tr> <td>Less than ₹100/-</td><td>NIL,</td></tr> <tr> <td>₹100/- to ₹500/-</td><td>₹100/-,</td></tr> <tr> <td>₹501/- to ₹5000/-</td><td>₹400/-</td></tr> <tr> <td>₹5001/- to ₹10000/-</td><td>₹500/-</td></tr> <tr> <td>₹10001/- and above</td><td>₹700/-</td></tr> <tr> <td colspan="2">NIL for Central Travel Accounts (CTA's)</td></tr> </table>	Statement Balance	Late Payment Charges	Less than ₹100/-	NIL,	₹100/- to ₹500/-	₹100/-,	₹501/- to ₹5000/-	₹400/-	₹5001/- to ₹10000/-	₹500/-	₹10001/- and above	₹700/-	NIL for Central Travel Accounts (CTA's)	
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Cash Processing Fee	w.e.f 1 st August 2012 all cash payments made towards Purchase, Utility and Dealer Card dues get charged an additional fee of 1% of the amount														
Fuel Transaction Charges	1% Convenience fee levied on each transaction. GST as applicable.														
Reissue of Lost, Stole or Damaged Card	₹100/-														
Payment Return fee	2% of payment amount subject to a minimum of ₹450/-														
Outstation Cheque Processing Charges	₹50/- per instrument														
Retrieval Fee (Chargeslip)	₹125/- per Chargeslip														
Foreign Currency Transactions	Bank Charges Cross Currency markup of 3.5%														
Goods & Service Tax (GST)	<ul style="list-style-type: none"> Effective 1st July 2017, GST @18% applicable on all fees and charges. The applicable GST would be dependent on place of provision (POP) and place of supply (POS). If POP and POS is in the same state then applicable GST would be CGST and SGST/UTGST else, IGST. GST For FEE & Charges / Interest transactions Billed on statement date will reflect in next month statement. GST levied will not be reversed on Any dispute on Fee & Charges / interest. 														
Railway Ticket Purchase Fee & Online Railway ticket booking (Option Not Available for Utility Card, Dealer Card, Non travel Customized solution and Aviation)	INR 30/- + 2.5% of transaction amount On HDFC Bank Payment Gateway - 1.8% On Other Bank's Payment Gateway - rate as per IRCTC Website.														

If you don't wish to be called our products and services, kindly log on to our website: www.hdfcbank.com and register yourself in our Don't Call Registration option.

24-HOURS CUSTOMER CALL CENTERS

Ahmedabad / Bengaluru / Chennai / Delhi & NCR / Hyderabad / Kolkata / Mumbai / Pune - 61606161

Chandigarh / Kochi / Indore / Jaipur / Lucknow - 6160616

Andhra Pradesh : 9949493333	Madhya Pradesh / Chhattisgarh : 9893603333	Rajasthan : 9875003333	Bihar / Jharkhand / Patna : 1860 266 6161
Assam : 9957193333		Tamil Nadu / Pondicherry : 9840673333	Jammu & Kashmir / Himachal Pradesh
Gujarat : 9898271111	Maharashtra (except Mumbai) and Goa : 9890603333	Uttar Pradesh / Uttarakhand : 9935903333	(Toll-free from BSNL Landline) : 1800 180 4333
Haryana : 9996243333	Orissa : 9937903333	West Bengal / Sikkim / Andaman & Nicobar : 9831073333	Meghalaya / Tripura / Nagaland / Mizoram / Arunachal Pradesh / Manipur
Karnataka : 9945863333	Punjab : 9815331111		(Toll-free from BSNL Landline) : 1800 103 9733
Kerala : 9895663333			

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

Agra/Aimer/Allahabad/Aurangabad/Bareilly/Bhubaneswar/Bokaro/Cuttack/Dhanbad/Dehradun/Erode/Goa/Guwahati/Hissar/Jammu & Srinagar/Jamshedpur/Jhansi/Jodhpur/Karnal/Kanpur/Madurai/Mangalore/Mapusa/Margao/Mathura/Meerut/Moradabad/Muzaffarpur/Mysore/Nagpur/Nasik/Pali/Panjim/Patiala/Ponda/Rajkot/Ranchi/Rourkela/Salem/Sangli/Shimla/Siliguri/Silvassa/Surat/Trichy/Udaipur/Varanasi/Vasco

If you don't wish to be called 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.



We understand your world