



# SBI CARD MILES ELITE

## TERMS & CONDITIONS





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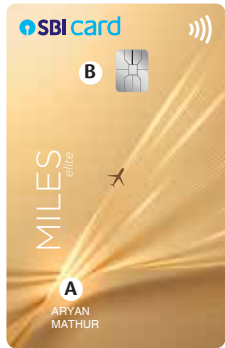


Scan to view the Most Important  
Terms & Conditions (MITC) or  
visit: <https://sbicard.com/mitc-digital>

## GET FAMILIAR WITH YOUR SBI CARD MILES ELITE

### ON THE FACE OF YOUR CARD, YOU WILL FIND

- A. Your Name: Please check that your name appears correctly. In case it does not, please call the SBI Card Helpline to make the necessary corrections.
- B. EMV Chip: SBI Card MILES ELITE offers you additional security through the EMV chip enabled cards.



### ON THE REVERSE OF YOUR CARD, YOU WILL FIND

- C. Your individual 16 digit card number.
- D. Exp: This is the date after which your card needs to be renewed. Your card is valid from the day you receive it up to and including the last day of the month indicated on your card.
- E. Magnetic Strip: contains encoded information.
- F. SBI Card Helpline.
- G. Three digit CVV/CVC Number.





# EXCLUSIVE FEATURES

## CONTACTLESS TECHNOLOGY

- Simply tap the SBI Card MILES ELITE at a secure reader for the transaction. It is fast, easy and incredibly convenient
- Ideal for everyday purchase
- The card never leaves your hands during the transaction, significantly reducing the risk of card loss and fraud due to counterfiet (skimming)



### WORLDWIDE ACCEPTANCE

Your SBI Card MILES ELITE can be used in over 29 million outlets across the globe, including 3,25,000 outlets in India.



### GUARANTEED PEACE OF MIND

SBI Card MILES ELITE automatically gives you complete peace of mind with our SBI Card Helpline available in case of any emergency.



### CREDIT FACILITY

Your SBI Card MILES ELITE offers great flexibility of payment. With the extended credit option, you can plan your payments against your outstanding. You can pay any amount from the Minimum Amount Due to the Total Amount Due outstanding as shown in your Monthly Statement. You can then carry forward the unpaid balance at one of the lowest finance charges available.



### ENHANCED POWER TO YOUR FAMILY

You can share the power of your SBI Card MILES ELITE with your family, by applying for an Add-on card for your spouse, parents, siblings and children over 18 years of age.



### CASH ON THE GO

As an SBI Cardholder, you can withdraw cash from over 1 million ATMs across the globe.

## HOW TO GET CASH FROM AN ATM

Now you don't need to enter a bank anymore. The power to access cash at the press of a key is in your hands 24 hours a day.

To access cash from any Visa ATMs, all you have to do is:

- Insert your card into the machine as directed and wait till the machine prompts you to key in your Personal Identification Number (PIN).
- Wait for a few seconds till the machine processes this PIN. It will then ask you to key in the amount of cash you need.
- Wait for a few seconds till your card comes out, count your cash before you leave.

## SAFETY TIPS FOR ATM USAGE

- As soon as you get your PIN, memorise it and destroy the PIN mailer. Do not write the PIN on your card and never share it with anyone. Not even with our staff. Only you must know your PIN.
- Do not let anybody use your card to access the ATM facility on your behalf.
- Your PIN cannot be changed. Incase you forget it, please call the SBI Card Helpline and ask for it to be re-issued to you.

## PLEASE NOTE:

- Your PIN along with your card is the only requirement for using this facility. Anyone in possession of both can use it to withdraw cash from the ATM.
- Please follow the instructions on the ATM carefully.
- It is important that you respond to the instructions on the ATM in reasonable time.
- In case you do not act after keying in the PIN, your card will either be retained by the machine or else will be ejected.
- Your card, if retained by the machine, will have to be re-issued and this is subject to a replacement card fee at the prevailing rate.
- The ATM may disburse currency notes of a particular denomination only.



EASY BILL PAY

### EASY BILL PAYMENT FACILITY

With the Easy Bill Pay facility from SBI Card, you can be rest assured that your utility bills are paid on time, every time. Track and manage all your bill payments viz. Electricity, Insurance, Mobile postpaid and so on with Easy Bill Pay. Bill payments can be done in two ways:

- Standing Instructions - Register your billers and set standing instructions to pay your bills. When the bill is due, automatic payment before the due date is made to the biller by SBI Card on your behalf.
- Online payment through SBI Card platforms - Pay your bills anytime, anywhere. Just fetch your bills and make instantaneous online bill payments/ recharges through SBI Card website, Mobile app and Chatbot ILA (collectively called as SBI Card platforms).

For more details and terms & conditions, please visit [www.sbicard.com](http://www.sbicard.com) -> Benefits -> Utility Bill Payments.



BALANCE TRANSFER

### BALANCE TRANSFER

You can now save big with our low interest rate options on Balance Transfer facility. Transfer the outstanding balance from any other credit card to your SBI Card MILES ELITE in just 2-3 working days, opt for a plan that best suits your financial needs. To avail this facility, the amount transferred should be a minimum of ₹5,000 and maximum of upto 75% of your available credit limit on the SBI Card MILES ELITE. Processing Fee would be charged as applicable. For detailed information on Balance Transfer, please visit [sbicard.com](http://sbicard.com)



EASY MONTHLY INSTALLMENTS

### FLEXIPAY

This is an easy installment plan from SBI Card MILES ELITE that lets you buy just about anything and repay in easy monthly installments. Choose the plan best suited to your financial needs and enjoy a low rate of interest. To avail this facility, just call the SBI Card helpline number or book online at [sbicard.com](http://sbicard.com) or via SBI Card Mobile App, within 30 days of your purchase. For detailed information on Flexipay, please visit [sbicard.com](http://sbicard.com)



SMS ALERTS

### SBI CARD ALERTS

SBI Card Alerts enables you to receive information regarding your credit card status as an SMS on your mobile phone. These include Mini Statement Alerts, Cheque Alerts, Credit & Cash Limit Alerts & Payment Assistance Alerts. So no matter where you are, we will keep you informed!



INSURANCE

### INSURANCE

With your SBI Credit card you can buy Health Insurance, Personal Accident Insurance, Motor Insurance, Additional health covers, Travel Insurance, Life Insurance and other assistance products, at very affordable rates.

#### Disclaimer:

SBICPSL, SBI Cards and Payment Services Limited is a corporate agent of Royal Sundaram General Insurance Co. Limited, SBI General Insurance Company Limited & SBI Life Insurance Company Limited Vide IRDAI registration code CA0075 Insurance is the subject matter of Solicitation. Royal Sundaram IRDAI Registration Number -102, SBI Life IRDAI Registration Number - 111, SBI General IRDAI Registration Number - 144





# CONVENIENCE OF TECHNOLOGY

## CONNECT WITH US

SBI Card is now on Facebook, Twitter & YouTube to connect with you and make your life Simple. Stay connected with us to know your SBI Card MILES ELITE better - our Features & Offerings, Hot Deals & Services for you, Card Security, Card Eligibility, Common Card Terms & more.

  
@sbicard\_connect

  
@sbicard

  
@SBICcard\_Connect

  
@sbicard

  
@sbi-card

  
Send 'Hi' to  
9004022022

Connect with us

## WEBSITE

Discover the power of convenience with the SBI Card Mobile App or sbicard.com and manage your SBI Card anytime, anywhere. Access your account information, raise a service request or book a cross-sell product with a single click. Do More, View More and Mange More online.

Register on digital platforms in 4 simple steps:

1. Go to [www.sbicard.com/register](http://www.sbicard.com/register) or select “Register now” on [www.sbicard.com](http://www.sbicard.com)
2. Enter your Card no., CVV & Date of Birth and click on ‘Generate OTP/Proceed’, a one-time password (OTP) which you will receive on your registered mobile number and registered email address
3. Enter the OTP and click on ‘Proceed’
4. Set your preferred user ID, password and confirm password; and click on ‘Confirm’ Convenience on Mobile App
  - a. Edit/confirm device name for trusted device
  - b. Set M-PIN and Touch ID as convenient login options

Do more	View more	Manage more
<ul style="list-style-type: none"><li>• Apply online for SBI Card MILES ELITE</li><li>• Apply for Flexipay, Encash and Balance Transfer</li><li>• Online Bill Payment</li><li>• Request for an Add-on card or ATM PIN</li><li>• Request for an ATM PIN</li></ul>	<ul style="list-style-type: none"><li>• Account Summary</li><li>• Unbilled Transactions</li><li>• Spends Analyzer</li><li>• Card Statement &amp; Payment History for last 12 months</li></ul>	<ul style="list-style-type: none"><li>• Single Window View</li><li>• Track Booked Offers</li><li>• Instant Contact Updation</li><li>• Subscribe to e-Statement or request for Duplicate Statement</li></ul>



## E-STATEMENT

No postal delays. No lost statements. No late payments. Just the convenience of getting your monthly statement delivered directly to your inbox. To subscribe, Simply SMS ESR < your email id > to 56767 from your Mobile number registered with us.

To get started log on to [www.sbicard.com](http://www.sbicard.com) and take advantage of these benefits.



Scan to  
download the  
App now



Scan to  
register

## HOW TO USE YOUR SBI CARD MILES ELITE?

Using your SBI Card MILES ELITE is very simple. Once you have made a purchase at any of the merchant establishments that display the Visa sign, please present your card for payment

The establishment will prepare a charge slip (specimen shown above), very much like a normal bill, which contains the details of the transaction.

- Please verify the amount **A** and ensure that other particulars on your charge slip are correct.
- Kindly add the amount paid as tips and miscellaneous expenses and ensure that the total amount is filled. Check the amount in words (never leave the total blank).
- Please sign on the charge slip at the place indicated **B** in the same way as you have signed on the reverse of your card. You will be returned a copy of the charge slip, the actual bill and your card.
- Before you leave, please ensure that you have received your card.
- The amount you spend on your card will appear in your monthly statement. You can make your SBI Card MILES ELITE payment using any of the 10 payment options available. Normal use of card does not attract any transaction fee or interest charge except in case of late payment / no payment.

AnyBank

**AnyBank**

XYZ Store  
UILE PARLE WEST  
XXXXXX XXXX

DATE: 03/01/06 TIME: 20:35:35  
MID: 201 26076 TID: 01036720  
BATCH: 000592 INU#: 007992

**Sale**  
XXXX XXXX XXXX 8793 swipe  
CARD TYPE: MASTER/VISA CARD EXP DATE: XX/XX  
APPR CODE: 960983 RREF: 008322  
AMT: RS 4000. 45

AnyBank

SIGN: \_\_\_\_\_

SANJAY PAL  
I AGREE TO PAY TOTAL AMOUNT AS ABOVE  
ACCORDING TO CARD ISSUER AGREEMENT

CUSTOMER COPY

A

B



## SBI CARD MILES ELITE FAQ's





## SBI CARD MILES ELITE FAQ'S

### 1. What is a Contactless Credit Card?

MILES SBI Card is powered by Mastercard Contactless technology. It is centered around providing frequent travelers with maximum benefits on their spends. This card is the one stop for all your travel needs in terms of spends, points redemption and lounge benefits.

### 2. How does the Contactless Credit Card work?

Step 1: Look for the Visa payWave/Contactless Indicator for RuPay & Mastercard mark and contactless logo at the point of sale.

Step 2: The cashier enters your purchase amount into the terminal. This amount will be displayed on the contactless reader.

Step 3: Hold your card over the reader or at the POS at close range (less than 4 cm from where the contactless logo appears).

Step 4: Four green indicator lights or a beep sound will indicate that the transaction is complete. A message will also be displayed on the screen indicating the transaction is complete. No PIN is required.

Please note that payment through contactless mode is allowed for a maximum of ₹5,000 for a single transaction.



### 3. What are the benefits?

Contactless payment functionality powered by Mastercard is specially designed for you for speed, convenience and security. During a contactless transaction the card never leaves your hand. This greatly reduces the risk of card loss and fraud through counterfeit/ skimming. A Mastercard contactless card has its own, unique, built-in, secret key, which is used to generate a unique code for every Visa contactless transaction, thus making it more secure. There's no dipping, swiping or fumbling for cash. You're ready to go in just a few seconds. Ideal for places like fast-food joints, petrol stations, movie theatre etc. You don't need to look for cash/coins for small ticket everyday purchases. It is also easier to keep track of these expenses.

### 4. Is there a limit for a contactless transaction amount? Can I set my own Limit?

Payment through the contactless mode is allowed for a maximum of ₹5,000 for a single transaction. For a contactless transaction PIN is not required. This limit is common for all customers and setting up of individual limits is not possible. Any transaction amount more than ₹5,000 has to be carried out through a contact transaction (Dip or Swipe) and entering the PIN.

You can also choose to do a contact transaction (Dip or Swipe) with PIN for transactions amount below ₹5,000.

### 5. Where can I use my Contactless Credit Card?

You can look for the Universal Contactless symbol at the POS machine at merchant outlets. Also please visit [www.sbicard.com](http://www.sbicard.com) for details of merchants enabled for Mastercard contactless payment acceptance.

### 6. Can I use my Contactless Credit Card at other merchants (not enabled for contactless payment acceptance) as well?

Yes, for the merchants not enabled for contactless payment acceptance, you can use this card for a normal dip or swipe transaction.

### 7. Could I be debited twice if I have more than one contactless card?

No, contactless readers communicate with one card at a time. If the shop's reader finds more than one contactless card in your wallet or purse, you will be asked to select one card to pay.

### 8. Could I unknowingly have made a purchase if I walk past the reader?

No, your card has to be waved within 4cm of the card reader for more than half a second and the retailer must enter the amount for you to approve. Terminals can only process one payment transaction at a time, therefore reducing transaction errors.

### 9. Is there any difference in the process for ATM and Internet transactions for this contactless Credit Card?

There is no difference in transaction process for ATM or any Card not Present Transactions including Internet transactions. For ATM transactions you need to enter the PIN and for Internet transaction you need to enter your 3D secure PIN or OTP.

### 10. What happens if my contactless card is stolen – can it be misused?

Immediately report the loss of your Credit Card to SBI Card to prevent any misuse. Please call our helpline or visit SBI Card App / Website to block your credit card. Safeguards are in place to mitigate misuse of lost or stolen card by fraudster. The limit for Contactless Card transaction without entering the PIN is ₹5,000, above which the transaction needs PIN for authorization. Please note that your maximum liability on any given date will be limited to available credit limit on your card.





**11. How can I earn Travel Credits?**

You can earn Travel Credits on all your spends except Cash withdrawals, Balance Transfers, Flexipay, Encash, E-wallet uploads, Cashback transactions and spends on Rentals, Fuel & Utility bills.

**12. What do I have to do to receive the earned Travel Credits?**

The Travel Credits will be automatically credited to your SBI Card account. Under Rewards section, you will be able to see the Previous balance, Earned Travel Credits, Redeemed Travel Credits and Closing Balance.

**13. When will I receive Travel Credits?**

Travel Credits earned on Welcome offer will reflect in your account within 15 working days from the date of reaching the spends threshold. Accelerated and regular Travel Credits will reflect in the customer's account within 10 days from the date of actual spend.

**14. Will I earn Card Travel Credits on fuel spends?**

Travel Credits is not applicable on fuel spends. However, you will get 1% Fuel Surcharge Waiver across all Petrol Pumps in India on fuel transaction amount ranging from ₹500 to ₹3,000. Maximum surcharge waiver of ₹500 per billing statement, per credit card account is applicable. For further details, please refer the cardholder TnCs.

**15. What will happen to my SBI Card MILES ELITE if I switch to other SBI Credit Card?**

In case you flip/transfer your SBI Card MILES to another SBI Card, all the Travel Credits will be transferred as Reward Points to your SBI Card account within two working days of the transfer.

**16. What will happen to my reward points if I transfer to SBI Card MILES ELITE from any other SBI Card?**

In case of flip-in to the Miles Travel card your reward points earned on the previous card will not get transferred.

**17. What will happen to my earned Travel Credits in case of replacement or renewal of my card?**

The Reward Points will get transferred to the next variant of the Miles Card .

**18. Do Travel Credits expire?**

Travel Credits are valid for 2 years from the date of receipt.

## WAYS TO MAKE PAYMENT DIGITALLY FOR YOUR SBI CARD MILES ELITE



**Pay via Standing Instruction (e-NACH)**

Enroll for e-NACH for automated and hassle-free bill payments, every month. Your card dues will be deducted directly from your bank account on the Payment Due Date. For more details, visit [www.sbicard.com](http://www.sbicard.com)



**UPI payment option (Pay via UPI)**

You can pay your bill faster via UPI payment mode on SBI Card App or on website using QR code.



**NEFT (National Electronic Funds Transfer)**

Pay your SBI Credit Card outstanding using NEFT and get instant credit to your card account, 24X7. Use your 15/16-digit credit card number as Beneficiary A/c & IFSC Code SBIN00CARDS to register.



**YONO Payment option**

Pay through YONO App by SBI and enjoy instant credit to your card account. You can download the app from Google Play Store or App Store.



**Bharat Bill Payment System**

Visit the SBI Unipay website to pay your credit card bill conveniently and securely through Bharat Bill Payment System.



**PayNet**

Click on PayNet at [sbicard.com](http://sbicard.com) to make your payments online through net banking. Payment will reflect instantly in your SBI Credit Card account.



**Electronic Bill Payment**

Pay online, directly from your bank account using Bill Pay facility of your bank. Your payment will be credited instantly.



### Debit Card Payment

Pay online using selected banks debit card. Payment will reflect instantly on your SBI Credit Card account. For more details, visit [www.sbicard.com](http://www.sbicard.com)



### Auto Debit

Authorize SBI Card to debit your bank account (savings/current) by filling the Auto Debit mandate available at selected banks. For more details, visit [www.sbicard.com](http://www.sbicard.com)

#### NOTE:

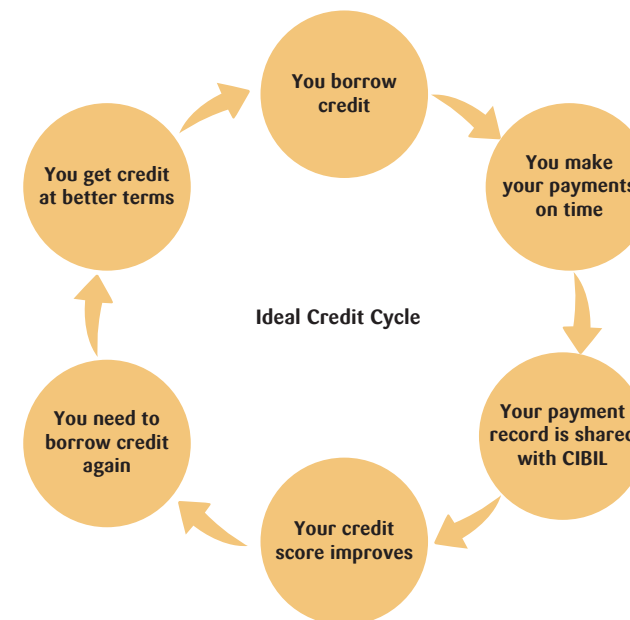
a. Please drop your cheque/Demand Draft well in advance to avoid any late payment & interest charges. Post receiving the Cheque/Demand Draft, it will take 4 working days for the payment being credited to your card account. Credit is subject to realisation.

b. In case of digital payments, delay in bank settlement or network failure may lead to payment being credited to your card account in 24-48 hours.



## USE CREDIT RESPONSIBLY

While you are empowered to use your credit card the way you wish to, it is best to use it responsibly. As credit card mismanagement is on the rise various financial institutions in the country have set up CIBIL, a body to monitor credit usage and safeguard the interests of member banks and financial institutions. Here is how an ideal credit cycle works:



### WHAT IS CREDIT INFORMATION BUREAU INDIA LIMITED (CIBIL)?

CIBIL is India's first credit information bureau established in 2004. It is a repository of information which contains the credit history of all borrowers CIBIL's members include all leading banks, financial institutions, non-banking financial companies, housing finance companies, state financial corporations and credit card companies.



### WHAT IS A CREDIT INFORMATION REPORT?

A Credit Information Report (CIR) is a factual record of a borrower's credit payment history compiled from information received from different credit grantors. Its purpose is to help Banks & Financial Institutions make informed lending decisions - quickly and objectively.

### HOW DOES THE CREDIT INFORMATION REPORT IMPACT ME?

When you approach the Banks & Financial Institutions for credit, your application will be evaluated on the basis of your past payment history, existing credit lines and other factors such as income and security. A good past payment history may lead to credit being granted faster and on better terms.

On the other hand, a poor past payment record indicate past delinquency and can lead to denial of credit or extremely expensive credit.

Therefore prudent credit management and financial discipline is a must to ensure a good credit history for enabling you for smooth and faster access to affordable credit in the future.

### HOW DO I IMPROVE MY CREDIT RECORD?

- Make at least the minimum amount due on time each month. On time payments will have the most positive significant impact on your credit record.
- Maintain affordable & reasonable levels of credit
- Limit the number of credit cards that you hold. Maintaining a large number of cards can hurt your credit history.
- Do not use your credit card such that your outstanding is very close to your credit limit as this can adversely affect your credit rating.

### HOW CAN YOU MAINTAIN A GOOD CREDIT HISTORY?

There are a number of things you can do to build and maintain a good credit history.

Here are some important do's and don'ts :

#### DO'S

- Make your credit card payments on time
- Pay off your "Minimum Amount Due" on your card every month

- Contact your creditors if you are having trouble making payments
- Make sure that your monthly account statement is correct
- Read the statements and other material you receive from your credit card company carefully
- Deal with companies you know and trust
- Pay attention to late payments, calls or letters from credit agencies, and denied or revoked credit. These are all signs that your credit history may be in jeopardy!

#### DON'TS

- Do not pay late
- Do not sign a credit contract until you read and understand it
- Don't go over the credit limit on your credit card
- Don't wait to report any unauthorized transactions on your account
- Don't open new credit accounts for the purpose of debit consolidation without closing existing accounts
- Do not miss reviewing your monthly statements
- Do not close credit cards in an improper manner, it can hurt your credit score



# SECURE YOUR CARD

## TAKING CARE OF YOUR CARD

- The black magnetic strip contains important information about your card and needs special handling. Do not keep your card in an area where there is a continuous magnetic field. Do not leave it on top of your television set or near any electronic appliance
- Avoid scratching the magnetic strip
- Do not place two cards with the magnetic strips together
- Do not bend the card
- Keep your card away from heat and direct sunlight, e.g. do not leave it in a car parked in sun

These simple precautions will help protect the important information stored on the magnetic strip and ensure that you do not face any problems while using your card.

DO'S	DON'TS
<ul style="list-style-type: none"><li>• Accept the welcome kit if it's properly sealed. Destroy the PIN mailer after memorizing it</li><li>• Ensure that your mobile number is updated &amp; registered for instant transaction alerts.</li><li>• Check transaction SMS alerts regularly &amp; report disputed transactions to the call centre immediately</li><li>• Report lost or stolen card immediately. You can block your card on IVR also</li><li>• Keep your credit card issuer company informed about any change of address in advance</li><li>• Destroy your existing credit card cutting it diagonally into pieces at the time of renewal, upgradation or cancellation</li><li>• Make online transactions only on secured websites with 'https' &amp; has a padlock symbol rather than 'http' in the address bar</li></ul>	<ul style="list-style-type: none"><li>• Do not disclose your CVV, PIN, One time password (OTP), Online account access ID &amp; password or any other sensitive information to anyone</li><li>• Do not respond to phishing e-mails or SMS attacks asking for your SBI Card MILES ELITE details</li><li>• Do not access your online account on unsecure public computers like cyber cafes</li><li>• Do not handover your SBI Card MILES ELITE to anyone including company representatives</li></ul>

## SIMPLE STEPS TO PROTECT YOUR CARD AGAINST FRAUD

### LOST OR STOLEN

- Please call the SBI Card Helpline and report the loss/theft or the Mastercard Helpline abroad to report the loss so that we can block your account immediately
- Report the loss to the police and collect a copy of the complaint/FIR immediately
- Confirm the loss to us in writing along with a copy of police complaint/FIR

### CARD RENEWAL

- A new SBI Card MILES ELITE will be sent to you unless declined when the card you currently hold expires, provided your account is in good standing
- Your new SBI Card MILES ELITE becomes valid after your present card expires
- On expiry, the card must be destroyed by cutting it into multiple pieces across the black magnetic strip

### CPP

- SBI Card introduces CPP (Card Protection Plan), India's first comprehensive card protection service for use in the event of card loss, theft and related fraud. This product is designed to help you safe-guard all your Cards with CPP. No matter where you are, make One Free Call to CPP's 24 Hour Helpline to report loss of cards or fraud. CPP will notify all your Issuers and you will not need to call them individually. It will also additionally ensure that you would not be stranded anywhere away from home as a result, by helping pay your hotel bills, travel tickets and providing you some emergency cash and helping restore your confidence and freedom! Call SBI Card Helpline at 0124-39010303 OR SMS SBICPP to 56767 to buy Card Protection Plan.





# SBI CARD MILES ELITE

Terms & Conditions





# TERMS & CONDITIONS - CARDHOLDER AGREEMENT

Before you sign or use the enclosed SBI Card, please read this Agreement, as your use of the Card will be governed by the terms and conditions below:

1. Definitions

'You' and 'Your' shall mean the applicant whose name appears on the SBI Card application form and includes his/her heirs and assignees. 'Additional Cardholder' shall mean an individual issued a Card as per your instruction in line with clause 2.6 of this Agreement.

'Card' or 'Credit Card' or 'SBI Card' shall mean a Credit Card issued by SBI Cards and Payment Services Limited on a Card Account and which entitles a Cardholder to use the Card Account.

'Cardholder' is an individual who holds a Card under this Agreement and shall mean a Primary Cardholder and, where appropriate the Additional Cardholder.

'Card Account' shall mean an account opened and maintained by SBICPSL for the purpose of usage of the Card, under this Agreement.

'Cash Advance' shall mean any transaction whereby cash or cash equivalent is obtained by the Cardholder by use of the Card/Card number.

'Charges' shall mean all amounts charged to the Card Account under this Agreement including but not limited to purchase of goods, services or cash advances by use of the Card or a Card number, balance transfers, joining fee, annual fees, interest charges, finance charges, over limit charges, late payment charges, collection charges, maintenance charges transaction charges and service charges.

'International transactions' mean the transactions entered into by the Cardholder on his/her Card outside of India, Nepal and Bhutan.

'Merchant Establishment' shall mean any company, establishment, firm or person, wherever located and in whatever form (including the Internet), which is designated as a MasterCard/VISA/Rupay/American Express merchant and/or with whom there is an arrangement for a Cardholder to obtain goods, services or cash advances by use of the Card or Card number and includes any establishment displaying the MASTERCARD/VISA/ Rupay/American Express symbol which appears on the face of the Card.

'Primary Cardholder' means a Cardholder in whose name the Card Account is maintained.

'Purchase Balance' shall mean any and all amounts relating to non-cash transactions owing to SBICPSL.

'Total Outstanding', 'Outstanding' or 'Outstanding Balance' (capitalised or not, in singular or plural) shall mean any and all amounts owing to SBICPSL on the Card Account.

'SBICPSL' shall mean SBI Cards & Payment Services Limited having its registered office at Unit 401 & 402, 4th Floor, Aggarwal Millennium Tower, E 1,2,3, Netaji Subhash Place, Wazirpur, New Delhi – 110034, and shall include its successors and assignees.
2. The Card

2.1

You shall be deemed to have unconditionally agreed to be bound by this Cardholder Agreement by acknowledging receipt of the Card in writing or by signing on the reverse of the Card or by incurring a Charge on the Card. If you do not wish to be bound by this Agreement then you must cut the Card in half and return it to SBICPSL promptly.

2.2

The Card is the property of SBICPSL and must be surrendered to SBICPSL on request. The Cardholder must not permit any other person to use the Card and should safeguard it from misuse by retaining it under his/her personal control at all times.

2.3

Each Cardholder may be issued a personal identification number or a password (PIN) to enable use of the Card for accessing his/her Card Account on the ATM and Internet and also for availing any privilege, benefit or service that may be offered by SBICPSL on the Card. The PIN will be communicated to the Cardholder entirely at his/her risk, who shall not disclose the PIN to any person and shall take all possible care to avoid its discovery by any person. The Cardholder shall be liable for all transactions made with the use of the PIN, whether with or without the knowledge of the Cardholder. SBICPSL reserves the right to refuse any transactions if it believes that the PIN is being misused or being used without appropriate authorisation.

2.4

The Card is valid up to the last day of the month of the year indicated on the face of the Card unless cancelled earlier. Upon expiry or earlier cancellation, the Card may be renewed or reinstated at the sole discretion of SBICPSL. On expiry, the Card must be destroyed by cutting it in half diagonally.

2.5

A Joining fee at the prevailing rate will be levied on opening of the Card Account. An Annual fee at the prevailing rate will be levied upon opening of the Card Account and then annually during the month in which the Card Account was originally opened. An Annual Additional Card fee will also be levied for each Additional Card on the Card Account at the prevailing rate. The Joining and Annual fee(s) are subject to change at the discretion of SBICPSL and are not refundable.

2.6

SBICPSL may, based on the Primary Cardholder's written request, issue Additional Cards to individuals nominated by the Primary Cardholder who shall be unconditionally bound by this Agreement.

2.7

The Primary Cardholder shall be fully liable to SBICPSL for all the Charges on his/her Card and also for those incurred by the Additional Cardholders. The Additional Cardholders shall be jointly and severally liable to SBICPSL for all the Charges even though the monthly statement of account may be sent only to the Primary Cardholder. The Primary Cardholder may at any time request cancellation of any Additional Card(s) but will continue to remain liable for any Charges on such Additional Card(s).

3. Use of the Card

3.1

The Card is valid for use in India and internationally as per usage restrictions, entitlements and other conditions stipulated by Reserve Bank of India ("RBI") or any other Government authority from time to time.

3.2

The Card is not valid for payment in foreign exchange in Nepal and Bhutan. The currency of transaction on the Card in Nepal and Bhutan shall be the local currency or Indian Rupee.

3.3

The Cardholder (including the Additional Cardholder) shall strictly comply with all requirements of the foreign exchange control/management regulations issued by RBI from time to time and in the event of non-compliance, the Cardholder will be liable for action under the applicable exchange control/management regulations. Moreover, the Cardholder may be debarred from holding the Card at the instance of RBI or SBICPSL.

3.4

Use of the Card at Merchant Establishments will be limited by the credit limit assigned to each Card Account by SBICPSL from time to time. In case of Additional Cards issued by SBICPSL, the extent of use of all Cards so issued will be limited by the Card Account's credit limit. The Outstanding on the Card Account must not exceed the credit limit at any time. In the event of breach of this provision, the Cardholder will be charged an over limit fee at the prevailing rate. The Cardholder must repay the excess immediately. The over limit fee is subject to change at the discretion of SBICPSL. The credit limit may be revised from time to time at the discretion of SBICPSL.

3.5

SBICPSL may, at any time without prior notice, refuse authorisation for a Charge incurred at a Merchant Establishment, and/or restrict or defer the Cardholder's ability to use the Card and/or suspend or cancel the Card and/or repossess (directly or through a Merchant Establishment or any other third party) the Card if it reasonably believes that it is necessary to do so for proper management of credit or business risk or if the Card or the Card Account is being or likely to be misused or if the Cardholder is in violation of the exchange control/management regulations or any other applicable law or regulation.

3.6

The Card may be used for personal purposes and for bona fide business expenses.

3.7

The Cardholder shall ensure that he/she maintains a detailed record of his/her transactions on the Internet. SBICPSL is not obliged to make any independent verification with regard to order details provided by the Cardholder and shall be entitled to rely on the details submitted by the Cardholder on the Internet.
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- 3.8 Some transactions may attract a service charge, in addition to the amount of the Charge, at certain Merchant Establishments. SBICPSL may also levy charges for collection of cheques, maintenance of the Card Accounts, and for other services that may be rendered to the Cardholder from time to time.
- 3.9 The Cardholder must sign and collect the Chargeslip, Cash Advance Slip or Mail Order Coupon at the time of incurring the Charge. Failure to sign a chargeslip will not avoid liability for the Charges. The Cardholder must retain his/her own copy of the chargeslips. Copies of chargeslips will not normally be provided by SBICPSL. However, at its discretion, and upon customer request, SBICPSL may provide copies thereof subject to an additional charge.
- 3.10 In relation to Charges on account of mail order or telephone or electronic commerce (e.g. on the Internet) where a chargeslip or voucher may not be available for signature, the Cardholder accepts that in the event of any dispute regarding the authenticity or validity of such a Charge, the Cardholder will first clear his/her Outstanding on the Card and then endeavour to resolve the dispute directly with the concerned Merchant Establishment.
- 3.11 Any chargeslip or other payment requisition (electronic or otherwise) received from a Merchant Establishment or any intermediary by SBICPSL for payment shall be conclusive proof that the amount recorded on such chargeslip or other requisition was properly incurred by the use of the Card by the Cardholder. Should the Cardholder choose to disagree with a Charge indicated in the monthly statement of account, the same should be communicated to SBICPSL within 10 (ten) days of the statement date, failing which it would be construed that all Charges and the monthly statement of account are entirely in order.
- 3.12 You agree that an electronic record or printout of an electronic record or a copy produced from a microfilm or a scanned /digital image of any document or Charge relating to your Card / Card Account with SBICPSL or produced from data received by SBICPSL electronically from the Merchant Establishment or from you or any intermediary, shall be conclusive evidence of that document or Charge for any purpose.
- 3.13 SBICPSL will not be responsible if any Merchant Establishment refuses to accept the Card or is unable to transact on the Card or levies a surcharge on the Card. However, the Cardholder should notify SBICPSL of this complaint. SBICPSL is not responsible or liable for any defect or deficiency in respect of goods and services charged to the Card. Any dispute should be settled directly by the Cardholder with the Merchant Establishment and failure to do so will not relieve the Cardholder of any obligations to SBICPSL. The existence of a claim or dispute shall not relieve the Cardholder of his/her obligation to pay all Charges and the Cardholder agrees to pay promptly such Charges, notwithstanding any dispute or claim whatsoever. No claim by the Cardholder against a Merchant Establishment will be the subject of a set-off or counterclaim against SBICPSL.
- 3.14 SBICPSL may, at its sole discretion, permit from time to time, its Cardholder to transfer his/her Outstanding balances ("Balance Transfer/s") on other Credit Cards and credit facilities availed by him / her from other companies and financial institutions. Balance Transfers will not be accepted from overdue status accounts or where the credit limit has been exceeded or which are greater than the Outstanding balances on such other Credit Cards and will be limited to such percentage of the available credit limit on the Card as may be determined by SBICPSL. Balance Transfer requests will also not be accepted from other SBI Card accounts. By choosing to avail of the Balance Transfer facility, the Cardholder authorizes SBICPSL to make payments to companies / financial institutions so designated. SBICPSL, however, reserves its absolute right to refuse any Balance Transfer request. The Cardholder must continue to meet his / her obligations in respect of his / her existing credit facilities, balances of which are the subject of Transfer hereunder, until he/she has received a written intimation from SBICPSL that the Balance Transfer request has been accepted and payments have been made to the companies/financial institutions so designated. SBICPSL will not be liable for any new charges, overdue payments or interests incurred on other Credit Cards/facilities. SBICPSL may, in its discretion, stipulate additional 2S terms and conditions from time to time.
- 3.15 The Cardholder acknowledges that the privileges, benefits and facilities attached to the Card may be suspended/withdrawn by SBICPSL at its discretion at any time without liability to the Cardholder. Termination of this Cardholder Agreement shall result automatically in the termination of such privileges, benefits and facilities. SBICPSL shall not be liable in any way to the Cardholder for any defect or deficiency in any privileges, benefits or facilities provided by third party suppliers or Merchant Establishments.

- 3.16 A purchase and a cancellation of goods/services, e.g. air/rail tickets, are two separate transactions. The Cardholder must pay for the purchase transaction as it appears on the statement to avoid incurring finance charges or fees. Credit of refund on account of cancellation will be made to the Card Account (less cancellation charges) only when received from the Merchant Establishment. No cash refund will be given to the Cardholder. If a credit is not posted to the Card Account within a reasonable time, the Cardholder must notify SBICPSL within 30 (thirty) days of cancellation.
- 3.17 The onus of complying with the foreign exchange control / management regulations, baggage rules, EXIM Policy and other applicable laws, as amended from time to time, is solely that of the Cardholder and the Cardholder and shall indemnify and hold harmless SBICPSL from any consequence, loss, damage, expense or any other financial charge that SBICPSL may incur and/or suffer on account of the Cardholder's contravention of any applicable law and regulation. Noncompliance with the regulations shall not be a ground for the Cardholder to delay or refuse the amounts payable to SBICPSL. In case the Card is suspended/ cancelled, whether on account of non-compliance with exchange control/management regulations or otherwise, SBICPSL will not be responsible for any attempted usage of the Card, whether in India or abroad, resulting in the Card being dishonoured and the concerned Merchant Establishment would be entitled to pick up the Card on presentation.
- 4. Cash Advances**  
The Cardholder may be permitted to obtain a Cash Advance from designated branches of State Bank of India, Automated Teller Machines (ATMs) and/or other permitted establishments subject to applicable terms and requirements imposed by SBICPSL from time to time. A minimum and/or maximum amount of Cash Advance that can be accessed on the Card in a single charge or in a single business day may be specified by SBICPSL periodically. The total amount that will be available for cash withdrawal at any point in time will be governed by cash limits set up periodically which will be disclosed to the Cardholder in the monthly statement of account. A cash advance fee will be levied on each such Charge and will be billed to the Cardholder.
- 5. Insurance Benefits**  
5.1 Insurance is optional and a subject matter of solicitation. In the event any insurance cover or benefit of any insurance cover is made available to the Cardholder by an insurance company at the request of SBICPSL, the Cardholder specifically acknowledges that SBICPSL will not be liable in any manner whatsoever and that the insurance company will be solely liable for all claims thereunder. The Cardholder shall not hold SBICPSL responsible for any matter arising out of or in connection with such insurance cover, whether for or in respect of any deficiency or defect in such insurance cover. Recovery or payment of compensation, processing or settlement of claims or any other matter in relation to the insurance cover shall be addressed to and resolved directly by the Cardholder with the insurance company.
- 5.2 The Cardholder further acknowledges that the insurance cover so provided will be available to the Cardholder only as per the terms of the relevant insurance policy in force and only so long as the Card Account is maintained in good standing. On the Card being suspended or cancelled for whatever reason, the benefit of such insurance cover shall automatically and ipso facto cease to be available from the date of suspension/cancellation of the Card Account.
- 5.3 The Cardholder hereby authorizes SBICPSL to require the insurance company to settle any Outstanding on his/her Card Account before payment of any compensation or claim to his/her heirs, nominees, beneficiaries, etc., under the insurance policy.
- 6. Billing & Settlement**  
6.1 The monthly statements of account shall be sent to the Cardholder by mail unless the Cardholder specifically opts for such statements to be sent by e-mail, in which case they shall be sent at the e-mail address specified by him/her in the application or by a separate intimation. Additionally, the





- Cardholder may also access his/her Card Account on the Internet, as and when so enabled by SBICPSL, at its website by using his/her PIN to check his/her statement of account. If the Cardholder experiences any difficulty in accessing the electronically delivered statement of account, he/she shall promptly inform SBICPSL. The Cardholder agrees to access his/her aforesaid e-mail account at regular intervals of time. The Cardholder will not hold SBICPSL responsible for his/her not having access, for any reason whatsoever, to the information and statements of account sent to him/her via e-mail. Failure on the part of the Cardholder to receive the statement of account electronically (by e-mail or through access to the Card Account on the Internet) will not avoid his/her liability for the Charges incurred on the Card and the Cardholder shall be liable to make payment for the Charges within 30 days of incurring the Charge on the basis of his/her own record of the transaction or earlier if requested by SBICPSL.
- 6.2 SBICPSL will debit the Card Account for all the Charges incurred by use of the Card and provided for in the Agreement. Charges in respect of International Transactions incurred in foreign currency will be segregated from the Indian Rupee transactions in the statement of account. All Charges (including those in respect of International Transactions) shall be billed in Indian Rupees. The Cardholder agrees and hereby authorizes SBICPSL to convert Charges in respect of International Transactions incurred in foreign currency to Indian Rupees at the applicable foreign exchange rates plus any service charges. SBICPSL will credit the Card Account for all payments made by the Cardholder to SBICPSL and also for any credit received from the Merchant Establishments in favour of the Cardholder. When the Card Account has a debit(s) or a credit(s) to be applied over a statement period as determined by SBICPSL from time to time, SBICPSL will send a monthly statement of account to the Cardholder reflecting such debit(s)/credit(s). The Cardholder's obligations and liabilities under this Agreement will not be affected in any way by non-receipt of the monthly statement of account and the Cardholder shall be liable to settle the Outstanding balance on the Card in due time on the basis of his/her chargeslip, noting, record or any other evidence (electronic or otherwise) of the Charge.
- 6.3 The monthly statement of account will set out, inter alia, the outstanding balance on the Card Account, minimum payment required to be made and the due date for payment. For calculation of Minimum Amount Due (MAD) and order of payment settlement, please refer to the Most Important Terms and Conditions (MITC) provided on SBI Card's Website: SBI Card Website > Home > Most Important Terms & Conditions.
- 6.4 (a) Unless the interest-free period applies as set out below, SBICPSL will levy a finance charge on any new purchase (and any related debited charge) from the day on which it is debited to the Card Account. 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. 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. SBICPSL will charge interest on a Cash Advance from the day on which the Cash Advance is debited to the Card Account.
- (b) SBICPSL will ordinarily levy a finance charge on the Purchase Balance Outstanding on the Card Account on a daily basis by applying its current daily percentage rate to the amount of the Purchase Balance Outstanding at the end of each day. SBICPSL will levy a finance charge on Cash Advance balances on a daily basis by applying its current daily percentage rate to the amount of the Cash Advance balance at the end of each day.
- (c) The finance charge as above, will continue to be payable after termination of this Agreement or closure of the Card Account till Outstanding on the Card Account is cleared in full.
- (d) SBICPSL may at any time, under intimation to the Cardholder, vary the finance charge to take into account prevailing interest rates, market forces and credit and business risks.
- (e) No interest will be paid on any credit balances in the Card Account
- 6.5 (a) The Cardholder must make payment to SBICPSL each month of at least the minimum amount due as described in clause 6.3 hereinbefore.
- (b) Punctual payment is essential and it is a condition of this Agreement that all payments must reach SBICPSL on or before the payment due date

indicated in the monthly statement of account but not later than 30 days from the date of incurring the Charge in any case.

(c) If the minimum amount due is not paid by the payment due date, a late payment fee will be debited to the Card Account

(d) All payments made by cheque/draft are subject to realisation. Outstation cheques/drafts are subject to a collection charge at the prevailing rate, which is subject to change at the discretion of SBICPSL.

(e) Should any payment instrument be subsequently dishonoured, a fee will be charged respect of a dishonoured instrument. SBICPSL also reserves the right to initiate all appropriate legal action(s). Please refer to MITC for the exact fees for chequedishonour fee and other related charges.

- 6.6 Duplicate monthly statements of account will be provided by SBICPSL to the Cardholder only for a period of six months preceding the Cardholder's request and would be subject to a service charge.
- 6.7 The Cardholder will be liable for all Charges incurred and all other obligations under the terms and conditions of this Cardholder Agreement until the Card Account is repaid in full.
- 6.8 SBICPSL may, at its sole discretion and in accordance to its internal policy and procedures or on request from the Cardholder may waive / reverse interest, fees or other charges which had been charged or levied by it to the Cardholder.
- 6.9 SMA & NPA

• Special Mention Accounts ('SMA'):

In furtherance to Regulatory requirements, SBI Card is required to identify incipient stress in the account by creating a sub-asset category viz. 'Special Mention Accounts ('SMA')' with the three sub-categories as given in the table below. Credit cards are treated as "Loans other than revolving facilities".

SMA Sub-categories	Basis for classification [Principal or interest payment or any other amount wholly or partly overdue]
SMA – 0	Upto 30 days from Payment Due Date ('PDD').
SMA – 1	More than 30 days & upto 60 days from PDD
SMA – 2	More than 60 days & upto 90 days from PDD

Example regarding classification of SMA:

If Payment Due Date ('PDD') of a Credit Card account is 31st March 2021, and 'Minimum Amount Due ('MAD') is not received before this date then after the due date, the account will be mentioned as SMA – 0.

If the account continues to remain overdue beyond 30 days from PDD i.e., beyond 30th April 2021 then this account shall get tagged as SMA-1.

Similarly, if the account continues to remain overdue, beyond 60 days from PDD i.e., beyond 30th May 2021 then this account shall get tagged as SMA-2.

• Non-Performing Asset ('NPA'):

A credit card account will be treated as non-performing asset ('NPA') if the Minimum Amount Due, as mentioned in the statement, is not paid fully within ninety (90) days from the PDD mentioned in the statement. Further, any account where a settlement or restructuring arrangement has been availed will be classified as NPA. An account continues to be classified as NPA till the entire arrears of interest and principal are paid. Settlement and restructured accounts do not qualify for an upgrade. Finally, if any customer has even one credit card with SBICard tagged as NPA, all cards of the customer will be classified as NPA.





Example regarding classification of an account as NPA:

If Payment Due Date ('PDD') of a Credit Card account is 31st March 2021, and Minimum Amount Due as mentioned in the statement has not been fully paid by the customer within a period of 90 days from the PDD i.e., till 29th June 2021, then the lender shall consider the credit card account as NPA.

- 6.10 Notwithstanding anything inconsistent contained in any other clause of the Cardholder Agreement / Most Important Terms & Conditions (MITC), it is further stipulated that if the cardholder does not pay the minimum amount due for a period of 180 days, then the Credit Card services being provided by SBICPSL under this Agreement shall stand terminated, however the Cardholder shall continue to be liable for any unpaid sum as on the 180th day plus any finance charges / delayed payment interest that SBICPSL may, at its sole discretion and option and in accordance to its various internal policies and procedures, levy for the period post 180 days after the payment due date.

#### 7. Lost or Stolen Cards

- 7.1 In the event the Card, Card number or the PIN is lost, stolen or misused by another person, the Cardholder must report the occurrence to SBICPSL. Although loss, theft or misuse may be reported by any means, the Cardholder must confirm to SBICPSL in writing immediately after reporting the loss/theft/misuse to the police. A copy of the police complaint/First Information Report (FIR) must accompany the written confirmation.
- 7.2 If the Cardholder loses his/her Card overseas, he/she may either report the occurrence to SBICPSL or report the loss through the MASTERCARD/VISA Global Emergency Assistance Services. In case the Cardholder uses the MASTERCARD/VISA Global Emergency Assistance Services then the charges would be applicable as provided in the cardholder guide.
- 7.3 SBICPSL is neither liable nor responsible for any transactions incurred on the card account prior to the time of reporting of the loss of the card, and the card member will be wholly responsible and liable for the same. However it is stipulated that after receipt of proper notification of the loss by SBICPSL by any means preferably on call or in writing, the card member shall have no financial liability. Furthermore, in addition to notifying SBICPSL about the loss or theft of the card, the card member must report any thefts of cards to police and other investigating authorities and lodge a First Information Report ("FIR").
- 7.4 The Cardholder will not be liable for transactions made on the Card after receipt by SBICPSL of the written notice of the loss/theft/misuse.
- 7.5 On the loss of the Card, SBICPSL may at its sole discretion issue a replacement Card at a fee. In the event the Cardholder subsequently recovers the Card, the recovered Card must not be used and must be cut in half diagonally and returned immediately to SBICPSL and adequate care taken to prevent its misuse.
- 7.6 The Cardholder is responsible for the security of the Card, Card number and the PIN and shall take all steps towards ensuring the safekeeping thereof. In the event SBICPSL determines that the aforementioned steps are questionable (on account of the Cardholder's negligence, malafides, etc.), financial liability on account of the lost, stolen or misused Card/Card number/PIN shall be borne by the Cardholder and could result in cancellation of the Card Account.
- 7.7 As per Reserve Bank of India (RBI) mandate, dated 06 Jul'17 on Customer Protection - Limiting Liability of Customers in Unauthorised Electronic Banking Transactions, a policy is designed to ensure customer protection relating to unauthorized credit card transactions. The same is updated on SBI Card's website under "Customer Grievance Redressal Policy". The policy is based on the principles of transparency and fairness in treatment of customers.

#### 8. Termination

- 8.1 The privileges of the Card may be suspended and the Card cancelled by SBICPSL, either temporarily or permanently, at any time as provided in clause 3 herein before in its absolute discretion and without giving notice thereof to the Cardholder or assigning any reason therefore. SBICPSL may list the cancelled Cards in a Cancellation Bulletin/Alert/Hot List, etc. that the Card(s) issued on the Card Account have been cancelled. The Cardholder shall agree to surrender the Card to SBICPSL or its representative, upon being requested to do so either by SBICPSL or its representative. The Cardholder must not use the Card after it has expired or has been suspended or cancelled and shall continue to be fully liable for the Charges incurred after its expiry/suspension/cancellation.
- 8.2 The Cardholder can close his/her Card Account at any time by terminating this Agreement by a written notice to SBICPSL accompanied by the return of the Card cut in half diagonally and with full settlement of all Outstanding on the Card Account.
- 8.3 Upon termination of this Cardholder Agreement for any reason whatsoever, whether at the instance of the Cardholder or SBICPSL, the Cardholder shall remain liable for all Charges incurred by the use of the Card and all amounts/Outstanding shall be due and immediately payable.
- 8.4 The Cardholder specifically acknowledges that once the Card Account is closed and privileges (including any benefits and services) of the Card stand withdrawn, reinstatement of the same is neither automatic, nor attendant and will take place solely at the discretion of SBICPSL. The Cardholder also acknowledges that the aforementioned takes precedence over any communication in this context that the Cardholder might receive during the normal course.
- 8.5 The Card Account is liable to be suspended / cancelled on instruction from any government /regulatory body. All amounts Outstanding on the Card Account shall be deemed to have immediately become due on such instructions from government/ regulatory bodies as the case may be and SBICPSL shall be entitle to recover the same in accordance with the relevant laws in force.

#### 9. Miscellaneous

- 9.1 SBICPSL, at its sole discretion, can appoint agents for recovery of any Outstanding on the Card or initiate any other action allowed by law for recovery of all monies owing to SBICPSL.
- 9.2 The Cardholder shall be liable for all costs associated with the collection of dues, legal expenses and decretal amounts with interest, should it become necessary to refer the matter to any agent or where legal recourse for enforcement of payment has been taken.
- 9.3 The Cardholder expressly recognizes and accepts that SBICPSL shall be absolutely entitled to sell, assign or transfer in any manner (including through the drawing of a negotiable instrument or otherwise) in whole or in part and on such terms as SBICPSL may decide (including reserving a right to SBICPSL to proceed against the Cardholder on behalf of any purchaser, assignee or transferee) the Outstanding and dues of a Cardholder to any third party of SBICPSL's choice without reference to or without written intimation by SBICPSL to the Cardholder and any such sale, assignment or transfer shall bind the Cardholder to accept such third party as a creditor exclusively or as a joint creditor with SBICPSL, but with the right to SBICPSL to continue to exercise all powers hereunder on behalf of such third party and to pay over such Outstanding and dues to such third party or to appropriate the same, as SBICPSL may decide. Any costs incurred by SBICPSL towards enforcement of its rights and recovery of Outstanding and dues shall be debited to the account of the Cardholder.
- 9.4 Where SBICPSL acts on good faith in response to any oral or electronic instruction or inquiry by the Cardholder in respect of any matter in relation to the Card, the Cardholder will not be entitled to claim or allege any loss, damage, liability, expense etc., attributable, directly or indirectly, to any such good faith action of SBICPSL and the Cardholder agrees to hold SBICPSL harmless in respect thereof.
- 9.5 The total Outstanding on the Card Account, together with the amount of any Charges effected but not yet charged to the Card Account, will become immediately due and payable in full to SBICPSL on bankruptcy or death of the Primary Cardholder and the Card Account shall immediately stand



cancelled. The Primary Cardholder's estate will be responsible for settling any Outstanding on the Card Account and should keep SBICPSL indemnified against all costs including legal fees and expenses incurred in recovering such Outstanding. Pending such repayment, SBICPSL will be entitled to continue to levy finance charges at its prevailing rate.

- 9.6 The Cardholder hereby authorizes SBICPSL or its representatives to contact his/her employer, banker or any other source to obtain and/ or verify any information or otherwise that may be required.
- 9.7 SBICPSL reserves the right to add to or change these terms and conditions and revise policies, benefits and features offered on the Card at any time, without limitation to changes which affect existing balances, finance charges or rates and methods of calculation. The Cardholder will be notified of any such changes. By keeping or using the Card after notification, the Cardholder is deemed to have agreed to the amendment/change. If the Cardholder does not agree with any amendment of the terms and conditions or any other change related to the Card or benefit made available on the Card, he/she may cancel the Card by cutting it in half diagonally and returning both halves to SBICPSL.
- 9.8 If required by law to do so or if considered necessary to do so for proper management of credit or business risk, SBICPSL reserves the right to disclose any and all Cardholder information, including default in any payments, to any court of competent jurisdiction, quasi judicial authority, law enforcement agency, relevant wing of the Central Government or State Government, Cardholder's employer, State Bank of India, any other card issuer, credit reference agency, financial institution or any company which is an affiliate or associate or parent or subsidiary of SBICPSL. The Cardholder acknowledges that information on usage of credit facilities by customers are also exchanged amongst banks and financial institutions which provide credit facilities and the Card may be cancelled on receipt of any adverse market information in relation to the Cardholder without any liability on SBICPSL to disclose any details thereof to the Cardholder.
- 9.9 The Cardholder authorises disclosure of his/her Card Account information by SBICPSL to any third party engaged to provide any service in connection with operation of the Card Account and/or marketing of various services. The Cardholder agrees to SBICPSL sending, from time to time, marketing offers and/or promotional mailers to him/her at his/her postal or e-mail address, unless he/she has specifically opted not to so receive, in which event SBICPSL will be entitled reasonable time to stop sending such offers.
- 9.10 The Cardholder hereby agrees that the Card application and copies of all documents submitted in support thereof and for the ongoing operation of the Card Account by the Cardholder to SBICPSL are and shall remain the sole and exclusive property of SBICPSL, and SBICPSL shall not be obliged to return the same to the Cardholder upon his/her request or upon termination of this Agreement.
- 9.11 In the event that the Cardholder delays or is unable to settle the Outstanding on the Card in terms of this Agreement, SBICPSL is hereby authorised by the Cardholder to set-off and adjust any such Outstanding against any amount that may be payable by SBICPSL, in any capacity, to the Cardholder on any account whatsoever.
- 9.12 The Cardholder agrees that SBICPSL may send him/her reminders from time to time for settlement of any Outstanding on his/her Card Account by post, fax, telephone, e-mail, cellular phone, SMS messaging and / or engage third parties to remind, follow up and collect his/her Outstandings on the Card Account.
- 9.13 The Cardholder agrees to comply with all applicable laws and regulations from time to time which govern or may be affected by the use of the Card.
- 9.14 The forbearance, delay or failure on the part of SBICPSL to exercise any right under this Agreement shall not operate as waiver of such a right nor preclude any further exercise of that right.
- 9.15 Without in any way limiting the above, SBICPSL shall not be liable or responsible to the Cardholder for any loss, damage, expense, claim or liability arising directly or indirectly out of:
- (a) any defect or deficiency in any goods and services purchased on the Card or availed as a benefit, privilege or facility attached to the Card;
  - (b) refusal by or inability of a Merchant Establishment to honour or accept the Card;

- (c) non or malfunctioning of any Terminal Device, Website, Server Client machine;
  - (d) handing over of the Card by the Cardholder to any unauthorised person;
  - (e) any statement made by any person requesting return of the Card or any act performed by any person in conjunction therewith;
  - (f) any injury to the credit, character and reputation of the Cardholder alleged to have been caused by the repossession of the Card and/or request for its return;
  - (g) SBICPSL complying with any request made by the Additional Cardholder in relation to the Card Account;
  - (h) the exercise of any right by SBICPSL seeking surrender the Card prior to the expiry of the date mentioned on the face of the Card whether such demand and surrender is made and /or asked by SBICPSL or any person or Terminal Device;
  - (i) exercise of SBICPSL's right to terminate any Card;
  - (j) decline of any charge by SBICPSL because of the Cardholder exceeding his/her foreign exchange entitlements or usage restrictions as prescribed by RBI guidelines issued from time to time; and
  - (k) if any demand or claim for settlement of Outstanding dues from the Cardholder is made by SBICPSL or any other person for and on behalf of SBICPSL, the Cardholder acknowledges that such an act shall not amount to an act of defamation or an act prejudicial to or reflecting upon the character of the Cardholder in any manner.
- 9.16 The Cardholder is aware of all security risks, including possible third party interception of any of his/her transactions and statements of account on the Internet and the contents of his/her transactions or statements of account becoming known to third parties. The Cardholder agrees and undertakes that he/she shall not hold SBICPSL liable therefore in any way. The use and storage of any information, including without limitation, the Card number, PIN, password, account information, transaction activity, account balances and any other information available on the Cardholder's Internet access device or computer is at his/her own risk and responsibility.
- 9.17 Any notice given by SBICPSL hereunder will be deemed to have been received by the Cardholder within 7 days of posting to the Cardholder's address last notified in writing to SBICPSL or, where specifically requested, within 24 hours of sending the same via e-mail at the e-mail address specified by him/her. Any notice may also be sent by fax or communicated verbally and confirmed in writing by post or fax. SBICPSL shall not be held accountable for delays in receipt of notices by post. In the event of any change in the Cardholder's e-mail and/or employment and/or office and/or residential address and/or telephone numbers, the Cardholder shall inform SBICPSL promptly in writing or by email and must confirm the same by mail or fax.
- 9.18 The cardholder agrees that SBICPSL may engage, hire, use the services of agent(s) and/or any third party(ies) for the purpose of providing marketing or sales related services or any other related services in relation to its products on its behalf and the cardholder may be required to deal with such agents/third parties/service providers with respect to such product/services.

#### **10. Governing Law and Arbitration**

- 10.1 The Cardholder Agreement shall be governed by the laws of India and the courts of Delhi.
- 10.2 Any dispute, difference and/ or claims arising out of in connection with or in relation to this Agreement, shall be settled by arbitration in accordance with the provisions of the Arbitration and Conciliation Act, 1996 and any subsequent statutory amendment, if any, to the Act , by a sole arbitrator, whose appointment shall be made at the instance and discretion of the SBICPSL. The arbitrator appointed shall be competent to decide whether any matter or dispute or difference referred to the arbitrator falls within the purview of arbitration as provided for in this clause and/or should be decided under the Arbitration and Conciliation Act, 1996.



- 10.3 Any arbitration award granted shall be final and binding on the Parties. The venue and seat of the Arbitral Tribunal shall be at New Delhi.
- 10.4 This Clause 10 shall survive termination of the Cardholder Agreement.

**11. Rewards Program**

**11.1 Rewards Program**

The Rewards Program allows eligible SBI Cardholder(s) to accumulate Travel Credits from spending on their SBI Credit Card as determined by SBICPSL from time to time.

- a. The accelerated categories defined from time to time shall have the same meaning as ascribed to the categories by Visa, Master Card, Rupay and American Express under their respective Merchant Category Codes. (i.e.) The franchisees have listed qualifying criteria for merchant establishments in order to qualify to be listed under a specified category. (like departmental stores, groceries etc) The merchant establishment needs to have accordingly qualified and hence listed in the accelerated Category, in order for the transaction to be eligible for the accelerated Travel Credits.
- b. The SBI Card Travel Credits Program ("the Program") allows eligible SBI Cardholder(s) to accumulate Credit(s) from spending on their SBI Card, as determined by SBI Cards & Payment Services Limited ("SBICPSL") from time to time. Credits accumulated on such SBI Card can be exchanged for a wide variety of rewards.

**11.2 Eligibility**

- a. The Program is open to holders of SBI Card , whose accounts are valid and in good standing and any other Card so determined by SBICPSL.
- b. The Credits earned by an Additional Cardholder will accrue to the account of the Primary Cardholder.

**11.3 Credits**

- a. The Travel Credits will be processed according to the following table:

SBI Card MILES		SBI Card MILES PRIME		SBI Card MILES ELITE	
Spends	Travel Credit	Spends	Travel Credit	Spends	Travel Credit
Travel Spends*	2 for every ₹200 spent	Travel Spends*	4 for every ₹200 spent	Travel Spends*	6 for every ₹200 spent
Other Spends	1 for every ₹200 spent	Other Spends	2 for every ₹200 spent	Other Spends	2 for every ₹200 spent

\*Travel transactions shall be identified under Merchant Category Codes:

4511, 3020, 3026, 3034, 3005, 3008, 3075, 3136, 3007, 3010, 3047, 4722, 4784, 4131, 4111, 4121, 7512, 4789, 4214, 7011, 3640, 3509, 3649, 3501.

The MCCs are defined by the Network Partners and are subject to change basis their discretion and such changes will be implemented basis communication from the networks without any requirement for intimation / information to the customers.

- b. For SBI Card MILES, SBI Card MILES PRIME and SBI Card MILES ELITE, all spending charged to the SBI Card under the Program will be eligible to earn Points except the following:

Category	Merchant Category Code
Any purchases at petrol pumps/service stations	5172, 5541, 5542, 5983
E wallet loading	6540, 6541
Payments towards Rent/property management	6513
School & Educational Services	8211, 8241, 8244, 8249, 8299
Utility transactions	4900, 4814, 4899, 9399
Insurance transactions	5960, 6300, 6380
Quasi Cash	6012, 6051, 9222, 9311, 9402
Cash advances	-
Financial charges (e.g., late payment fee, dishonored cheque charges, service fee, transaction charges etc.)	-
Disputed transactions	-
Encash	-
ATM Withdrawals	-
Flexipay Transactions	-
Merchant EMI i.e. EMI's availed at the time of purchase at Merchant establishment or websites	-

All identification of eligible and non-eligible transactions regarding accelerated and regular Travel Credits by SBICPL are on best effort basis and may be subject to technical limitations. Further, MCCs are defined by network and are subject to change basis network discretion.

- c. A Cardholder cannot accrue Travel Credits for any charge incurred prior to his/her Enrolment Date.
- d. Travel Credits accumulated by a Cardholder on an SBI Card cannot be combined or used in conjunction with Travel Credits or Reward Points of his/her other SBI Cards at the time of redemption.
- e. The Travel Credits accrued do not have cash or any monetary value. Adjustments will be made to the Travel Credits if there are any credits, including those arising from returned goods or services or billing disputes. If a disputed transaction is resolved in favour of the Cardholder or where a transaction is reversed, proportionate Travel Credits will also be reversed and credited to the Cardholder. On redemption, the Travel Credits would automatically be subtracted from the Travel Credits accumulated in the Cardholder's account.
- f. Travel Credits can only be accumulated for a period of 24 months from the date of the accrual of Travel Credits under the program.
- g. SBICPSL will notify the Primary Cardholder in the monthly statement of account in respect of the SBI Card of the number of Travel Credits accumulated immediately preceding the closing date for the said monthly statement.



- h. In the event the SBI Card is voluntarily closed by the Cardholder, the Travel Credits accumulated on his/her SBI Card can be redeemed within 30 days of closure, otherwise these will automatically lapse. In the event of cancellation of the SBI Card for any other reason, all the Travel Credits accumulated will stand forfeited. If the SBI Card is blocked or suspended by SBICPSL for any reason whatsoever, then the Travel Credits accumulated shall stand forfeited but may be reinstated at the discretion of SBICPSL if use of SBI Card is reinstated.
  - i. SBICPSL's decision on computation of Travel Credits will be final, conclusive and binding on the Cardholder.
  - j. Participating travel loyalty programs offering airmiles or hotel points transfer are subject to change without notice.
  - k. Visit the Rewards Summary section of SBI Card App/Website to use Travel Credits
  - l. You may only transfer Travel Credits if you are a primary cardholder, and only to a participating travel loyalty program account belonging to you.
  - m. Travel Credits transfer requests will be processed within a TAT of up to 21 days
  - n. All Points transfers are final and cannot be reversed or refunded.
  - o. Once transferred, your Points become subject to the terms and conditions of the travel loyalty program you have selected.
  - p. SBI Card is not liable for any delay, non-delivery, shortfall, deficiency, or unsatisfactory service/product provided by any participating parties/partners.
  - q. SBI Card reserves the right to modify / amend these T&Cs in whole or in part at its sole discretion.
  - r. These terms & conditions shall be governed and interpreted as per the laws of India and any dispute relating to these terms & conditions shall be subjected to exclusive jurisdiction of the courts of Delhi.
- 11.4 Redemption
- a. The SBI Card must not be overdue, suspended, blocked, cancelled or terminated by SBICPSL at the time of the redemption request.
  - b. Participation in the plan is voluntary
  - c. The Travel Credits accrued can only be redeemed by the Primary Cardholder, and not by an Additional Cardholder.
  - d. Travel Credits can be redeemed by converting them into Air MILES, Hotel Points and against SBIC Product Catalogue. Below is the conversion ratio that will be applicable for Travel Credits:
    - 1 Travel Credit = ₹1 for Air Mile / Hotel Point
    - 1 Travel Credit = ₹0.50 for Travel Bookings
    - 1 Travel Credit = ₹0.25 for Shop & Smile Product Catalogue
    - In case of a scenario where reward points redeemed by cardholders are required to be adjusted as a statement debit then the conversion value of such points shall be: 1 Reward Point = INR 0.50Travel Credits cannot be exchanged for cash or credit or used to obtain cash advances.
    - The conversion ratio of Travel Credits into Air MILES and Hotel Points will vary across airline and hotel partners.
  - e. The Cardholder will have to log into SBI Card website or mobile app using his credentials and choose the redemption option under the Rewards Category.
  - f. SBICPSL is not liable for any delay or loss in the redemption of Travel Credits
  - g. Travel Credits are not exchangeable, refundable, replaceable, or transferable for cash or credit under any circumstances, nor can these be re-converted back to Travel Credits once redeemed. Once exchanged for another partner loyalty program, if any, Travel Credits cannot be transferred back.

- h. All Travel Credits may be subject to certain restrictions. The redemption procedure and the additional terms and conditions for Travel Credits are explained to Cardholders at the time of redemption
  - i. Any additional meals, transportation, accommodation arrangements, courier or other costs incurred in connection with redemption of any Travel Credits will be the sole responsibility of the Cardholder.
  - j. Other benefits on the SBI Card which are activated by use of the SBI Card do not apply to goods or services received as rewards under the Program.
  - k. Card must not be overdue, suspended, blocked, canceled or terminated by SBICPSL at the time of redemption request.
  - l. While there is no maximum capping on redemption, the minimum Travel Credits that can be redeemed are 2000. Also, Travel Credits can be redeemed in the multiples of 2000 only.
- 11.5 Travel Credits Accrual on Card
- Travel Credits that are accrued on your Card account shall be immediately forfeited on the occurrence of any of the following events:
- (a) The Cardholder fails to make the payment on the card which is due for a period greater than 90 days.
  - (b) The Cardholder fails to make the payment of the outstanding dues on its Card account and opts for settlement of the outstanding payment dues on the card account.
  - (c) The Cardholder is found to be involved in a fraud on its own Card Account after an investigation is carried out by SBICPSL.
  - (d) The Cardholder's failure to comply with the regulatory norms. i.e. in the event of death of the Cardholder.
- 11.6 Delivery
- SBICPSL reserves the right not to accept returns or changes of goods/services after a complete delivery has been made to the correct mailing address and accepted by the Cardholder. Quality of goods/services is guaranteed by suppliers / manufacturers in accordance with their warranty and services terms and conditions if any.
- The fulfillment agency will make such delivery within 15 days of receipt by SBICPSL of the redemption request on a best-effort basis. In case of goods shortage or upon expiration of the rewards catalogue, the delivery may be subjected to certain delay. All delivery disputes will be entertained within 30 days from the date the request has been made for the redemption.
- 11.7 General
- (a) Fraud and abuse relating to earning and redemption of Points in the Program will result in forfeiture of the Travel Credits as well as termination of the SBI Card account.
  - (b) Information supplied by a Cardholder on redemption of Travel Credits may be used by SBICPSL or its merchant establishments for administrative and/or marketing purposes.
  - (c) Any taxes or other liabilities or charges payable to the Government or any other authority or body or any other participating merchant establishment which may arise or accrue to a Cardholder by redemption as aforesaid or otherwise as result of the Program shall be to the sole account of the Cardholder.
  - (d) SBICPSL reserves the right to cancel, change or substitute the Travel Credits or the computation of Travel Credits or terms and conditions of the Program at any time. SBICPSL can suspend or terminate the Program at any time it deems necessary. In such a case, SBICPSL will intimate the Cardholders and give them an option to redeem the accumulated Travel Credits.
  - (e) SBICPSL makes no warranties or representations, either expressed or implied, with regard to the type, quality or fitness of the goods and services provided by the participating merchant establishments under the Program. Merchandise, where applicable, will be accompanied by warranty





information from the manufacturer and any claims must be directed solely to the manufacturer.

- (f) Any dispute concerning goods or services received as rewards under the Program shall be settled between the Cardholder and the participating merchant establishment which supplied the goods or services. SBICPSL will bear no responsibility for resolving such disputes or for the dispute itself.
- (g) The Program does not in any way amend the Cardholder Agreement between SBICPSL and the Cardholder, and any term referenced but not defined herein may be interpreted in accordance with the Cardholder Agreement.
- (h) SBICPSL acts in good faith in response to any oral or electronic instruction or inquiry by the Cardholder in respect of any matter in relation to this Program and fulfillment of any reward, the Cardholder will not be entitled to claim or allege any loss, damage, liability, expense etc. attributable, directly or indirectly, to any such good faith action of SBICPSL and the Cardholder shall indemnify and hold SBICPSL harmless in respect thereof.
- (i) All queries in relation to the Program may be addressed to -  
The Manager - Customer Services  
SBI Cards & Payment Services Private Limited  
P.O.Bag 28-GPO, New Delhi - 110 001

## 12 New Additional Card under Pre-approved Program (Get New Card)

- 12.1 SBICPSL, at its sole discretion, may provide an offer to selected customers for a pre-approved New Additional Card (hereinafter referred to as New Card). Under this offer, an existing primary cardholder can avail another segment of SBI Credit Card instantly, along with the existing SBI Credit Card, without any additional documentation if no address change is requested. For cases where address change is also requested by the Cardholder, the New Card application shall be processed only after the receipt of the valid document/s for address proof within four (4) days of submitting the request. In case the address change is not executed successfully, SBICPSL reserves the right to decline the request for New Card so applied.
- 12.2 The Credit Limit of this New Card shall be as chosen by the Cardholder (as per his / her eligibility) during the application process. For this purpose, the total Credit Limit of the Cardholder's existing credit card will be re-allocated between the New Card and the existing credit card by the Cardholder. In case the cardholder has a Credit Limit Increase offer available, the same shall be necessarily availed at the time of application being processed and the cardholder has to re-allocate the increased Credit Limit. Subsequent to New Card issuance, Cardholder can manage the Credit Limit utilization on each Card individually by accessing the "Manage Card Usage" section on SBI Card Website and SBI Card App. The Credit Limit and Cash Limit of the New Card will be distributed in the same ratio as the Credit Limit and the Cash Limit of the existing Card.
- 12.3 Post issuance of New card, any changes in the Credit Limit allocation between the existing Card and the New Card can be done by the Cardholder by reaching out to the SBI Card Helpline and placing a Limit Transfer Request.
- 12.4 Auto debit and/or Auto sweep shall be activated, if mandated as per the policies of SBICPSL, through an e-sign process using Aadhaar based OTP authentication during the application process of the New Card on SBI Card website or SBI Card App.
- 12.5 An Annual fee as shown at the time of application submission will be levied upon opening of the New Card Account and will be billed in the first statement of account of the New Card.
- 12.6 The Primary Cardholder will be liable for all charges incurred on the Primary Credit Card and the New Card/s issued.
- 12.7 The charge slip or a payment requisition or requisition or an electronic record resulting from or generated by the use of the card will amount to an unconditional undertaking by the Cardholder to pay SBICPSL the amount stated therein and the Cardholder agrees that a copy of the periodic billing statement sent to the Cardholder by post or E-mail, at the E-mail ID provided by the Cardholder will be final and conclusive evidence of Cardholder's liability for the charges stated therein.

- 12.8 Cardholder authorizes sharing of any of his/her information for purposes such as marketing and offering of various products and services of SBICPSL or any of the product(s) of its Group Companies, subsidiaries, affiliates, associates of co-brand partner.
- 12.9 Cardholder also authorizes SBICPSL to send SMS alerts on marketing / account related information on his/her registered mobile phone number. All documents submitted in support of the application shall become the sole and absolute property of SBICPSL and shall be treated in accordance with all applicable Laws and Rules established in India.
- 12.10 Cardholder is fully aware and understands the regulations governing the use of the card outside India and his/her obligations under the Foreign Exchange Management Act, 1999 and other applicable guidelines issued by Reserve Bank of India (RBI) / applicable authority from time-to-time.
- 12.11 Cardholder undertakes that his/her and additional cardholder(s) use of the Card shall be in strict compliance with Foreign Exchange Management Act, 1999 and other applicable Directions issued by Reserve Bank of India, else the Card may be cancelled at the instance of RBI and / or SBICPSL in the event the Primary Cardholder or the additional cardholder(s) are not in compliance with the usage restriction, foreign exchange entitlements and other applicable regulations. Cardholder shall bring the same to the notice of SBICPSL in writing forthwith. Cardholder accords the above consent notwithstanding the issuance / non-issuance, maturity of the card(s) or its discontinuance by the Cardholder.
- 12.12 Cardholder shall contact the SBI Credit Card Helpline in case of any doubts / clarifications.
- 12.13 Cardholder also gives specific consent to block and deactivate any of his/her credit cards and its aligned accounts in all circumstances where at any instance the Cardholder commits default in timely payments of outstanding on any of such credit cards issued by SBICPSL to the Cardholder.
- 12.14 Cardholder understands that he/she will be issued a New Card as per the selection made by him/her at the time of application submission, to which the Cardholder hereby gives full and free consent to SBICPSL and Cardholder further undertakes that subsequently he/she shall not raise any demure, protest and/or contest with regard to any matter connected therewith. Cardholder confirms that he/she has provided their consent for application submission and has fully understood all accompanying terms and conditions of his/her SBI Credit Card.
- 12.15 In all events of payments not being paid by the due date, SBICPSL reserves the right to carry out follow ups by means of personal visits, post, fax, telephone, E-mail, SMS and/or engaging third party to remind, follow-up and collect due payments in any manner deemed fit by SBICPSL keeping the intent in view.
- 12.16 Any notice given by SBICPSL hereunder will be deemed to have been received by the Cardholder within 7 days of posting to the Cardholder's address last notified in writing to SBICPSL or, where specifically requested, within 24 hours of sending the same via e-mail at the e-mail address specified by him/her. Any notice may also be sent by fax or communicated verbally and confirmed in writing by post or fax. SBICPSL shall not be held accountable for delays in receipt of notices by post. In the event of any change in the Cardholder's E-mail and/or employment and/or office and/or residential address and/or telephone numbers, the Cardholder shall inform SBICPSL promptly in writing or by E-mail and must confirm the same by mail or fax.
- 12.17 This is without prejudice to other rights of SBICPSL to collect outstanding dues to be exercised in accordance with law. The Primary Cardholder hereby confirms that he/she would be the beneficial owner of the SBI Credit Card in accordance with existing RBI regulations. Cardholder hereby undertakes to comply with all directives from SBICPSL in his/her capacity as the beneficial owner of the SBI Credit Card, if and when such credit card is issued by SBICPSL to the Cardholder upon approval of his/her SBI Credit Card application.
- 12.18 Cardholder agrees to have read and understood all SBICPSL policies regarding data privacy and security procedures published on its web site [www.sbicard.com](http://www.sbicard.com) and acknowledges all its content.
- 12.19 Cardholder understands that SBICPSL may engage, hire, use the services of agent(s) and/or any third party(ies) for the purpose of providing marketing or sales related services or any other related services in relation to its products on its behalf and the Cardholder may be required to deal with such agents/third parties/service providers with respect to such product/services.
- 12.20 In case of any dispute, decision of SBICPSL shall be final and binding.



- 12.21 SBICPSL reserves the right to modify or change any or all of these terms and conditions at its sole discretion without prior notice.
- 12.22 These terms & conditions shall be governed and interpreted as per the laws of India and any dispute relating to these terms & conditions shall be subjected to exclusive jurisdiction of the courts of Delhi.

### 13. Insurance Cover

#### 13.1 General Conditions:

1. Cover will be applicable to the primary card only.
2. Refund to be made to the insurer wherever recovery is made from the vendors.
3. For Air Accident Death, Cancellation & Travel Related Claim – the ticket cost should have been paid from SBI Credit Card.

#### 13.2 General Exclusions:

1. Gross Negligence is not covered
2. Any claim due to deliberate breach of law would not be applicable
3. Any losses arising due to bank server hacking or data breaching of bank
4. Fraudulent transactions done by person known to the cardholder

#### 13.3 Coverage

Insurance Cover	Insurance Cover
Lost card liability	1 lakh
Loss of check in baggage	72,000
Delay of check in baggage	7,500
Loss of travel documents	12,500
Baggage Damage	5,000
Flight Cancellation- Max 6 cancellation per year	3,500 each cancellation

### 13.4 Terms and Conditions:

#### 13.4.1 Lost Card Liability

1. Fraudulent utilization of lost or stolen covered Credit Cards including at point of sale and merchant establishments transactions are covered.
2. Any PIN based transactions (like ATM withdrawal, Purchase, Internet and telephone etc) are covered provided the Pin is acquired under duress by unauthorized person
3. Coverage of cards forgotten by the customer in the ATM will be covered provided the card is used by unauthorized person using card no. & CVV

#### 13.4.2 Counterfeit/Skimming/Duplicate Cards

1. Losses arising out of unauthorized/ fraudulent transactions on Counterfeited/skimmed card on ATM/POS/ EDC terminal/ E-commerce anywhere in the world.
2. Any PIN based transactions (like ATM withdrawal, Purchase, Internet and telephone etc) are covered provided the Pin is acquired under duress by unauthorized person
3. Losses arising out of duplicate or counterfeit cards as issued by the Bank created without the Card holder's knowledge.
4. Counterfeit Card shall mean a Card which has been embossed or printed so as to pass off as a Card issued by the Bank which is subsequently altered or modified or tampered without consent of the Bank.

#### 13.4.3 Online Fraud Protection/

1. Any fraudulent loss or damage arising due to Information obtained by Unauthorized Access to sensitive information such as usernames, passwords and any card details by masquerading as a trustworthy entity in an electronic communication which is not owned, operated or contracted by the Insured or the Insured's Bank Card processor.
2. The coverage covers all online fraudulent utilization of Credit Cards using the authorized CVV (Card Verification Value Code)/PIN issued to the Cardholder by the Bank.

#### 13.4.4 General Exclusions

1. Fraudulent transactions done by person known to the cardholder.
2. Any losses arising due to server hacking or data breach
3. Any failed/ duplicate/ declined transactions by host website/ authorized bank
4. Gross Negligence
5. Claim due to deliberate breach of law

#### 13.4.5 Flight Cancellation Cover

Flight cancellation by customer due to below reason are covered:

1. Insured person's death, serious injury or sudden sickness requiring minimum 3 days hospitalization. Any future planned surgery are not covered.
2. Death of insured person's spouse, or parent and child.
3. Due to terrorism, natural calamities , cyclone, flood, storm etc.
4. In case of refundable ticket insurance company will be paying the difference amount upto INR 3500 whichever is less i.e entire ticket amount minus taxes minus convenience fees.
5. In case of non-refundable ticket insurance company will be paying the actual ticket fare excluding taxes & convenience fees or INR 3500 whichever is less.

#### 13.4.6 Loss of Checked-in Baggage

1. Compensation up to Sum Insured will be paid in the event of the Insured suffering a total loss of Baggage while on a Journey that has been checked by an International Airline for an International flight.
2. Insured will be reimbursed for the expense incurred for emergency purchase of basic essential items (Clothes, toothpaste, toothbrush etc.) in the event his baggage is lost. Invoice is not required for claim
3. Valuables are not covered. Valuables shall mean photographic, audio, video, computer, telecommunication and electrical equipment, telescopes,



binoculars, spectacles, sunglasses, antiques, watches, furs and articles made of precious stones and Metals

4. No partial loss or damage shall be compensated

#### 13.4.7 Delay of Checked in Baggage

1. Insured will be reimbursed for the expenses incurred for emergency purchase of basic essential items (Clothes, toothpaste, toothbrush etc.) in the event that he suffers a delay of baggage of more than 12 hours from the scheduled arrival time at the destination for delivery of Baggage that has been checked by an International Airline for an International flight.
2. A non-delivery certificate or PIR must be obtained immediately from the international airline which must be submitted to the company in the event of a claim hereunder.
3. No Compensation Certificate from international airlines would be required to be submitted at the time of claim. Claimant should provide the invoices of basic essential items purchased during the event.

#### 13.4.8 Loss of travel related documents

Covers for reimbursement of expenses incurred in procuring travel related documents namely Passport / Visa. All cost incurred in procuring including application fees for the lost passport including any travel documents such as Visa in event of a loss.

Exclusions:

1. Any flight of an international or National Airline for an international inbound flight to Republic of India
2. Any loss or damage resulting from or arising out of or in connection with terrorism or terrorist activity
3. On duty Pilots, armed forces, police, air crew are not covered

#### 13.4.9 Baggage Damage

1. Insurance company will pay the actual repairing cost if repairable or cost of similar bag upto sum insured limit whichever is less. Subject to no compensation letter from Airlines.
2. Insured will be reimbursed for the expense incurred for emergency purchase of basic essential items.
3. Original invoice or bills to be produced at the time of claim
4. Valuables are not covered. Valuables shall mean photographic, audio, video, computer, telecommunication and electrical equipment, telescopes, binoculars, spectacles, sunglasses, antiques, watches, furs and articles made of precious stones and Metals.

No partial loss or damage shall be compensated

#### 14. Terms & Conditions: Priority Pass

1. Cardholder(s) can request for Priority Pass through SBI Card website or customer helpline numbers: 1860 180 1290/1860 500 1290 or 39020202 (Prefix Local STD code).
2. Priority Pass will be delivered to your billing address within 10 days of receipt of request.
3. The standard membership of the Priority Pass Program is provided only to the primary Cardholder of SBI Card MILES, SBI Card MILES PRIME and SBI Card MILES ELITE ("SBI Cardholder"). It is valid for 24 months from the date of issue of priority pass membership.
4. Membership details and charges are as given below;

Particulars	Domestic Priority Pass Lounges (Within India)	International Priority Pass Lounges (Within India)	International Priority Pass Lounges (Outside India)
Membership Fee	Complimentary	Complimentary	Complimentary
Complimentary Visits	8, 12 and 15 complimentary visits basis spends of every INR 1 lac on SBI Card Miles, SBI Card MILES PRIME and SBI Card MILES ELITE, respectively		4 visits for SBI Card MILES PRIME & 6 for SBI Card MILES ELITE
Visit Charges	USD 27+ Applicable Taxes per visit; chargeable after complimentary visit	USD 27+ Applicable Taxes per visit; chargeable after complimentary visit	USD 27+ Applicable Taxes per visit; chargeable after complimentary visit
Guest Charges	USD 27+ Applicable Taxes per visit; chargeable after complimentary visit	USD 27+ Applicable Taxes per visit; chargeable after complimentary visit	USD 27+ Applicable Taxes per visit; chargeable after complimentary visit

5. Complimentary visits using Priority Pass Card plastic are applicable only for international lounges i.e. lounge under Priority Pass Program outside India. Complimentary visits for lounges within India are spend based and complimentary lounge voucher needs to be generated on Priority Pass website using the unique 12 digit code, that customer will get on his registered SMS and e-mail on spend of every Rs. 1 lac.
6. Complimentary visits using the Priority Pass Card plastic are applicable for Primary Cardholders only.
7. Charges for Priority Pass usage will be levied directly in the Cardholder's statement post 60 to 120 days of the visit.
8. Exchange rate applied to the charge would be the Exchange rate applicable on the day of the debit to the cardholder's card account and not as on date of usage of the Priority Pass.
9. Lounge access is conditional upon presentation of a valid Priority Pass card or generated QR code only and SBI Card MILES/SBI Card MILES PRIME/SBI Card MILES ELITE would not be accepted on behalf of Priority Pass Card.

10. On presenting the Priority Pass card in the lounges, an imprint/electronic swipe of the card would be done to take the time of visit for the cardholder and the accompanying guests.
11. In the event of Cardholder cancelling or not renewing his/her SBI Card account the Priority Pass Membership ceases to exist for the Cardholder.
12. Priority Pass Card is not transferable and cannot be used by anyone other than the Primary Cardholder.
13. The Priority Pass Card is not a payment card or a proof of credit worthiness of the Cardholder and attempts to use the same are not permitted.
14. All participating lounges are owned by third party operators.
15. The Cardholder needs to abide by the rules and regulations of the visited lounge.
16. The lounge access is subject to the Terms and Conditions of Priority Pass and can be changed from time to time without prior notification to the Cardholder.
17. To avoid overcrowding, participating lounges may reserve the right to fix a maximum stay policy.
18. Neither participating lounges are obligated to announce flights nor SBICPSL/Priority Pass Group of Companies shall be held responsible for direct/indirect loss arising to the cardholder or their guests failing to board the aircraft on time.
19. Lounge access is subject to the Cardholder holding a valid ticket of travel on the same day in an airline flying out of the airport in which the lounge is present.
20. The provision of free alcoholic drinks is at the discretion of each lounge operator and in some cases may be limited. In such cases the cardholder is liable to pay for additional consumption.
21. Accompanying children are subject to full guest fee unless otherwise stated in the lounge listing.
22. Any infant who causes upset to other users may be asked to vacate the lounge facility.
23. SBICPSL or Priority Pass Ltd. would not be responsible for any dispute arising between the cardholder and/or the guest with the third party lounge operator.
24. SBI Card reserves the right to alter, change or withdraw the feature at any time without due notice to the Cardholder.
25. SBI Card or Priority Pass are not responsible for the non-availability or loss arising due to non-availability of lounge or associated services.
26. Lost/Stolen and damaged Priority Pass plastics need to be intimated to SBI Card for a fresh card to be issued.
27. For complete terms and conditions, please visit [www.prioritypass.com](http://www.prioritypass.com).
28. TnCs for availing additional lounges
  - a) Cardholders can avail additional lounge visits basis their Card variant with every spend of INR 1 Lakh. Additional lounge visits based on spend MILEStones are capped at 8, 12 and 15 visits in a membership year for SBI Card MILES, SBI Card MILES PRIME and SBI Card MILES ELITE Cardholders, respectively.
  - b) On becoming eligible for the additional lounge voucher on spending every INR 1 lac, Cardholder will receive an SMS/Email from SBIC which will contain a redirection link and a 12 digit code. Cardholder will have to visit the link, enter the 12 digit code and generate a voucher in the form QR code. Once generated, this voucher will be sent to the customer's registered email ID.
  - c) Customer will be sent Voucher Code via SMS and E-Mail within 120 days of customer becoming eligible.
29. In case the existing Credit Card is re-issued due to any reasons like renewal, upgrade, downgrade, change of network, etc., the existing Priority Pass Membership will get deactivated. Cardholders are required to apply for a fresh priority pass.

## TERMS & CONDITIONS - USAGE OF SBI CARD ON TOKEN REQUESTORS

Applicable to Mobile Credit Card stored in the SBI Card App/Token Requestor mobile application of your Eligible Device, for making following type of transactions, wherever applicable: (1) Tap to Pay NFC enabled POS Transactions (2) Scan & Pay Bharat QR code based Payments at online & offline merchants (3) Payments on services built within Token Requestor mobile application (4) Online Payments at several Online Merchants.

**IMPORTANT** – Before you store and use your Mobile Credit Card, please read these Terms and Conditions, MITC and the Cardholder Agreement carefully. By storing and using your Mobile Credit Card, you will be considered to have accepted these Terms and Conditions, MITC and the Cardholder Agreement and will be bound by them. The terms used in these Terms and Conditions are defined at the end.

### 1. Terms and Conditions supplement Cardholder Agreement

- (a) The Cardholder Agreement applies to your Mobile Credit Card as well. References in the Cardholder Agreement to "Card" and "Card Transactions" include your Mobile Credit Card and your Mobile Credit Card Transactions respectively.
- (b) These Terms and Conditions supplement the MITC, Cardholder Agreement and, together, they govern your Mobile Credit Card. If there is any inconsistency between the provisions of these Terms and Conditions and the provisions of the Cardholder Agreement for usage of SBI Card on token requestor/for the purpose of tokenisation, the provisions of these Terms and Conditions shall prevail.

### 2. Registering, storing and activating Mobile Credit Card

- (a) You may store a digital version of your Credit Card (i.e. Mobile Credit Card) in the Token Requestor for payment feature on your Eligible Device only if your SBI Credit Card is of a type and/or card scheme designated by us from time to time and is in good standing.
- (b) SBI Card allows the user to register for certain types of SBI Credit Cards on Token Requestor which will be defined from time-to-time. All extant instructions of RBI on safety and security of card transactions, including the mandate for Additional Factor of Authentication (AFA) shall be followed.
- (c) You should follow the instructions of Token Requestor payment feature (including installation of the latest operating system for your Eligible Device), and the registration and verification flow in order to register and store the Mobile Credit Card in your Mobile Wallet.
- (d) By registering a Mobile Credit Card on Token Requestor, you consent to us sending SMS message to you for verification and activation purpose, if applicable, based on your registered mobile phone number last recorded with us. If the phone number last recorded with us is not the phone number of your Eligible Device, the SMS message will be sent to the phone number last recorded with us but not to your Eligible Device. If we do not have record of your phone number, we cannot send SMS message to you in which event you will need first update your correct phone number with SBI Card and then follow the steps again to register, store and activate your mobile credit card.
- (e) Add on cards and corporate cards are not eligible for making mobile based contactless transactions. SBI Card may allow use of these cards in future, with or without informing its customers.
- (f) The Cardholder authorizes SBI Card to receive Cardholder's information (such as Billing Pin Code, Device Details – ID, IP Address, Location, Wallet ID, etc.) from Token Requestor, if applicable, to provide services in connection with operation of his/her card account.

*\*Note: Cardholders will have to switch on specific transaction level controls to make purchases. However, registration requests for any token requestor/wallets will be allowed even if transaction level controls are switched off at the time of making a registration request.*





### 3. Card holder's responsibility

- (a) Please take appropriate security measures including the following to avoid any risk which may arise from or in connection with your mobile credit card. SBI Card is not liable for any such loss.
  - i. Safeguard your Eligible Device and Token Requestor and keep them under your personal control at all times
  - ii. DO NOT allow anyone else to use or log on to your Eligible Device and Token Requestor
  - iii. DO NOT store anyone else's fingerprint or biometric credentials in your Eligible Device for the purpose of operation of mobile credit card.
  - iv. DO NOT choose obvious numbers as Device Passcode (such as date of birth, telephone number, number with same digits or other that can be easily guessed or identified by shoulder surfing) or tell anyone else your Device Passcode or write down or keep your Device Passcode close to your Eligible Device
  - v. DO NOT install or launch SBI Card App in a smartphone or other device with any pirated, hacked, fake or unauthorised application or where the software lockdown has been overridden (such as a "jailbroken" or "rooted" smartphone or device)
  - vi. Change the Device Passcode regularly and use alphanumeric code for Device Passcode
  - vii. Remove the Mobile Credit Card from the SBI Card App upon termination of your Mobile Credit Card
- (b) You are fully responsible for any disclosure of your SBI Credit Card Details, Device Passcode or other security details relating to your Eligible Device, Token Requestor and Mobile Credit Card to any other person, even if such disclosure is accidental or unauthorised. You are required to bear all risks and consequences of your Token Requestor and Mobile Credit Card being used by unauthorised persons or for unauthorised purposes.
- (c) You have to use an Eligible Device of a type or model specified by Token Requestor from time to time to register, store and use Mobile Credit Card in your Mobile Wallet. Token Requestor have the right to vary the type or model or withdraw an existing type or model of Eligible Device at any time without prior notice.
- (d) You require Internet connection, compatible telecommunications equipment and mobile phone service plan (if applicable) in order to register, store and use your Mobile Credit Card.

### 4. Card Account and credit limit

- (a) SBI Credit Card in its plastic card form and in its digital version (i.e. Mobile Credit Card) constitute one and the same Card and share the same Card Account.
- (b) All Mobile Credit Card Transactions will be billed to card statement of the SBI Credit Card. There will not be a separate statement for your Mobile Credit Card.
- (c) Your SBI Credit Card in plastic card form and your Mobile Credit Card share the credit limit of the same Card Account. There will not be a separate credit limit for your Mobile Credit Card.

### 5. Transaction Limits

- (a) Cardholder can manage the following transaction limits for payment feature on Token Requestor using 'Manage Payments' section on SBI Card Website and SBI Card Mobile App for transactions like NFC, Bharat QR, In-app, MST, etc.: (1) Daily count of tokenized transactions, (2) Per tokenized transaction spend limit.
- (b) Daily counter of tokenized transaction will be refreshed as per Indian Standard Time between mid-night to early morning.
- (c) To use the Token Requestor you must turn on the POS usage on your SBI Credit Card using the 'Manage Payments' section on SBI Card Website and SBI Card Mobile App.

### 6. Mobile Credit Card Transactions, ATM Transactions & Cash Advance Details

- (a) You may make Mobile Credit Card Transactions where Token Requestor's payment feature is accepted for payment. We will not be responsible if any retailer refuses to accept your Mobile Credit Card.
- (b) You cannot use your Mobile Credit Card for cash withdrawals or cash advance at ATM or over the counter. Your Mobile Credit Card may also be subject to certain transaction limits (for example, payment amount) imposed by regulator, retailers or payment terminals.
- (c) Your Mobile Wallet may not be accepted at all places where your SBI Credit Card is accepted.

### 7. Limitation of our liability

- (a) The limitation of our liability for mobile credit card is governed by the Cardholder agreement, Most Important terms and Conditions (MITC) document and SBI Card Grievance Redressal policy.
- (b) We are not liable to refund you for any unauthorised transactions where you fail to take appropriate security measures including those provided in Clause 3(a), Clause 7(a) and Clause 10.
- (c) SBI Card shall not be liable in any manner for any loss caused to the customers for the actions, omissions and negligence of a Token Requestor.

### 8. Loss, theft or misuse

Report promptly

- (a) You must tell SBI Card straight away using the telephone numbers on the back of your SBI Credit Card, on designated SBI Card helpline numbers if you notice or suspect any loss, theft, unauthorised possession, control or use of your Mobile Credit Card or Eligible Device, or if you believe someone else has used your Mobile Credit Card or Eligible Device, or has discovered the security details of your Eligible Device, Token Requestor or Mobile Credit Card or the security of your SBI Credit Card, Mobile Credit Card, Token Requestor or Eligible Device has been compromised in any other manner.

Your liability for unauthorised transactions shall be governed by SBI Card Grievance Redressal Policy which covers liability of the customers in unauthorised credit card transactions.

However, please note that the limit DOES NOT APPLY (and you will be liable for the full amount) if:

- i. You have knowingly (whether or not voluntarily) permitted any other person to use your SBI Card App or Mobile Credit Card or Eligible Device; or
- ii. You have acted fraudulently or with gross negligence in using or safeguarding your SBI Card App, Mobile Credit Card or Eligible Device. Your failure to follow any of the security measures recommended by us from time to time regarding the use or safekeeping of your Token Requestor, Mobile Credit Card or Eligible Device may be treated as your gross negligence.

### 9. Fees and charges

- (a) All applicable interest, fees and charges that apply to your SBI Credit Card will also apply to the Mobile Credit Card.
- (b) You will bear all fees, charges and expenses imposed by any mobile phone service provider, telecommunications provider, retailer or for making transactions using your Mobile Wallet and the Mobile Credit Card.

### 10. Termination of Mobile Credit Card

- (a) You shall follow the instructions of the Token Requestor to remove your Mobile Credit Card from the Token Requestor payment feature should you



wish to terminate the Mobile Credit Card. Termination of the Mobile Credit Card will not terminate the SBI Credit Card in plastic card form unless you also terminate it in accordance with the Cardholder Agreement.

- (b) We have the rights to suspend, restrict or terminate your SBI Credit Card under the Cardholder Agreement. These rights will be extended to your Mobile Credit Card. Your Mobile Credit Card will be suspended, restricted or terminated at the same time if your SBI Credit Card is suspended, restricted or terminated under the Cardholder Agreement.
- (c) We will also have the right to suspend, restrict or terminate the use of a Mobile Credit Card if your Mobile Wallet has been suspended, restricted or terminated by the Mobile Wallet Provider for any reason, or if you have made a report to us under Clause 7(a).
- (d) Upon termination of physical Credit Card whether by you or by us, you must remove the Mobile Credit Card from your SBI Card App/Token Requestor App based on the instructions provided. You should contact SBI Card if you have any question on how to remove the SBI Card App or the SBI Card App from your Eligible Device.
- (e) You are responsible for all Mobile Credit Card Transactions whether or not authorised by you unless and until you have removed the Mobile Credit Card from your SBI Card App and Eligible Device upon termination.

#### 11. Variation of these T&Cs

We have the right to vary these Terms and Conditions from time to time with or without notice. You will be bound by a variation unless your Mobile Credit Card is terminated by you and removed from the Token Requestor/SBI Card app and Eligible Device in accordance with Clause 10 before the date on which that variation takes effect.

#### 12. Governing law, jurisdiction and version

- (a) These Terms and Conditions are governed by and will be construed according to laws of India.
- (b) You submit to the non-exclusive jurisdiction of the Delhi courts.

#### 13. Questions/ complaints

If you have any questions or complaints about your SBI Credit Card, then please contact us at the telephone number on the back of your Card, available on SBI Card Website.

#### Definitions

- **Token Requestor** or **Mobile Wallet** is a mobile software application which works on the tokenization technology. It allows the Mobile Credit Card to be registered and stored to make payments using Eligible Device in several ways such as (1) Tap to Pay NFC enabled POS Transactions (2) Scan & Pay Bharat QR code based Payments at online & offline merchants (3) Payments on services built within Token Requestor mobile application (4) Online Payments at several Online Merchants. Token Requestor may or may not support all types of payment use cases as mention. Examples where SBI Card is live on Token Requestors include Samsung Pay, SBI Card Mobile App, and Google Pay.
- **Tokenization** refers to replacement of actual card details with an unique alternate code called the “token”, which shall be unique for a combination of card, token requestor and device.
- **Card Account** means the Card Account referred to in the Cardholder Agreement.
- **Cardholder Agreement** means the cardholder agreement governing the supply and use of SBI Credit Card.
- **Device Passcode** means the access passcode of your Eligible Device and SBI Card App.

- **Eligible Device** means such model of smartphone, tablet or other device (such as laptop, desktop, watch etc.) with in which a Mobile Credit Card can be registered and stored, as designated by us from time to time.
- **Mobile Credit Card** means a digital version of your SBI Credit Card which you store in the Token Requestor on your Eligible Device.
- **Mobile Credit Card Transaction** means any transaction effected by using your Mobile Credit Card.



## GET IN TOUCH



### CONTACT US

1860 180 1290 | 39 02 02 02  
(prefix local STD code)



### EMAIL

customercare@sbicard.com



### VISIT US

sbicard.com



### WRITE TO US

SBI Card and Payment Services  
Private Limited, Post Bag No.28,GPO,  
New Delhi-110001



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Terms & Conditions (MITC) or  
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