

# MOST IMPORTANT TERMS & CONDITIONS



Version 1.92

The Most Important Terms and Conditions are to be read along with the Card Member Agreement of HDFC Bank Ltd for complete understanding. The MITC are subject to change. Refer [www.hdfcbank.com](http://www.hdfcbank.com) for details

## SCHEDULE OF CHARGES

Description of charges	Infinia, Infinia (Metal Edition), Diners Black, Diners Privilege, Regalia, Business Regalia, Doctor's Regalia, Diners Club Premium, Diners ClubMiles, AllMiles, Millennia, Doctors Superia, Superia, Regalia First, Business Reglia First, Bharat CashBack, Best price Save Max, Flipkart Wholesale HDFC Bank Credit Card, IndianOil HDFC Bank Card, Freedom Card, Business Bharat CashBack, Business Freedom Card, 6E Rewards XL-IndiGo Card, Paytm HDFC Bank Select Business Credit Card, Paytm HDFC Bank Select Credit Card, Pine Labs HDFC Bank Pro Credit Card, Shoppers Stop HDFC Bank Credit Card, Shoppers Stop Black HDFC bank Credit Card, Tata Neu Plus HDFC Bank Credit Card	Diners Club Rewardz, HDFC Bank Times Card Credit Platinum, MoneyBack, Business MoneyBack, MoneyBack+, HDFC Bank Times Card Credit Teacher's Platinum, Business Platinum, Easy EMI CreditCard, Small Business Moneyback, Business Program, Best price Save Smart, 6E Rewards-IndiGo Card, Paytm HDFC Bank Business Credit Card, Paytm HDFC Bank Mobile Credit Card, Paytm HDFC Bank Credit Card, Paytm HDFC Bank Digital Credit Card, Equitas Excite Credit Card, Equitas Elegance Credit Card, Pine Labs HDFC Bank Credit Card, Retailio HDFC Bank Credit Card, Tata Neu Infinity HDFC Bank Credit Card, Pharmeasy HDFC Bank Credit Card
Interest free Period	Up to 50 days	Up to 50 days
Minimum Repayment Amount	5% of Retail Balance / Cash Advance Balance and finance charges and 100% of Charges, Loan EMI billed under cards, levies and taxes	5% of Retail Balance / Cash Advance Balance and finance charges and 100% of Charges, Loan EMI billed under cards, levies and taxes  (For Paytm HDFC Bank Digital Credit Card : 20% of Retail Balance / Cash Advance Balance and finance charges and 100% of Charges, Loan EMI billed under cards, levies and taxes)
Cash Advance Limit	40% of the Credit Limit	40% of the Credit Limit  (Not Applicable for Paytm HDFC Bank Digital Credit Card as cash withdrawal is not allowed)
Annual / Renewal Fee	Best Price Save Max/ Paytm HDFC Bank Select Business Credit Card / Paytm HDFC Bank Select Credit Card/Pine Labs HDFC Bank Pro Credit Card — ₹1,000 Regalia / Business Regalia / Doctor's Regalia — ₹2,500 Diners Club Premium / Diners Privilege — ₹2,500 Millennia/ Regalia First/ Business Regalia First/ Diners ClubMiles/AllMiles/ Doctors Superia / Superia — ₹1,000 Infinia — ₹10,000 Infinia ( Metal Edition) — ₹12,500 Diners Black — ₹10,000	Pine Labs HDFC Bank Credit Card — ₹499 Best Price Save Smart/ Paytm HDFC Bank Business Credit Card — ₹500 Diners Club Rewardz — ₹1,000 HDFC Bank Times Card Credit Platinum — ₹1,000 Solitaire / Platinum Edge / MoneyBack / Business MoneyBack/ MoneyBack+ /HDFC Bank Times Card Credit /Easy EMI/ Teacher's Platinum/ Snapdeal HDFC Bank Card — ₹500 Business Platinum — ₹299

	6E Rewards XL-IndiGo HDFC Bank — ₹1,500 Flipkart Wholesale HDFC Bank Credit Card — ₹499 Shoppers Stop Black HDFC Bank Credit Card — ₹4,500 Shoppers Stop HDFC Bank Credit Card— Life Time free Tata Neu Plus HDFC Bank Credit Card — ₹499 Pharmeasy HDFC Bank Credit Card — ₹500	Bharat CashBack / Freedom Card /IndianOil HDFC Bank Card / Business Bharat CashBack / Business Freedom Card / Business Program — ₹500 Small Business Moneyback — ₹250 6E Rewards-IndiGo HDFC Bank — ₹500 Paytm HDFC Bank Mobile Credit Card (Monthly fee) — ₹29 Paytm HDFC Bank Credit Card (Monthly fee) — ₹49 Paytm HDFC Bank Digital Credit Card — ₹149 Equitas Excite Credit Card — ₹500 Equitas Elegance Credit Card — ₹1000 Retailio HDFC Bank Credit Card — ₹499 Tata Neu Infinity HDFC Bank Credit Card — ₹1499
Spend condition for waiver of annual charges Excludes transactions below <ul style="list-style-type: none"> <li>• Cash on Call</li> <li>• Balance Transfer</li> <li>• Cash Withdrawal</li> </ul>	<p><b>Superia Card</b> Spend ₹75,000 in first year and get a waiver on next year's annual membership fee</p> <p><b>Freedom</b> Spend ₹60,000 in a year and get a waiver of next year's annual membership fee. W.e.f 15 Feb'19, Spend ₹50,000 annually and get the next year's renewal fee waiver.</p> <p><b>Paytm HDFC Bank Business Credit Card</b> Spend Rs.30,000 within 90 days and get a waiver on 1st year membership fee. Spend Rs.50,000 in a year and get waiver on annual fee.</p> <p><b>Paytm HDFC Bank Select Business Credit Card</b> Spend Rs.60,000 within 90 days and get a waiver on 1st year membership fee. Spend Rs.1,00,000 in a year and get waiver on annual fee.</p> <p><b>Paytm HDFC Bank Mobile Credit Card</b> Spend Rs.2,500 in a month and get a waiver on monthly membership fee</p> <p><b>Paytm HDFC Bank Credit Card</b> Spend Rs.5,000 in a month and get a waiver on monthly membership fee</p> <p><b>Paytm HDFC Bank Select Credit Card</b> Spend Rs.50,000 within 90 days and get a waiver on 1st year membership fee. Spend Rs.1,50,000 in a year and get waiver on annual fee.</p> <p><b>Paytm HDFC Bank Digital Credit Card</b> Spend Rs.1,000 within first 30 days and get a waiver on 1st year membership fee. Spend Rs.25,000 in a year and get waiver on annual fee.</p> <p><b>Pine Labs HDFC Bank Credit Card</b> Spend Rs.45,000 within 90 days and get a waiver on 1st year membership fee. Spend Rs.50,000 in a year and get waiver on renewal fee.</p> <p><b>Pine Labs HDFC Bank Pro Credit Card</b> Spend Rs.75,000 within 90 days and get a waiver on 1st year membership fee. Spend Rs.1,00,000 in a year and get waiver on renewal fee</p> <p><b>Pharmeasy HDFC Bank Credit Card</b> Activate card within 90 days on transaction of Rs.150 and get a waiver on 1st year membership fee Spend Rs.70,000 in a year and get waiver on renewal fee</p> <p><b>Bharat / Business Freedom / Business Bharat CashBack / Bharat CashBack / IndianOil HDFC Bank Card</b> Spend ₹20,000 in a year and get a waiver of next year's annual membership fee.</p>	

<p>Spend condition for waiver of annual charges Excludes transactions below</p> <ul style="list-style-type: none"> <li>•Cash on Call</li> <li>•Balance Transfer</li> <li>•Cash Withdrawal</li> </ul>	<p>W.e.f 15 Feb'19, On Bharat Cashback and IndianOil HDFC Bank Card, spend ₹50,000 annually and get the next year's renewal fee waiver.</p> <p><b>Small Business MoneyBack</b> Spend ₹25,000 and get a waiver of next year's annual membership fee</p> <p><b>Solitaire / Titanium Edge / Platinum Edge / MoneyBack / Business MoneyBack / MoneyBack+ / Easy EMI / Best Price Save Smart</b> Spend ₹50,000 in a year and get a waiver of next year's annual membership fee</p> <p><b>Best Price Save max</b> Spend ₹75,000 in a year and get a waiver of next year's annual membership fee</p> <p><b>Business Program</b> Joining Fee on Card of Rs. 500 waived off on spends of Rs. 20,000 within first 90 days. Renewal Fee on Card of Rs..500 waived off on spends of Rs. 1 lac in 12 months.</p> <p><b>Millennia / AllMiles / Doctor's Superia/ Diners Club Rewards / Regalia First / Business Regalia First/ Diners ClubMiles</b> Spend ₹1,00,000 in a year and get a waiver of next year's annual membership fee</p> <p><b>Regalia/ Business Regalia / Doctor's Regalia / Diners Club Premium / Diners Privilege/ Flipkart Wholesale HDFC Bank Credit Card</b> Spend ₹3,00,000 in a year and get a waiver of next year's annual membership fee</p> <p><b>HDFC Bank Times Card Credit</b> Spend ₹1,50,000 in a year and get a waiver of next year's annual membership fee</p> <p><b>HDFC Bank Times Card Credit Platinum</b> Spend ₹2,50,000 in a year and get a waiver of next year's annual membership fee</p> <p><b>Teacher's Platinum / Business Platinum</b> Spend ₹30,000 in a year and get a waiver of next year's annual membership fee.</p> <p>W.e.f 15 Feb'19, On Teachers Platinum Spend Rs.50,000 annually and get the next year's renewal fee waiver.</p> <p><b>Infinia</b> Spend ₹8 Lakh in a year and get a waiver of next year annual membership fee.</p> <p><b>Infinia (Metal Edition)</b> Spend ₹10 Lakh in a year and get a waiver of next year annual membership fee.</p> <p><b>Diners Black</b> Spend ₹5 Lakh in a year and get a waiver of next year annual membership fee</p> <p><b>Equitas Excite Credit Card</b> Spends ₹1 Lakh in a year and get a waiver of next year annual membership fee</p> <p><b>Equitas Elegance Credit Card</b> Spends ₹2.5 Lakh in a year and get a waiver of next year annual membership fee</p> <p><b>Retailio HDFC Bank Credit Card</b> Spend Rs.50,000 in a year and get a waiver on next year's renewal fee.</p> <p><b>Tata Neu Plus HDFC Bank Credit Card</b> Spend Rs.1,00,000 in a year and get a waiver on next year's renewal fee.</p> <p><b>Tata Neu Infinity HDFC Bank Credit Card</b> Spend Rs.3,00,000 in a year and get a waiver on next year's renewal fee.</p>
<p>Add-on Card Fee</p>	<p>Life time Free</p>
<p>Charges on Revolving Credit</p>	<p>Regalia/ Business Regalia/ Regalia First/ Business Regalia First/ Doctors Regalia/ Diners Privilege/ Diners ClubMiles/Diners Rewardz/ Diners Premium/ Millennia/ Millennia Easy EMI/ 6E Rewards-IndiGo/ 6E Rewards XL-IndiGo/ MoneyBack/ MoneyBack+ / Indian Oil Card/ Freedom/ HDFC Bank Times Card Credit/ HDFC Bank Times Card Credit Platinum/ Best Price Save Smart/ Best Price Save Max/ Equitas Excite Credit Card/ Equitas Elegance Credit Card Others – 3.6% per month i.e. 43.2% annually.</p> <p>Paytm HDFC Bank Select Business Credit Card/ Paytm HDFC Bank Select Credit Card/ Paytm HDFC Bank Business Credit Card/ Paytm HDFC Bank Credit Card/ Paytm HDFC Bank Digital Credit Card/ Pine Labs HDFC Bank</p>

	<p>Credit Card/ Pine Labs HDFC Bank Pro Credit Card/ Retailio HDFC Bank Credit Card/ Pharomeasy HDFC Bank Credit Card – 3.6% per month i.e. 43.2% annually</p> <p>Paytm HDFC Bank Mobile Credit Card / Tata Neu Plus HDFC Bank Credit Card - 3.75% per month i.e 45% annually</p> <p>Diners Black / Infinia, Infinia (Metal Edition) - 1.99% per month i.e. 23.88% annually</p> <p>Card issued against Fixed Deposit - 1.99% per month (23.88% annually) applicable from transaction date (Effective 1st Oct'22, Cards issued against Fixed Deposit will carry the same revolving rate as per the card variant)</p> <p>Business Program / Flipkart Wholesale HDFC Bank Credit Card the maximum interest rate is 3.6% per month i.e. 43.2% annually</p> <p>Shoppers Stop Black HDFC Bank Credit Card and Shoppers Stop HDFC Bank Credit Card - 3.6% per month i.e. 43.2% annually</p> <p>Tata Neu Infinity HDFC Bank Credit Card - 3.49% per month i.e 41.88% annually</p>	
Conversion charges Auto EMI	<p>Applicable on all transactions (Excluding Fuel, Gold and Jewelry) of Rs 10,000/- or more done on Easy EMI Credit Card.</p> <p>- EMI conversion will be done for a tenure of 9 months, at an ROI of 20% per annum, and processing fee of Rs 99</p>	
Grace days	<p>Grace days of 3 days is allowed from the payment due date on credit card accounts, where payments are not overdue.</p> <p>The payment due date as mentioned on the credit card statement is the date by which clear funds must be credited to the credit card, however 3 grace days are provided to accommodate for processing time of payments.</p> <p>The Bank shall report a credit card account as 'past due' to credit information companies (CICs) and levy late payment charge, when a credit card account remains 'past due' for more than three days. The number of 'days past due' and late payment charges shall, however, be computed from the payment due date mentioned in the credit card statement.</p>	
Cash Advance Charges (excluding Infinia, Infinia (Metal Edition))	2.5% of amount withdrawn or ₹500 whichever is higher	2.5% of amount withdrawn or ₹500 whichever is higher  (Not Applicable for Paytm HDFC Bank Digital Credit Card as cash withdrawal is not allowed.)
Late Payment Charges (Basic Credit Card bill amount) (excluding Infinia (Metal Edition))	<p>Statement Balance</p> <p>Less than ₹100</p> <p>₹100 to ₹500</p> <p>₹501 to ₹5,000</p> <p>₹5,001 to ₹10,000</p> <p>₹10,001 to ₹25,000</p> <p>₹25,001 to ₹50,000</p> <p>More than ₹50,000</p>	<p>Late Payment Charges</p> <p>Nil</p> <p>₹100/-</p> <p>₹500/-</p> <p>₹600/-</p> <p>₹800/-</p> <p>₹1100/-</p> <p>₹1300/-</p>
Charges on overlimit account (excluding Infinia, Infinia (Metal Edition))	2.5% of overlimit amount, subject to a minimum of ₹550	2.5% of overlimit amount, subject to a minimum of ₹550  (Not applicable for Paytm HDFC Bank Digital Credit Card as no over limit facility is provided.)

Payment Return Charges	2% of Payment amount subject to minimum of ₹450	2% of Payment amount subject to minimum of ₹450										
Cash Processing Fee	₹100 (for all card payments made by depositing in HDFC Bank branches or ATMs)	₹100 (for all card payments made by depositing in HDFC Bank branches or ATMs)										
Rewards Redemption Fee	₹99 Per redemption request - Applicable for all cards other than Infinia/ Infinia (Metal Edition)/Diners Black / Flipkart Wholesale HDFC Bank Credit Card Rewards Redemption Fee will not be charged on redemption of reward points towards cashback. For IndiGo HDFC Bank Cards, Please visit <a href="http://www.goIndiGo.in">www.goIndiGo.in</a> For Tata Neu HDFC Bank Credit Cards, please visit <a href="http://www.tatadigital.com">www.tatadigital.com</a> For Paytm HDFC Bank Credit Cards - Fees on reward redemption cash-back will not be charged.											
Balance Transfer Processing Charges	1% of BT amount or ₹250, whichever is higher	1% of BT amount or ₹250, whichever is higher										
Loan Processing Fee and PreClosure Charges	<table><tr><td>Loan Type</td><td>Processing Fee</td></tr><tr><td>Insta Loan</td><td>- *₹999 (exclusive of GST)</td></tr><tr><td>Jumbo Loan</td><td>- *₹999 (exclusive of GST)</td></tr><tr><td>Smart EMI</td><td>- *₹999 (exclusive of GST)</td></tr><tr><td>Balance Transfer on EMI</td><td>- *1% of Loan Amount, Minimum ₹250 (exclusive of GST)</td></tr></table> <p>* Loan PreClosure Charges: 3% of the Balance Principal Outstanding</p>		Loan Type	Processing Fee	Insta Loan	- *₹999 (exclusive of GST)	Jumbo Loan	- *₹999 (exclusive of GST)	Smart EMI	- *₹999 (exclusive of GST)	Balance Transfer on EMI	- *1% of Loan Amount, Minimum ₹250 (exclusive of GST)
Loan Type	Processing Fee											
Insta Loan	- *₹999 (exclusive of GST)											
Jumbo Loan	- *₹999 (exclusive of GST)											
Smart EMI	- *₹999 (exclusive of GST)											
Balance Transfer on EMI	- *1% of Loan Amount, Minimum ₹250 (exclusive of GST)											
Fuel Transaction Surcharge	Infinia /Infinia (Metal Edition)/ Diners Club Black — Fuel Surcharge Waiver capped at ₹1000 every billing cycle (GST applicable). Regalia, Diners Rewardz, Diners Club Miles, Diners Privilege, Diners Club Premium, Regalia First, Business Regalia First, ALLMILES, Business Regalia, Doctor's Regalia, HDFC Bank Times Card Credit Platinum, 6E Rewards XL IndiGo Card, Paytm HDFC Bank Select Credit Card, Shoppers Stop Black HDFC bank Credit Card, Tata Neu Infinity HDFC Bank Credit Card — Fuel Surcharge Waiver capped at ₹ 500 every billing cycle (GST applicable). GST charged on fuel surcharge is non-refundable. Flipkart Wholesale HDFC Bank Credit Card, Best Price Save Smart, Best Price Save Max, Shoppers Stop HDFC bank Credit Card, and all other cards - fuel surcharge waiver capped at Rs.250 per billing cycle. Millennia, MoneyBack, Freedom, MoneyBack+, HDFC Bank Times Card Credit, Equitas Excite Credit Card, Equitas Elegance Credit Card, Paytm HDFC Bank Select Business Credit	Waived for transaction between a) ₹400 to ₹5000 for Regalia / Business Regalia / Doctor's Regalia / Regalia First / Business Regalia First ₹400 to ₹5000 for all other cards. Reward Points/ 6E rewards / Tata NeuCoins will not be accrued on fuel transactions. GST charged on fuel surcharge is non-refundable										



	<p>Card, Paytm HDFC Bank Business Credit Card, Paytm HDFC Bank Mobile Credit Card, Paytm HDFC Bank Credit Card, Paytm HDFC Bank Digital Credit Card, Pine Labs HDFC Bank Credit Cards, Pine Labs HDFC Bank Pro Credit Card, Retailio HDFC Bank Credit Card, Tata Neu Plus HDFC Bank Credit Card, Pharameasy HDFC Bank Credit Card — Fuel Surcharge Waiver capped at ₹250 every billing cycle (GST applicable). Reward Points / 6E rewards / Tata NeuCoins will not be accrued on fuel transactions. Fuel Surcharge Waiver will be capped at 1% of the eligible fuel transaction amounts. GST on Fuelsurcharge will not be reversed. The rate of surcharge may vary depending on the fuel station and their acquiring bank. The surcharge is levied by the acquiring bank providing the terminal to the merchant. The value on chargeslip will differ from the credit card statement since the Surcharge &amp; GST is levied by acquiring bank post the transaction. The 1% surcharge waiver (excluding GST) for eligible transactions would reflect separately in the monthly credit card statement.</p>	
Duplicate physical statement charges (excluding Infinia, Infinia(Metal Edition) Diners Black)	₹10 per duplicate physical statement	
Railway Ticket Purchase Fee	1% of the transaction amount + GST (Refer IRCTC website for detailed fee structure)	
Rent Pay Transactions	With effect from 1st January 2023, 1% fee on transaction amount will be levied on rental transactions done on any applicable merchant from the second transaction for the month.	
Card Validation charges - Lounge	<p>₹2 will be charged on the Credit Card and the same shall not be reversed by the bank (All variants except MasterCard)</p> <p>₹25 will be charged and made void at the POS terminal (Applicable for MasterCard variant), which means that the transaction is cancelled by the merchant before it settles through your credit card account and hence it will not appear on your credit card statement.</p>	
Priority Pass Lounge Charges (Regalia / Doctor's Regalia / Regalia First / Tata Neu Infinity)	<p>All lounge visits within India using Priority Pass will be charged at \$27 (in INR equivalent) + Taxes per person per visit.</p> <p>All lounge visits outside India beyond the complimentary cap will be charged at \$27 (in INR equivalent) - Taxes per person per visit. Please refer the product features of the card for details on bank website.</p> <p>All guest/s (person accompanying the priority pass holder) will be charged at \$27 (in INR equivalent) + Taxes per person per visit.</p>	

Reissue of Lost, Stolen or Damaged Card	₹100	₹100
Outstation Cheque Processing Charge	Cheque value upto ₹5,000 - Fee will be ₹25 Cheque value above ₹5,000 - Fee will be ₹50	Cheque value upto ₹5,000 - Fee will be ₹25 Cheque value above ₹5,000 - Fee will be ₹50
Foreign Currency Transactions	Bank charges Cross Currency mark-up fees of 3.5% on the transaction value (2% on the transaction value for Regalia /Business Regalia / Doctor's Regalia /Diners Privilege / Diners Club Premium/ Regalia First / Business Regalia First / Infinia / Infinia (Metal Edition) Diners Black / Best Price Save Smart / Times Card Credit Platinum / HDFC Bank Times Card Credit / Tata Neu Infinity HDFC Bank Credit Card.) 2.5% on the transaction value for 6E Rewards XL-Indi-Go HDFC Bank Card Currency conversion rate is applicable as on the date of settlement	Bank Charges Cross currency mark-up fees of 3.5% on the transaction value (3.0% on the transaction value for Diners Club Rewardz, Diners ClubMiles) Best Price Save Smart charges cross currency mark-up of 3.5% on the transaction value Bank Charges Cross currency mark-up of 3.5% on the transaction value - Flipkart Wholesale HDFC Bank Credit Card, Paytm HDFC Bank Select Business Credit Card, Paytm HDFC Bank Business Credit Card, Paytm HDFC Bank Mobile Credit Card, Paytm HDFC Bank Credit Card, Paytm HDFC Bank Select Credit Card, Pine Labs HDFC Bank Credit Card, Pine Labs HDFC Bank Pro Credit Card, Retailio HDFC Bank Credit Card, Shoppers Stop Black HDFC Bank Credit Card, Shoppers Stop HDFC Bank Credit Card, Tata Neu Plus HDFC Bank Credit Card, Pharmeasy HDFC Bank Credit Card Currency conversion rate is applicable as on the date of settlement
Dynamic currency conversion Markup Fee	With effect from 1st January 2023, a Markup fee of 1% will be levied on all transactions carried out in Indian Currency at an international location or at merchants which are located in India but registered overseas.	
Goods and Services Tax (GST)	Applicable on all Fees, Interest and other Charges. •The applicable GST would be dependent on place of provision (POP) and place of supply (POS),If POP and POS is in the same state then applicable GST would be CGST and SGST / UTGST else, IGST. •GST For FEE & Charges / Interest transactions Billed on statement date will reflect in next month statement. •GST levied will not be reversed on Any dispute on Fee & Charges / interest.	
TDS on withdrawals above Rs 1 crore	TDS@2% is applicable on aggregate cash withdrawals exceeding Rs 1 Cr from accounts and cards , in a FY.Visit <a href="http://www.hdfcbank.com">www.hdfcbank.com</a> for details.	

In line with RBI mandate, basis the nature and purpose of the transactions carried out on your credit card, customers are advised not to make any payments to the credit card through FCRA accounts. Incase, if any payments are observed through these accounts, customer may receive a notice from the Ministry of Home Affairs seeking explanation for such payments.

## **1. Fees, Charges and Retail Balance**

### **A. Fees payable on the Credit Card by the Cardmember**

#### **• Annual Fees • Renewal Fees**

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

### **B. Cash Advance Fees**

The Cardmember can use the Card to access cash in an emergency from ATMs in India or abroad. A transaction fee of 2.5% (Minimum 2500) (excluding Infinia) would be levied on the amount withdrawn and would be billed to the Cardmember in the next statement. The transaction fee is subject to change at the discretion of HDFC Bank. All cash advances also carry a finance charge equal to charges on revolving credit (please refer schedule of charges) from the date of withdrawal until the date of full payment. The finance charge is subject to change at the discretion of HDFC Bank.

### **C. Charges**

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

ii) HDFC Bank retains the right to alter any charges or fees from time to time or to introduce any new charges or fees, as it may deem appropriate, with due intimation to customer.

For interest rates, pre-closure and cancellation charges on Loan on Credit Cards, Please Visit : <https://www.hdfcbank.com/personalproducts/loans/loan-on-credit-card>

iii) All transactions equal to and above the value of Rs 10,000 on the Easy EMI Credit Card will be automatically converted to Easy EMI with 9 months tenure by default at 20% Rate of Interest, without any further consent from

the customer. Processing Fee of Rs 99/- (Exclusive of GST for all loan amounts) is applicable for all Easy EMI loan conversion. Fuel, gold and jewelry transactions are excluding from auto conversion.

iv) The Bank, in its sole discretion, reserves the right to honour transactions above the approved credit limit on the card on a case-to-case basis subject to internal guidelines and policy of the Bank.

### **D. Interest Free Period**

The interest free credit period could range from 20 to 50 days subject to the scheme applicable on the specific Credit Card (please refer to the Schedule of Charges) and the submission of on the specific Credit Card (please refer to the Schedule of Charges) and the submission of claims by the merchant. However, this is not applicable if the Previous month's balance has not been cleared in full or if the Cardmember has availed of cash from ATM. For instance, the HDFC Bank International Platinum Plus Card has an interest-free credit period of up to 50 days. This means that a customer who has a billing date of 4th of the month can spend on his Card from 5th April to 4th May, his bill will be generated on 4th May and his Payment Due Date will be 24th May. Hence a purchase made on 14th April will have a credit period of 41 days, while a purchase made on 2nd May will have a credit period of 23 days. This period will be free of interest only if all previous dues are paid in full and there is no unpaid balance carried over from previous months

### **E. Insta card related charges**

For your security, a daily ecommerce (net) limit is placed on the card until the card is delivered to you in person. Furthermore any wallet loading transaction done through the credit card would incur charges of 2.5% of load value.

### **F. Retail Balance**

Retail Balance means all purchases of goods or services through store or online from the Credit Card, excluding all Cash Advances, Balance Transfers, Instalment



Payment Plans, other credit plans, fees and charges.

## 2. Limits

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

## 3. Finance Charges and Late Payment Charges

- Finance charges are payable at the monthly percentage rate on all transactions from the date of transaction in the event of the Cardmember choosing not to pay his balance in full, and on all cash advances taken by the Cardmember, till they are paid back. Finance charges, if payable, are debited to the Cardmember's account till the outstanding on the card is paid in full.
- Finance charges on cash advances are applicable from the date of transaction until the payment is made in full.
- When the customer carries forward any outstanding amount or avails of Cash Advance, a finance charge calculated by average Daily Balance Method, will apply to balances carried forward and to fresh billings.
- If a Cardholder avails of the revolving credit facility of the HDFC Bank Credit Card and hence chooses to pay an amount less than the total amount due reflected in the monthly

billing statement, the entire outstanding amount would attract finance charges and all new transactions will also attract finance charges till such time as the previous outstanding amounts are repaid in full.

- Late Payment Charges excluding Infinia, Infinia (Metal Edition) will be applicable if Minimum Amount Due is not Paid by the payment due date, Clear funds need to be credited to HDFC Bank Card account on or before the payment due date, to avoid Late Payment charges. Late Payment charges are applicable as:

Outstanding Balance	Late Payment Charges
Less than ₹100	- Nil
₹100 to ₹500	- ₹100/-
₹501 to ₹5000	- ₹500/-
₹5,001 to ₹10,000	- ₹600/-
₹10,001 to ₹25,000	- ₹800/-
₹25,001 to ₹50,000	- ₹1100/-
More Than ₹50,000	- ₹1300/-

- Over Limit charges excluding Infinia, Infinia (Metal Edition) limit applicable on total outstanding exceeding the Creditlimit at the rate of 2.5% of the over amount subject to minimum of ₹550 basis consent. In case the Cardholder proposes to avail any limit over and above the sanctioned Credit Limit, the Cardholder shall, in the form and manner as may be stipulated by the Bank, consent for such additional limit (Over Limit) as may be approved by the Bank in its sole discretion. Upon grant of such consent by the Cardholder, the sanctioned Credit Limit of the Cardholder shall stand increased by the amount equivalent to the Over Limit.

### The following illustration will indicate the method of calculating various charges

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

Date	Transaction	Amount
10-Apr	Purchase of household goods	₹15,000
15-Apr	Purchase of garments	₹ 5,000

18-Apr	Statement Date	Total Amount due = ₹20,000 Minimum Amount Due = ₹1,000
12-May	Payment into card account (Late payment charges will be applicable here)	₹2,000 (Credit)
14-May	Purchase of Groceries	₹1,000
15-May	Payment into card account	₹15,000

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

Interest calculated = (outstanding amount\* 3.6% per month (i.e 43.2% per annum)\*no of days)/365. Therefore,

- a. Interest on ₹15,000 @ 3.6% per month (i.e 43.2% per annum) from 19 April to 11 May (i.e for 23 days) = ₹408.33

Interest on ₹13,000 @ 3.6% per month (i.e 43.2% per annum) from 12 May to 14 May (i.e for 3 days) = ₹46.16

Interest on ₹5,000 @ 3.6% per month (i.e 43.2% per annum) from 19 April to 14 May (i.e for 26 days) = ₹153.86

Interest on ₹3,000 @ 3.6% per month (i.e 43.2% per annum) from 15 May to 18 May (i.e for 4 days) = ₹14.20

Interest on ₹1,000 (fresh spends) @ 3.6% per month (i.e 43.2% per annum) from 15 May to 18 May (i.e for 5 days) = ₹5.92

Total interest = ₹628.47

- b) Late Payment Charges = ₹800 (excluding Infinia)
- c) GST@ 18% of interest and late payment charges = ₹257.12
- d) Total principal outstanding amount = ₹4,000 (₹1,000 fresh spends + balance ₹3,000 outstanding from last month's billing period)

Hence Total Amount Due = (a) + (b) + (c) + (d) = ₹5685.60

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

For a list of charges that may be levied at specific instances, please refer to the Schedule of Charges available at the end of this document. Minimum Amount Due (MAD) -- 5% of Retail Balance / Cash Advance Balance and finance charges and 100 % of charges, Loan EMI billed under cards, levies and Taxes and rounded to the next higher 10th digit.

Example: If the MAD amount is Rs. 1503.50 (Rupees one thousand five hundred and three and paise fifty only), post computation it will be rounded off to next multiple of tenth digit i.e Rs. 1510.00 (Rupees one thousand five hundred and ten only).

### 1st Oct'22 ONWARDS

#### EXAMPLE (fig. in INR)

A	Retail / Cash Outstanding Balance	50,000	
B	Finance Charges	1,800	
C	Over Limit Charges	550	
D	Late Payment Fee	1100	
E	Payment Return Fee	500	
F	Easy EMI - Principal	500	
G	Easy EMI - Interest	1,500	
	<b>TOTAL AMOUNT DUE</b>	<b>55,950</b>	
<b>Minimum Amount Due Calculation</b>			
H	Retail / Cash Outstanding Balance + Finance Charges* (5% of (Rs.50000/- + Rs.1800/-))	2,590	5%
I	Over Limit Charges	550	100%
J	Late Payment Fee	1,100	100%
K	Payment Return Fee	500	100%
L	Easy EMI - Principal	500	100%
M	Easy EMI - Interest	1,500	100%
	<b>Minimum Amount Due</b>	<b>6740</b>	

\* For the purpose of MAD calculation 5% of Finance Charges (3.6% per month i.e. 43.20% p.a.) is being considered.

The below illustration is prepared on the assumption that the customer has not made the payment on time nor cleared the Total Amount Due (TAD)

**Reduced Interest Rate / Finance charges on Freedom Credit Cards :**

•For Freedom credit Cards, Interest Rate / Finance Charges of 0.99% will be applicable for first 90 days from card issuance date on retail/non-EMI spends only ( i.e. not applicable on Insta loan, Insta Jumbo Loan, SmartEMI, EasyEMI, Balance transfer or Cash transactions ). From 91st day onwards regular interest rate of 3.6% will be applicable. Taxes, as applicable, shall apply.

•The benefit is applicable only to customers to whom the card has been issued on or after October 01, 2021

•For more details, refer welcome kit or FAQs and Terms & Conditions section mentioned on HDFC Bank website <https://www.hdfcbank.com/> The following illustration will indicate the method of calculating LPC:

LPC Illustration		
A	Statement Date	1st May 22
B	Statement Due	25,000.00
C	MAD	1,250.00
D	Billing Due Date	20th May 22
E	Grace Date	23rd May 22
F	Unbilled usage - 1st May to 23rd May 22	5,000.00
G	Total Outstanding as of 23rd May 22(A+E)	30,000.00
H	Payment Received - MAD - Rs.1250.00	25th May 22
I	LPC Levied only on Statement Balance	800.00

#### 4. Billing, Statement and PINs

- HDFC Bank will send the Cardmember a monthly statement showing the payments credited and the transactions debited to the Cardmember's account since the last statement. The Bank will mail a statement of transactions in the card account every month on a pre-determined date, to the mailing address on record with the bank.
- HDFC Bank Credit Cards offer the Cardmember the facility of revolving credit. The Cardmember may choose to pay only the Minimum Amount Due printed on the statement. The balance outstanding can be carried forward to subsequent statements. The Cardmember can also choose to pay the Total Amount Due or any part of the amount above the Minimum Amount Due.

Such payment should be made before the Payment Due Date. Clear funds need to be credited to HDFC Bank Card account on or before payment due date to avoid Late Payment Charges. Cardmembers are advised to drop local cheques well in advance of the Payment due date to ensure payment reflects on the card account within the Payment due date. Any unpaid Minimum Amount Due of the previous statements will be added to the Cardmember's current Minimum Amount Due in addition to the outstanding exceeding the Cardmember's Credit Limit.

- Payments made towards the card outstanding are acknowledged in subsequent statements.
- Payments received against the Cardmember's card outstanding will be adjusted against all Pre-closure of loans (Loan Principle outstanding / Pre-closure Charges+GST), EMI, GST, Fees & Charges (Other than Finance Charges), Finance Charges, Cash Advances and Retail Purchases in that order.
- Payments towards the card account may be made in any of the following ways:
  - In case the Cardmember has an HDFC Bank account, he can make the Payment through NetBanking & ATMs.
  - In case the Cardmember has an HDFC Bank account, he can opt for a Standing Instruction facility, where funds can be automatically transferred from the Cardmember's HDFC Bank account to the Cardmember's card account on due date. The Automatic debit will be processed on • the registered account nominated by the Cardmember from the Payment Due Date and will be credited to the Card Account. In the event of non-realization of payment in the first attempt, repeat attempts will be made until realization of payment.

In the event of non-realization of the complete standing instruction (SI) amount which is set by the Cardmember, SI return charges shall be levied to the Cardmember on the

net payable amount post payment attempts. The cardholder acknowledges and agrees that recovery of Minimum Amount Due (MAD) post failure to recover Total Amount Due (TAD) shall lead to levy of the autopay return charges on the net payable amount remaining due and outstanding on the payment due date.

**Examples:**

Scenario 1: Cardmember opts for SI facility on Total Amount Due (TAD) and the SI amount is Rs.10000 and system recovers only Rs.500 (Minimum Amount Due) due to insufficient funds in the nominated account, payment return fee will be levied on the net payable amount i.e Rs.10,000 – Rs.500 = Rs.9,500. Similarly, if the system is able to recover only partial amount for example, Rs.200 which is less than Minimum Amount Due (MAD ) payment return fee will be levied on the net payable amount i.e Rs.10,000 – Rs.200 = Rs.9,800

Scenario 2 : Cardmember opts for SI facility on Total Amount Due (TAD) and the SI amount is Rs.10000. If partial payment is received for example, Rs.200 prior to the payment due date and subsequently standing instruction facility fails, payment return fee will be levied on the net payable amount i.e Rs.10,000 – Rs.200 = Rs.9,800

- III) Customer can also make payment through NEFT/RTGS fund transfer mode from other bank account (use IFSC code HDFC0000128) or use the VISA Money transfer facility / IMPS.
- IV) In case the Cardmember does not have an HDFC Bank account, he can make the Payment through Bill Desk facility using other banks NetBanking account.
- V) By dropping the payment instrument (Cheque or draft) into any of the HDFC Bank Credit Card drop boxes placed in the HDFC Bank branches and ATMs.. The Cheque Draft should be made payable to HDFC Bank Card Number

xxxx xxxx xxxx xxxx. Kindly ensure that the cheque/draft is deposited at least 3 working days before due date in case of HDFC Bank cheque and 5 working days before due date for Non-HDFC Bank cheque.

- VI) Through Cash Payments at the bank branches.

- f) Billing Disputes: All the Contents of the statement will be deemed to be correct and accepted if the Cardmember does not inform HDFC Bank of the discrepancies within 30 days of the Statement Date in writing. On receipt of such information, HDFC Bank may reverse the charge on temporary basis pending investigation. If on completion of subsequent investigations, the liability of such charges is to the Cardmembers account, the charge will be reinstated in a subsequent statement along with the associated retrieval requests charges. Upon receipt of dispute from customers, within a maximum period of Thirty days, Bank would provide necessary documents, wherever applicable and received from the Member Bank, subject to operating guidelines laid down by the respective franchisee like Visa/Master Card/ Diners Club etc. GST levied will not be reversed on any dispute on Fee & Charges / interest.
- g) Contact Particulars: The Cardmember can contact HDFC Bank Credit Cards for making any enquiries or for any grievance redressal through:
  - Please visit [www.hdfcbank.com](http://www.hdfcbank.com) to know our 24 hours call center number
  - For Infinia/Infinia (Metal Edition)/Diners Black customers pls visit <https://www.hdfcbank.com/Infinia> for 24 hours dedicated customer care number
  - Through mail - Manager, HDFC Bank Cards P.O. Box 8654, Thirvanmiyur, Chennai - 600 041
  - By Email: [customerservices.cards@hdfcbank.com](mailto:customerservices.cards@hdfcbank.com)
- h) Customers can earn cashback through a) cashback offers and b) redemption of reward points towards cashback.



Cashback credits will not be considered as payment for the last statement. Customers need to effect payment towards the previous statement outstanding.

Cashback amount credited to the card account will be adjusted towards the next statement balance.

- I) Bank shall exercise due care on its part in due course of issuance of card PINs / Codes & and the Bank ensures to share any confidential data of the customer/ cardholder only with the said customer/ Cardholder.

## **5. Default**

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

In case the cardholder fails to make payment of either the Minimum Amount Due or the total amount due, under each monthly billing statement, the bank shall notify the customer of such non-payment and its intention to report the cardholder as defaulter to the Credit Information Companies (CIC) in case the cardholder fails to pay the Minimum Amount Due or the total amount due within 7 (seven) days. In case the cardholder makes the payment of either the Minimum Amount Due or the total amount due after the expiry of 7 (seven) days' notice period, the Bank shall update the status within 30 (thirty) days from the date of settlement of dues. In case a transaction is disputed by customer, a temporary credit equivalent to the amount disputed by customer will be provided to the Credit Card account of the customer.

## **6. Right of Lien**

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

within the prescribed time.

- B) During settlement of redemption in case available Reward Points balance is lesser than Points required for the transaction, the bank reserves rights to debit the differential amount on the Customers Card/Account.

## **7. Termination/Revocation of the Card Membership**

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

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

HDFC Bank can suspend the facility on the



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

With a view to ensure that the Credit Card is being used as per the regulatory guidelines, Terms and Conditions and applicable policies of the Bank, Bank shall have a right to run periodic checks on the Credit Card usage to identify whether there is excessive utilization of credit limit beyond the sanctioned limit in one statement cycle, unusual or excessive utilization at few select merchants, possible collusion with merchant and/or usage towards non-personal/business related requirements, over-use/misuse of features/ offers/ programs towards accumulation of undue reward points/ cash back / other benefits amongst others. Based on the usage patterns, if any of these is suspected by the Bank, Bank may take restrictive action on the Credit Card. Such action can be with immediate effect and may include but not be limited to withdrawal of features/ benefits as well as complete termination of the Credit Card. If any such action is taken by the Bank onus will be on customer to provide satisfactory proof of bona fide usage to reinstate the Credit Card and attached features/ benefits as may be deemed fit by the Bank. Bank's decision in this regard shall be final and binding on the customers

suspended on instructions from any government regulatory body. All amounts outstanding on the Card Account shall be deemed to have immediately become due on death or incapacitation, insolvency, bankruptcy, winding up or instruction from government/regulatory bodies, as the case may be, and Bank shall be entitled to recover the same in accordance with the relevant laws in force without prejudice to the obligation of the Cardmember to forth with pay all outstanding amounts.

- E) In case any customer wishes to close /surrender the card – the customer may place the request through below channels.

Channels	Path / Contact details
MyCards	Login into Mycards > Card control > Services > Other Action > Card Closure
WhatsApp Banking	70700 22222 > Type Close Credit Card > Option will be displayed to Close the Credit Card
Phone Banking	1800 202 6161 / 1860 267 6161 (accessible across India)
EVA	Visit <a href="http://www.hdfcbank.com">www.hdfcbank.com</a> > Click on EVA icon > Type Closure of Credit Card.
Branch Banking	Simply visit branch and speak to our staff
Email	Write us at <a href="mailto:customerservices.cards@hdfcbank.com">customerservices.cards@hdfcbank.com</a>

- C) In such a situation, the Cardmember must (subject to any default or other notice required by law) immediately pay HDFC Bank the total outstanding balance on the Account. This includes all amounts due to HDFC Bank under the Agreement, including all transactions and other amounts not yet charged to the Account. The card will not be considered as closed until the Cardmember has paid all such due amounts.
- D) The death or in capacitance of a Cardmember insolvency / dissolution / bankruptcy or winding up of a corporate body of a Cardmember shall automatically cancel the card issued to the Cardmember as well as any Add-on Cardmembers. The Card Account would also be liable to be

Once the request is raised through above channels, no transaction can be made through the card from immediate effect as the same will be blocked.

Any transactions incurred by the Cardmember prior to the closure of card and which is presented / claimed at a later point by the merchant shall be billed to the Cardmember for effecting necessary payments towards such transactions. The Cardmember shall be is obligated to pay for any transactions which were incurred prior to the closure date of the card and the Bank shall report these outstanding payments of the Cardmember to CICs, if not paid by the Cardmember.

If a credit card has not been activated or

used within 30 (thirty) days of card open date., the Bank shall intimate the cardholder about non-usage or non-activation of the card and request the cardholder to activate or start using the card within 7 (seven) days from the date of such intimation. If the cardholder does not start using the card within a period of 7 (seven) days, the card account shall be closed by the Bank.

Please note that if a credit card has not been used for a continuous period of 1 (one) year, the Bank will intimate the cardholder about non-usage of the card and request the cardholder to start using the card within 30 (thirty) days from the date of such intimation. If either no reply is received from the cardholder or the cardholder does not start using the card within a period of 30 (thirty) days, the card account shall be closed by the Bank, subject to payment of all dues by the cardholder.

## 8. Loss / theft / misuse of Card

In case of loss / theft / misuse of the card, customer can immediately hotlist / block the card by raising a request through below channels

Channels	Path / Contact details
Net Banking	www.hdfcbank.com > Log in > Credit Cards > Select the Card from Your Credit Cards > Block
Mobile Banking	Mobile banking home page > Pay > CreditCards > Select the Card from Your Credit Cards > Block
MyCards - PWA	www.mycards.hdfcbank.com > enter registered mobile#> Card control > Services > Security > Hotlist
WhatsApp Banking	70700 22222 > Type Hotlist Card > Option will be displayed for hotlisting
Phone Banking / IVR	1800 202 6161 / 1860 267 6161 (accessible across India)
EVA	Visit www.hdfcbank.com > Click on EVA icon > Credit Card Service > Block Card

- A) The Cardmember must notify the 24-Hour Call Center immediately if the Primary Card or any Additional credit card is misplaced, lost, stolen, mutilated, not received when due or if he/she suspects that the Credit Card is being used without Cardmember's

permission. Once a card is reported lost, it should not, under any circumstance be used if found by the Cardmember subsequently. As the Add-On card is an extended facility given on the Primary Card Account, the Add-on card is rendered invalid when the primary card is reported lost. Similarly, if the Add-on card is reported lost, the primary Card Account and other Add-on cards are invalidated.

- B) The Bank is not liable or responsible for any type of transaction (Online/Physical/Contactless (Tap and Pay or Wifi)/Others) transaction incurred on the card account prior to time of reporting of the loss of the card, and the Cardmember will be wholly liable for the same. Card swipe transactions may get processed by merchants without PIN / additional authentication like OTP, when it is initiated on merchants located outside India as it may not be a mandate in those countries. Cardmember is wholly liable for all transactions prior to reporting of loss of the card. After the receipt of proper notification of the loss by the bank, the Cardmember's subsequent liability is zero. In addition to notifying HDFC Bank about the loss or theft of the card, the Cardmember must report any theft of cards to the Police and lodge a Police Complaint and provide a copy of Police complaint to the Bank.
- C) The Cardmember will be liable for all losses in case of misuse of the card by someone who obtained the PIN or the card or OTP with or without the consent of Cardmember or an Additional Cardmember. If the Cardmember has acted fraudulently the Cardmember will be liable for all losses. If the Cardmember acts without reasonable care, the Cardmember may be liable for all losses incurred.
- D) The Cardholder is under obligation to take all appropriate steps to keep the card (including the add-on card/s) safe and not to record the PIN, One Time Password (OTP) or any other token/code issued from time to time, in any form that would be retrievable or otherwise accessible to any third party if access is gained to such a record, either honestly or dishonestly.
- E) HDFC Bank may, without referring to the

Cardmember or any additional Cardmember, give the police or other relevant authorities any information that HDFC Bank consider relevant about the loss, theft, misuse of a Card or PIN.

- F) An optional insurance product may be availed of by the card members, at his/her own discretion, to cover the liability arising in the event of any fraudulent transactions on the Credit Card. For further details and terms and conditions of such Insurance cover, kindly contact our representative of the Bank.
- G) HDFC Bank Contactless Cards allows you to pay with a simple tap. To make a transaction of ₹5,000 or less, just tap to pay with your contactless card and you won't need to sign or enter any PIN. Contactless transactions are as secured as any chip or PIN based transactions. The Bank is not liable or responsible for any transactions incurred on the Card Account prior to time of reporting or delay in reporting of the loss or misuse of the card and the Card member will be wholly liable for the same. Terms and Conditions mentioned in the card member agreement is applicable for all contact-less cards and contact-less transactions.

## 9. Reward Points

Reward Points will be earned for transaction amounts in multiples of ₹150, residual amounts or transactions below ₹150 will not earn Reward Points. For Silver cards and Freedom Plus Cards, Reward Points are earned on transactions amounts in multiple of ₹200, residual amounts or transactions below ₹200 will not earn Reward Points.

The reward points awarded or credited on the Tata Neu Plus/Infinity HDFC Bank Credit Card shall be in the form of Tata NeuCoins, which shall be calculated as a percentage of the spends. The reward points are not static and may be subject to special offers, discounts and benefits as applicable, from time to time. For further details of the reward points Tata Neu Plus/Infinity HDFC Bank Credit Card please see the terms and conditions of the Tata Neu Plus/Infinity HDFC Bank Credit Card available at product page on <https://www.hdfcbank.com/personal/pay/cards/credit-cards>, and the terms and condi-

tions of the Tata Neu Loyalty Program available at <https://www.tatadigital.com/terms-and-conditions>.

### a. Reward Point Validity

Reward Points are valid only for 2 years from the date of accumulation. e.g.:- if you have received Reward Points in the month of May 2015, then the same will expire in May 2017, except for Infinia /Infinia (Metal Edition) Diners Black for which reward points are valid for 3years, and Easy EMI cards on which cash points are valid for 1 year.

Important notice for Customers who have been card members on or before 30th June 2015:

W.e.f. 18th March, 2020, when you receive a new credit card due to upgrade/migration, replacement, renewal or re-issuance, etc, the reward points already accumulated earlier, will have limited validity between 1 to 3 years from the date of transfer, depending on the card variant.

- For EasyEMI cards, the Cash points accrued earlier will be valid for 1 year from the date of card upgrade / migration, replacement, renewal or re-issuance.
- For Infinia/Infinia (Metal Edition)/Diners Black cards, the Reward points will be valid for 3 years from the date of card upgrade/migration, replacement, renewal or re-issuance,
- For all other card variants the Reward points/Cash points accrued (as per feature), will be valid for 2 years from the date of card upgrade/migration, replacement, renewal or re-issuance,

E.g., Customer was issued a Regalia First credit card on Feb, 2014. His/her card which has accumulated 50,000 reward points is being replaced (due to lost card, renewal, etc) in May 2020.

Post replacement, his/her reward points balance of 50,000 will now have a validity of 2 years from the date of transfer i.e.,these points would expire on May 2022 if not utilized.

For all future Reward points/Cash points that will be accrued after 18th Mar 2020, the

above validity norms will be applicable as per the card variant.

Customers who have received their upgraded, replaced, renewal or re-issued cards before 18th Mar 2020 and have also been a card member on or before 30th June 2015: then their accrued reward/cash points will continue to be valid till the date of the next card upgrade/migration, replacement, renewal or re-issuance. Post which the reward/cash points will have limited validity as per card variants explained above.

Validity of the Tata Neu Coins earned on the Tata Neu Plus/Infinity HDFC Bank Credit Card shall be governed by the terms and conditions of the Tata Neu Plus/ Infinity HDFC Bank Credit Card available at product page on <https://www.hdfcbank.com/personal/pay/cards/credit-cards>, and the terms and conditions of the Tata Neu Loyalty Program available at <https://www.tatadigital.com/terms-and-conditions>.

- b. EasyEmi and e-wallet loading transaction will not accrue Reward Points.
- c. Reward Points accrued will be reversed if a retail transaction is converted into SmartEMI.
- d. W.e.f. 20th Dec 2019, Reward Points accrued for insurance transactions will have a maximum cap of 5000 per day for Infinia, Infinia (Metal Edition) & Diners Black cards and 2000 per day for all other credit cards.
- e. W.e.f. 23/07/2022 Reward points earned on property management services including rent, will have a maximum cap of 2000 per month for Infinia, Infinia (Metal Edition) & Diners Black cards, 1000 per month for Regalia, Diners Privilege, Indigo XL, Tata Neu Infinity and 500 for all other credit cards. Points earned will be appropriately posted in the 1st week of subsequent month.
- f. With effect from 1st January 2023, Reward Points redemption for flights & hotels bookings are capped per calendar month at 1,50,000 reward points for Infinia, 75,000 reward points for Diners Black and 50,000 reward points for all other cards.
- g. With effect from 1st January 2023, Reward Points redemption for Tanishq vouchers are capped to 50,000 reward points per calendar month for Infinia cards.
- h. With effect from 1st February 2023, Reward Points redemption for CashBack redemption are capped per calendar month to 3000 rewards points for Millennia, Easy Emi millennia, Bharat, Pharmeasy and Paytm cards and 50,000 reward points for all other cards.
- i. With effect from 1st February 2023, cardmembers can redeem upto 70% of product/Voucher value through Reward Points on select vouchers/products and pay the remaining amount via Credit card. This is not applicable for Infinia and Diners black cards.
- j. With effect from 1st January 2023,
  - 1. Rent payments will NOT earn Reward Points on all the cards
  - 2. Government related transactions will NOT earn Reward Points on all the cards except Business Regalia , Business Regalia first, Business Money back, CSC small business moneyback, Paytm Business, Flipkart Business, Retailio, Best Price Save Smart, Best Price Save Max and Pinelabs
  - 3. Education related transactions will NOT earn Reward Points on Business Regalia , Business Regalia first, Business Money back, CSC small business moneyback, Paytm Business, Flipkart Business, Retailio, Best Price Save Smart, Best Price Save Max and Pinelabs
- k. With effect from 1st January 2023, Reward Points earned on Grocery transactions will be capped per month to:
  - 1. 2000 Reward Points for Infinia, Diners Black, Regalia, Regalia Gold, Regalia first, Business Regalia , Business Regalia first, Diners Privilege, Diners Premium, Diners Clubmiles ,Tata Neu Infinity cards and,
  - 2. 1000 reward points for the rest of the cards
- l. Tata NeuCoins accrued shall be utilizable in accordance with the terms and conditions of the Tata Neu Plus/ Infinity HDFC Bank



Credit Card available at product page on <https://www.hdfcbank.com/personal/pay/cards/credit-cards>, and the terms and conditions of the Tata Neu Loyalty Program available at <https://www.tatadigital.com/terms-and-conditions>.

- m. If the Credit Card is not used for more than 365 days, Reward Points accrued will be nullified.
- n. The Bank reserves the right to cancel or suspend Reward Points accrued on the Credit Card if it is in arrears, restructured, suspension or default or if the Card Account is or is reasonably suspected to be operated fraudulently. Reward Points earned but not redeemed at the time of death of the Cardmember shall be forfeited.
- o. When the card member receives a merchant refund for a transaction incurred earlier on the card it will be credited to the card account upon receipt. If the said refund amount is greater than the last statement balance / billed outstanding, then the excess amount post adjustment against last statement balance / billed outstanding will be refunded to your account, provided the said merchant refund had originated from a transaction incurred prior to the last statement date. If you have not furnished your account number for such credits, kindly login through my-cards application and update your account number or visit our nearest branch for updating the account number.

If the merchant refund received pertains to a recent transaction incurred post the last statement date, then the refund received will be credited to card account and adjusted against the original transaction.

Such credits posted to the Card Account including but not limited to those arising from returned goods or services or cancelled transactions, the Reward Points or cashpoints accrued as per product construct will be reduced / reversed / adjusted

In case of cancellation of E vouchers that were availed by redeeming reward points, the restoration of reward points, if allowed at

the discretion of the Bank, would be allowed at same rate at which the E vouchers redeemed at.

- p. For flight and hotel bookings, Credit Card members can redeem up to a maximum of 70% of the booking value through Reward Points. Rest of the transaction amount will have to be paid via the Credit Card limit. This applies to Infinia, Infinia (Metal Edition) and Diners Black cards w.e.f. 25th July 2020. This is applicable to retail and business card variants of Regalia, Regalia First and other Diners card variants (ClubMiles, Rewardz, Privilege, Premium) since 25th Nov 2019. This condition applies for transactions done on HDFC Bank Smartbuy or the dedicated website portals of the bank for the respective card variants.
- q. For flight and hotel bookings, Credit Card members can redeem up to a maximum of 50% of booking value through Reward Points. Rest of the transaction amount will have to be paid via the Credit Card limit. This condition applies to all cards other than those mentioned in above point (i). The cards are grouped as Regular, Cashback, Premium, Premium Travel, Professional, Co-branded and Business cards on the bank's website. This condition applies for transactions done on HDFC Bank Smartbuy. This is in effect from 10th June 2019.
- r. If the Credit card is blocked (Blocks N/R/M/O) due to hotlisting i.e. lost, stolen, etc (or) Card is RTO i.e. not delivered due to address change, etc (or) resident card holder holding a Non-resident account (or) de-activation of card till card holder authorization and is not re-activated within 6 months from block placement - For such cases RPs accrued in the card will be nullified.
- s. Customers can earn cashback through redemption of reward points towards cashback.  
Cashback credits will not be considered as payment for the last statement. Customers need to effect payment towards the previous statement outstanding.  
Cashback amount credited to the card



account will be adjusted towards the next statement balance.

## **10. Grievance Cell and Compensation Policy**

### **First level touch points**

Queries / Feedback / Complaints. The customer can reach out to the following channels:

- Online Dispute Resolution
- Call us
- Visit us
- Write to us
- Email us
- Report unauthorised e-transactions (transactions not done by you)
- Chat with us
- Block/Unblock credit card
- Check your credit card outstanding amount
- Credit cards mis-selling or harassment related complaints.

### **Second level touch point:**

If you have not received a satisfactory response for your queries with other channels. Please write to our Grievance Redressal Officer. The Cardmember can contact HDFC Bank Credit Cards for making any enquiries or for any grievance redressal through:

- Through our Call Centres:  
1800 202 6161 / 1860 267 6161 If you are not in India: +91 22 61606160
- Through mail:  
Manager, HDFC Bank Cards P.O. Box 8654, Thiruvananthapuram, Chennai - 600 041
- By Email:  
customerservices.cards@hdfcbank.com
- Grievance Redressal Officer:  
Reach us on phone 04461084900 between 09.30 a.m. to 05.30 p.m. Monday to Friday.  
Please note that the mechanism and timelines of Grievance Redressal Policy is available on the website – [www.hdfcbank.com](http://www.hdfcbank.com) and the same can be accessed by following the path – Our Corporate Commitment -> Citizens Charter -> Grievance Redressal

Customer Grievance will be addressed within a period of 30 days, if your issue still remains unresolved or if you have not received response within 30 days of lodging a complaint, you may approach the Banking Ombudsman appointed by the Reserve Bank of India.

### **Failed / Unsuccessful Domestic transactions**

In case of unsuccessful transaction / failure, as per Harmonisation of TAT, the Bank will reverse blocked amount within 5 days. In case if the merchant claims such transaction the regular dispute process will be followed as per franchise guidelines which is covered in the compensation policy

### **Compensation Policy**

The timeline is specified and updated in the compensation policy displayed on the bank website under Our Corporate Commitment > Citizens Charter > Customer Compensation Policy > Credit Cards

Where it is established that the Bank had issued and activated a credit card without written consent of the recipient, the Bank would reverse the charges immediately and also pay a penalty without demur to the recipient amounting to twice the value of charges reversed in this regard. Operation of credit account shall be in accordance with HDFC Bank credit card terms and conditions. Transactions reported as erroneous by customers, which require specific reference to a merchant establishment will be handled as per chargeback rules laid down by card networks (VISA / MasterCard / Diners / RuPay). The Bank will provide explanation and, if necessary, documentary evidence to the customer within a maximum period of sixty days.

Failure on the part of the card-issuers to complete the process of closure of credit card within seven working days shall result in a penalty of ₹500 per day of delay payable to the customer, till the closure of credit card, provided there is no outstanding in the credit card account.

## **11. Customer Protection:**

In case of loss/theft/ misuse of card, the Bank shall be guided by the 'Customer Protection Policy' updated on the website of the Bank which has been formulated based on the RBI circular on Customer Protection – Limiting Liability of Customers in Unauthorised Electronic Banking Transactions' as updated from time to time. (RBI Circular - ref. DBR.No. Leg.BC.78/09.07.005/2017-18 dated July 6, 2017)

Please Note you can refer the Customer Protection Policy Note by visiting [www.hdfcbank.com](http://www.hdfcbank.com) > Useful Links > Our Corporate Commitments > Customer Compensation Policy If customer suspects any unauthorised transaction, customer should inform the bank through the following channels: for blocking of card to avoid further unauthorised transaction or misuse.

Channels	Path / Contact details
Net Banking	<a href="http://www.hdfcbank.com">www.hdfcbank.com</a> > Log in > Credit Cards > Select the Card from Your Credit Cards > Block
Mobile Banking	Mobile banking home page > Pay > CreditCards > Select the Card from Your Credit Cards > Block
MyCards - PWA	<a href="http://www.mycards.hdfcbank.com">www.mycards.hdfcbank.com</a> > enter registered mobile#> Card control > Services > Security > Hotlist
WhatsApp Banking	70700 22222 > Type Hotlist Card > Option will be displayed for hotlisting
Phone Banking / IVR	1800 202 6161 / 1860 267 6161 (accessible across India)
EVA	Visit <a href="http://www.hdfcbank.com">www.hdfcbank.com</a> > Click on EVA icon > Credit Card Service > Block Card

## 12. Disclosure

The Cardmember acknowledges that as per existing business practices, the Bank can disclose from time to time any information relating to the Credit Card(s), to any credit bureau (Existing or Future) The Credit Information Companies are an initiative of the Government of India and Reserve Bank of India to improve the functionality and stability of the financial system. All banks and financial institutions participating in this

initiative are required to share customer data with Credit Information Companies and this information is being provided in the terms of the Credit Information Companies Regulation Act, 2005. In view of this we wish to inform the Cardmember that the bank can disclose any information relating to credit card(s) default by the customer to the Credit Information Companies to any other credit bureau (Existing and Future) in case the card is overdue, with due intimation to the cardholder. The Bank hereby informs the Cardmember that fresh/ update on cardholder's data on receipt of payment towards overdue card accounts will reflect in CIBIL / other credit bureaus within a period of 30(Thirty) days from the date of receipt of payment by the bank. We also wish to inform the Cardmember that the bank will, at its own discretion, record specific conversations between the Cardmember and the representative of the Bank, in cases of grievance-related conversation or payments-recovery-related conversations or any other conversations, that the Bank may deem fit. Select Credit Card variants have a complimentary insurance cover on the Card. The policy coverage starts from the date of the Credit Card set up. For information on updating nominee details and terms and conditions, please refer to usage guide.

## 13. Lounge Access

Priority Pass - Charge of \$27 + taxes, will be applicable on all the lounge visits exceeding the complimentary cap.

Infinia, Infinia (Metal Edition): Complimentary priority pass membership for Primary and add-on card holders with unlimited lounge access for poriority pass card holder.

Diners Club Credit Card — All visits exceeding the complimentary limit will be charged at the prevailing lounge rate inclusive of taxes. Card validation charges for the lounge will be levied which will not be reversed.

Please ensure the safety of your Priority Pass to avoid misuse. The priority pass is not transferable. Bank has the right to withdraw the Priority Pass membership or

any other benefit associated with your credit card if your card is closed or remains inactive for more than 90 days.

These charges will be billed on your subsequent statement within 90 days of date of visit and this transaction will not accrue Reward Points.

Currency conversion rate is applicable as on the date of settlement.

#### **14. Most Important Terms and Conditions in Regional Languages**

Please Visit [www.hdfcbank.com](http://www.hdfcbank.com) for information on MITC in regional languages, Options available

1) Hindi 2) Kannada 3) Malayalam 4) Telugu  
5) Tamil 6) Bengali 7) Marathi 8) Gujarati 9) Punjabi 10) Oriya 11) Assamese

The Cardmember hereby acknowledges that the Most Important Terms and Conditions available in regional languages at [www.hdfcbank.com](http://www.hdfcbank.com) is the representative text of the English version of the Most Important Terms and Conditions.

The Cardmember agrees and acknowledges that in the event of any inconsistency between the texts in English and regional languages of the Most Important Terms and Conditions, the text in English shall prevail and shall be binding on the Cardmember.

Customer Compensation Policy is displayed on the bank website under Our Corporate Commitment > Citizens Charter > Customer Compensation Policy > Credit Cards
For any sales queries on mis-selling / harassment / complaints, please write to <a href="mailto:salesqueriescards@hdfcbank.com">salesqueriescards@hdfcbank.com</a> or call at 18002583838
<b>PHONEBANKING NUMBERS</b>
<b>1800 202 6161 / 1860 267 6161</b> <b>If you are not in India: +91 22 61606160</b>

If you don't wish to be called about our products and services, kindly logon of our website: [www.hdfcbank.com](http://www.hdfcbank.com) and register your self in our Don't call Registration option. Card account levied with late payment charges in the latest generated statement will be exempted from the cash processing fee

## **ADDITIONAL SCHEDULE - Income Recognition, Asset Classification and Provisioning pertaining to Advances- Clarifications (IRACP)**

With reference to the Credit Card application submitted by me/by us, I/we confirm having understood the following concepts and illustrative examples (as detailed below) related to due dates, classification of my/our Card/loan accounts as Special Mention Account(SMA)/ Non Performing Asset(NPA) in the course of the conduct of the accounts.

Also I understand that loan account referred herein shall be applicable to both the credit card and/or any other additional loan that I may avail from the bank based on the credit card, if the application is approved.

(The additional loans would be applicable for cards issued to individual only & subject to certain eligibility criteria and includes loans given within the credit card sanctioned limit or as a separate facility based on credit card)

<b>Concepts / Clarifications / Illustrative examples</b>	
<p><b>Dues:</b> mean, the principal/interest/ any charges levied on the loan account which are payable within the period stipulated as per the terms of sanction of the credit facility/payment due date mentioned in the monthly statement.</p> <p><b>Overdue:</b> Means, the principal I interest/ any charges levied on the loan account which are payable, but have not been paid within the period stipulated as per the terms of sanction of the credit facility. In other words, any amount due to the bank under any credit facility is 'overdue' if it is not paid on the due date fixed by the bank.</p> <p><b>Appropriation of payments:</b> Payments received against the Cardmember's card outstanding will be adjusted against all Pre-closure of loans (Loan Principle outstanding / Pre-closure Charges+GST ), EMI, GST, Fees &amp; Charges (Other than Finance Charges), Finance Charges, Cash Advances and Retail Purchases in that order. if in any loan account as on 01.02.2021 there are no over dues and an amount of Rs. X is due for payment towards principal instalment/interest/charges, any payment being credited on or after 01.02.2021 in the loan account will be used to pay off the dues outstanding on 01.02.2021 Assuming that nothing is paid lor there is partial payment (Rs Y) of dues during the month of February, the overdue as on 01.03.2021 will be Rs .X-Y. Additionally, an amount of Rs.Z becomes due as on 01.03.2021, Now any payment/ partial payment into the account on or after 01.03.2021 will be first utilized to pay off the partial due of 01.02.2021 ( Rs X - Rs.Y) If there is more recovery than the Rs X - Rs Y. then. After recovering dues of 01.02.2021, the remaining amount will be treated as recovery towards due of 01.03.2021.</p> <p><b>Age of oldest Dues:</b> The age of oldest dues is reckoned in days from the date on which the oldest payment is due and continues to remain unpaid In the aforesaid illustration, if the Dues relating to 1st February 2021 remain unpaid till 01.03.2021, the age of the oldest dues is reckoned as 29 days on 02.03.2021.</p> <p><b>Classification as Special Mention Account (SMA) and Non-Performing Asset (NPA)</b> Lending institutions will recognize the incipient stress in loan accounts, immediately on Default, by classifying them as Special Mention Accounts (SMA) The basis of classification of SMA / NPA Category shall be as follows:</p>	
<b>Outstanding in the Credit card account or Additional Loan thereon (For credit card dues referred hereinto is the Minimum Amount Due as mentioned in the card statement.)</b>	
SMA Sub-categories	Basis for classification - Principal or interest payment or any other amount wholly or partly overdue
SMA-0	Up to 30 days
SMA-1	More than 30 days and up to 60 days
SMA-2	More than 60 days and up to 90 days

**Non-performing Asset:**

Non-Performing Asset (NPA) is a loan or an advance where:

A term loan where interest and/ or instalment of principal remains overdue for a period of more than 90 days,

A credit card account will be treated as non-performing asset if the minimum amount due, as mentioned in the statement, is not paid fully within 90 days from the payment due date mentioned in the statement.

**Illustrative movement of an account to SMA category to NPA category based on delay I non-payment of dues and subsequent upgradation to Standard category during End of Day(EOD) process (considering February as a non-leap year month): Dues referred hereinto is the Minimum Amount Due/EMI amount as mentioned in the loan statement.**

Due date of payment	Payment Date	Payment covers	Age of oldest dues in dayscovers	SMA / NPA Categorisation	SMA since / SMA class date	NPA categorization	NPA Date
01.02.2022	01.02.2022	Payment Dues as mentioned in the statement up to 01.01.2022	0	NIL	NA	NA	NA
01.02.2022	01.02.2022	No payment or part payment of - dues of 01.02.2022	1	SMA-0	01.02.2022	NA	NA
01.02.2022	01.02.2022	No payment or part payment of - dues of 01.02.2022	2	SMA-0	01.02.2022	NA	NA
01.03.2022		Dues of 01.02.2022 not fully paid 01.03.2022 is also due at EOD 01.03.2022	29	SMA-0	01.02.2022	NA	NA
		Dues of 01.02.2022 fully paid, Due for 01.03.2022 not paid at EOD 01.03.2022	1	SMA-0	01.03.2022	NA	NA
		No payment of full dues of 01.02.2022 AND 01.03.2022 at EOD 03.03.2022	31	SMA-1	01.02.2022 / 03.03.2022	NA	NA
		Dues of 01.02.2022 fully paid, Due for 01.03.2022 not fully paid at EOD 01.03.2022	1	SMA-0	01.03.2022	NA	NA
01.04.2022		No payment of dues of 01.02.2022, 01.03.2022 and amount due on 01.04.2022 at EOD 01.04.2022	60	SMA1	01.02.2022 / 03.03.2022	NA	NA
		No payment of dues of 01.02.2022 till 01.04.2022 at EOD 02.04.2022	61	SMA 2	01.02.2022 / 02.04.2022	NA	NA
01.05.2022		No payment of dues of 01.02.2022 till 01.05.2022 at EOD 01.05.2022	90	SMA 2	01.02.2022 / 02.04.2022	NA	NA
		No payment of dues of 01.02.2022 till 01.05.2022 at EOD 02.05.2022	91	NPA	NA	NPA	02.05.2022
01.06.022	01.06.022	Fully paid dues of 01.02.2022 at EOD 01.06.022	93	NPA	NA	NPA	02.05.2022
01.07.022	01.07.022	Paid entire dues of 01.03.2022 & 01.04.2022 at EOD 01.07.2022	62	NPA	NA	NPA	02.05.2022
01.08.022	01.08.022	Paid entire dues of 01.05.2022 & 01.06.2022 at EOD 01.08.2022	32	NPA	NA	NPA	02.05.2022
01.09.022	01.09.022	Paid entire dues of 01.07.2022 & 01.08.2022 at EOD 01.09.2022	1	NPA	NA	NPA	02.05.2022
01.10.022	01.10.022	Paid entire dues of 01.09.2022 & 01.10.2022	0	Standard Account with No Over dues	NA	NA	STD from 01.10.2022

I/we also understand that the aforesaid few examples are illustrative and not exhaustive in nature covering common scenarios, and that, the IRACP norms and clarifications provided by RBI on the subjects referred above will prevail