

## MOST IMPORTANT TERMS & CONDITIONS (Distributor Card - Version 1.0)

### SCHEDULE OF CHARGES

Description of charges	Distributor Card		
Interest free Credit Period	NIL		
Minimum Repayment amount	30 % of Total Amount Due		
Joining Fees	NIL		
Charges on non-payment *From Transaction Date	Card Type	Charges on Non-Payment Till 14th December, 2020	Charges on Non-Payment w.e.f 15th December, 2020
	Distributor Card	1.025% per month (12.3% per annum)	1.025% per month (12.3% per annum)
Late Payment Charges will be applicable	Statement Balance	Late Payment Charges Till 14th Dec, 2020	Late Payment Charges w.e.f 15th Dec, 2020
	Less than ₹100/-	NIL	NIL
	₹100/- to ₹500/-	₹100/-	₹100/-
	₹501/- to ₹5000/-	₹500/-	₹500/-
	₹5001/- to ₹10000/-	₹600/-	₹750/-
	₹10001/- to ₹25000/-	₹800/-	₹1000/-
	₹25001/- to ₹50000/- More than ₹50000/-	₹950/- ₹950/-	₹1250/- ₹1500/-
Cash Processing Fee	All cash payment of card dues get charged with an additional fee of 1% of the amount.		
Reissue of Lost, Stolen or Damaged Card	₹100/- per re-issuance of the card		
Payment Return fee	2% of payment amount subject to a minimum of ₹450/-		
Outstation Cheque Processing Charges	Cheque value up to ₹5000/- - Fee will be ₹25/- Cheque value above ₹5000/- - Fee will be ₹50/-		

#### Below charges are effective 15th December 2020

Annual Credit Processing Fee <i>(chargeable at the time of limit renewable)</i>	2% of Credit Limit of Relationship
Annual MIS Fee (Fee levied for data feeds)	₹2,000
Convenience Fee	₹300 (Per Transaction)
Low Limit Utilization Fee (Quarterly)	Upto 3% of un-utilized credit limit. Capped @Rs 25000

#### Low Limit Utilization Fee Table

Limit Utilization	Quarterly Charges
0%	up to 3%
1-25%	up to 2%
26-<50%	up to 1%

Note: Maximum upto Rs. 25,000

**Service Request Charges (Effective 15th December 2020)**

MIS Request Fee	Email Request - ₹500 per request
Duplicate Statement Request (>3 months old)	₹250 Per Statement request received
Limit Modification (Enhancement/ Temporary Enhancement)	₹50 Per Request, Per Card
Limit Reduction	₹50 Per Request, Per Card
Goods & Service Tax (GST)	<ul style="list-style-type: none"><li>• GST @ 18% applicable on all fees and charges.</li><li>• 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.</li><li>• GST for Fee &amp; Charges/ Interest transactions Billed on Statement date will reflect in next month statement.</li><li>• GST levied will not be reversed on Any dispute on Fee &amp; Charges / interest.</li></ul>

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<b>PHONEBANKING NUMBERS</b>			
Ahmedabad	: 079 61606161	Delhi & NCR	: 011 61606161
Bangalore	: 080 61606161	Hyderabad	: 040 61606161
Chandigarh	: 0172 6160616	Indore	: 0731 6160616
Chennai	: 044 61606161	Jaipur	: 0141 6160616
Cochin	: 0484 6160616	Kolkata	: 033 61606161
		Lucknow	: 0522 6160616
		Mumbai	: 022 61606161
		Pune	: 020 61606161
		All other cities	: 1860 267 6161

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If you don't wish to be called about our products and services, kindly logon to our website: [www.hdfcbank.com](http://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.

## MOST IMPORTANT TERMS & CONDITIONS

### (Distributor Card - Version 1.0)

#### 1. Fees and Charges

##### A. Credit Processing Fee

For instance that a corporate has a credit limit of Rs. 10 Lacs at a relationship level. Hence, the Annual Credit processing fee would be 2.00% of Rs. 10 Lacs credit limit that is Rs. 20,000.

##### B. 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.

##### C. Cash Advance: Not applicable.

##### D. 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.

##### E. Low limit Utilization Charges

Low limit utilization charges will be charged on the un-utilized limit at the relationship level. This charge will be levied at quarterly level to the relationship. Following is the illustration on this charge:

For instance, a corporate has a credit limit of Rs. 20 Lakhs in April (Q1 of FY). The average monthly spends in this quarter is Rs. 2 Lakhs, hence having a credit limit utilization of 10%. In this scenario the corporate will fall in the 2nd slab i.e. 1-25% utilization thus 2% charge on the un-utilized credit limit will be applicable. Un utilized limit i.e. Rs. 18 Lakhs will attract a charge of 2% i.e. Rs. 36,000 for the quarter of Apr-Jun. However, the maximum capping is Rs. 25,000 thus, the corporate will be levied a charge of Rs. 25,000 only.

#### 2. Interest Free Period

**Commercial Card:** The interest free credit period could range upto 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 5<sup>th</sup> of every month can spend on his card from 6<sup>th</sup> April to 5<sup>th</sup> May, his bill will be generated on 5<sup>th</sup> May and the payment due date would be 20<sup>th</sup> May. Hence, a purchase made on 11<sup>th</sup> April will have a credit period of 40 days, while a purchase made on 2<sup>nd</sup> 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 basis the minimum repayment amount as mentioned in the Schedule of Charges. 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 Card / B2B Cards is 100% of the total amount due and on Distributor card it will be 30% of total amount due.
- C. All Purchase Card / Utility Card / B2B Cards issued to the corporate would be blocked in case the full payment is not received by the next statement date except distributor card.
- 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:

Late Payment Charges will be applicable as below

Statement Balance	Late Payment Charges w.e.f 15th December, 2020
Less than ₹100/-	NIL
₹100/- to ₹500/-	₹100/-
₹501/- to ₹5000/-	₹500/-
₹5001/- to ₹10000/-	₹750/-
₹10001/- to ₹25000/-	₹1000/-
₹25001/- to ₹50000/-	₹1250/-
More than ₹50000/-	₹1500/-

**The following illustration will indicate the method of calculating various charges.**

#### Purchase Card

For instance 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 <sup>nd</sup> April	Purchase of goods	₹10000/-
05 <sup>th</sup> April	Statement date	Total amount due (TAD) = ₹ 10000/- (Minimum amount due is 100% of the Total amount due)
25 <sup>th</sup> April	Purchase of goods	₹20000/-
05 <sup>th</sup> 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 05<sup>th</sup> May, the following would reflect as the

components of the total amount payable:  
Interest calculated = (outstanding amount x 3.50%\* x 12 months x No. of days) / 365. Late Payment Charges = ₹750/-

- (1) Interest of ₹10,000/- @ 3.50% p.m from 6<sup>th</sup> April to 5<sup>th</sup> May (i.e. for 30 days) = ₹345.21
- (2) Interest on ₹20,000/- @ 3.50% p.m from 25<sup>th</sup> April to 5<sup>th</sup> May (i.e. for 11 days) = ₹253.15
- (3) Total interest - ₹345.21 + ₹253.15 = ₹598.36
- (4) Late Payment Charges = ₹750/-
- (5) GST @ 18% on interest and late payment charge = ₹242.70 (₹107.70 for Interest of ₹598.36 & ₹135 for late payment of ₹750)
- (6) Total Principal Amount Outstanding = ₹20,000 (fresh spend) + ₹10,000 (previous statement's outstanding balance) = ₹30,000.
- (7) Hence, the Total Amount Due = (3) + (4) + (5) + (6) = ₹31,591.06

Note: The above illustration is only for the reference purpose. The actual calculation will depend on the product type, billing cycle and interest rate applicable on your credit card. Interest charged on the Account Payable TA Card - 1.25% per month (15% per annum) from transaction date.

#### Distributor Card Charges illustration

Date	Transaction details	Amount
02 <sup>nd</sup> April	Purchase of goods	₹10000/-
05 <sup>th</sup> April	Statement date	Total amount due (TAD) = ₹10000/- (Minimum amount due is 30% of the Total amount due)
15 <sup>th</sup> April	Purchase of goods	₹20000/-

20 <sup>th</sup> April	Statement Date	Total amount due (TAD) = ₹30,831.27 (Minimum amount due is 30% of the Total amount due)
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On the statement dated 05<sup>th</sup> May, the following would reflect as the components of the total amount payable:  
Interest calculated = (outstanding amount x 1.025%\* x 12 months x No. of days) / 365. Late Payment Charges = ₹750

- (1) Interest of ₹10,000/- @ 1.025% p.m from 2<sup>nd</sup> April to 20<sup>th</sup> April (i.e. for 19 days) = ₹64.03
- (2) Interest on ₹20,000/- @ 1.025% p.m from 15<sup>th</sup> April to 20<sup>th</sup> April (i.e. for 6 days) = ₹40.44
- (3) Total interest - ₹64.03 + ₹40.44 = ₹104.47
- (4) Late Payment Charges = ₹750/-
- (5) GST @ 18% on interest and late payment charge = ₹153.80 (₹18.80 for Interest of ₹104.47 & ₹135 for late payment of ₹600)
- (6) Total Principal Amount Outstanding = ₹20,000 (fresh spend) + ₹10,000 (previous statement's outstanding balance) = ₹30,000
- (7) Hence, the Total Amount Due = (3) + (4) + (5) + (6) = ₹31008.27

#### Please note:

Finance Charges and other charges are subject to change at the discretion of 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.

**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. For Instance, Purchase Card: The Payment due date is 15 days post the statement date. E.g. Payment due date would be the 20<sup>th</sup> of the month if the statement is generated on the 5<sup>th</sup> of the month. Utility Cards: The payment due date is 10 days post the statement date. E.g.: Payment due date would be the 30<sup>th</sup> of the month if the statement is generated on the 20<sup>th</sup> of the month. Please note: statement for Utility cards would be generated every 30 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 card, Utility Card, B2B cards except Distributor card 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. In line with RBI mandate, basis the nature and purpose of the transactions carried out on your credit card, customers are advised not to make any payments to the credit card through FCRA accounts. In case, if any payments are observed through these accounts, customer may receive a notice from the Ministry of Home Affairs seeking explanation for such payments.

All the Purchase cards issued to the corporate would be blocked in case full payment is not received by the next statement date. Late payment charges would be levied in case the minimum amount due (here, 100% of the statement due amount) is not paid by the payment due date. In addition interest charges (3.50% p.m.\* for Purchase & Utility Cards and Central Travel Account) would be charged from the statement date and would be billed in the next statement. Transaction done after the statement date but before the payment due date shall be levied interest from the date of transaction (if full payment is not made within the payment due date).



H. **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 30 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

I. **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](mailto:corporateassist@hdfcbank.com)
- Through mail – Manager, HDFC Bank Cards Division, P.O. Box 8654, Thiruvanimiyur 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, Thiruvanimiyur 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 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, Thiruvanniyur 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.

I/ We understand that the usage of the HDFC Bank International Credit Card(s) shall be strictly in accordance with exchange control regulations, applicable laws or regulations of the Regulatory authorities as applicable from time to time, which I/We undertake as my/our responsibilities to keep myself/ourself updated and also that the card will not be used for prohibited transactions including but not limited to Forex trading, lottery, betting, gambling, dating and in the event of any failure to do so , I/We will be liable for action under the Foreign Exchange Management Act 1999 or its statutory modifications or re-enhancement or any other applicable law thereof.

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.