

KEY FACT STATEMENT FOR BOI CREDIT CARD

A) Eligibility:

- **Individuals/Proprietors:** Resident/NRI/ Person of foreign Origin residing in India on employment/Proprietor
- **Deposit Customers:** NRI's, students, Senior Citizens, House wives and small businessmen, traders.
- **Corporate Cards:** Partnership firm/ Private Limited Company/ Public limited Company.
- **Eligible Age:** 18 Yrs. and above

B) Credit Card Variants:

- i) RUPAY Select International
- ii) RUPAY Platinum International
- iii) RUPAY Swadhan International
- iv) VISA Gold International
- v) VISA Platinum International
- vi) Merchant Credit Card (Business)

C) Interest free Period and Grace Period

Use under the Credit Card allows a free Credit Period of 21 to 51 days depending upon the date of purchase and the date of payment. If the transactions happens to be a day after the billing date then this transaction will be billed in the next billing cycle. In such cases a maximum interest free credit period of about 51 days will be available. However if the purchase is done a day or two prior to the billing date then that transactions will appear in that very next billing in which case only a free credit period of about 21 days will be available. Thus on an average an interest free credit period of 35-37 days will be available depending on the date of purchase.

Please however note that this interest free credit period will be applicable only if the "Total payment amount due" on the Card stands paid in full by due date. However if only the "minimum payment due" or an amount less than the "total payment due" is paid.

D) Charges of Credit card:

- **Entrance Fee, Annual Membership Fees and Replacement Card Charges without GST**

Card	Type	Entrance fee	Annual Membership Fees		Replacement Charges Principal/ Add-on
			Principal	Add-on	
*India Card	Credit	0	0	0	300
Rupay Select	Credit	0	800	600	500
SwaDhan Rupay Platinum	Credit	0	0	0	0
Gold Card International – Visa	Credit	500	500	300	300
Rupay Platinum	Credit	0	0	0	300
Visa Platinum-international	Credit	0	500	300	300
*Master Platinum-international	Credit	1000	1000	500	300
Merchant Credit Card	Credit	0	0	0	0

*As per RBI guidelines, Issuance of Fresh/Renewal/Replacement Master Cards is discontinued w.e.f July, 2021.

- **Cash Withdrawal Fees**

The Card holder can use the Card to access cash in an emergency from ATMs in India or abroad. Transaction fee varies, depending on whether the card holder uses it in Bank's ATM, in other Bank's ATM or abroad:

BOI ATM: 2% (minimum Rs. 50) for each transaction.

Other ATM: 2.5% (minimum Rs. 75) for each transaction.

Overseas ATM: 2.5% (min Rs. 125) for each transaction and Currency Conversion Charges, presently 2%.

➤ **Service charges levied for certain transactions**

Fuel Transaction Surcharge: 1.00% of transaction amount or Actual charges claimed by the acquirer bank, whichever is higher.

Railway Ticket Purchase or Cancellation Fee: 1.00 % of transaction amount or Actual charges claimed by the acquirer bank, whichever is higher.

➤ **Finance charges –Revolving credit and EMI**

Charges on Revolving Credit:

Secured Credit (SwaDhan): 1.20% p.m. (15.40% p.a.) on daily balances.

Unsecured Credit (Other than SwaDhan): 2.00 % p.m. (24% p.a.) on daily balances. I

Easy Pay Scheme (EMI):

Processing Charges – One-Time, 1.00 % of the Purchase (Existing 2.20 %)

Finance Charge- 1.25 % of the Purchase (existing 1.50% p.m. on original amount)

In case of default service charges is 2.50% p.m. (34.50 % p.a) and Prepayment Charges – Nil

➤ **Charges in case of default:**

If the Cardholder does not pay the total payment due or the minimum amount due on due date then finance charges will be levied:

Secured Credit (SwaDhan): In case of default, service charges is 1.70% p.m. (22.45 % p.a)

Unsecured Credit (Other than SwaDhan): In case of default, service charges is 2.50% p.m. (34.50 % p.a)

E) Spending/Credit Limit: 20% of Gross annual income and also can be considered up to 40% on merits of the case. However, in case of corporate credit card, minimum limit and maximum limit shall be Rs1.00 lakh and 2% of TNW of the corporate as per latest available audited Balance Sheet respectively.

F) Available credit limit: Whenever the cardholder uses his Card for purchasing goods and services or for withdrawing Cash, his spending limit (credit limit) is reduced by the amount so spent. Any service charge/interest/fees/taxes charged to the Card account will also be reduced from the spending limit.

G) Cash Withdrawal Limit: Cardholders are allowed to withdraw cash from Bank's branches or from ATMs using their Credit Cards whenever they wish to do. The Limit set is 50% of Sanctioned Credit card limit. Minimum amount of ₹1000 and Maximum amount of ₹15000 per day is allowed for cash withdrawal for both Principal and Add on cards.

H) Activation of Card:

i) IVR No: 022 4042 6006

ii) Toll-free No: 1800220088

iii) Customer Web Module at Bank's official website <https://cclogin.bankofindia.co.in/>

iv) Through Bank's new Omni New Mobile Banking app.

I) Generate/Reset PIN:

i) BOI Mobile Banking App / BOI Credit Control App

ii) Customer Web Module at Bank's official website <https://cclogin.bankofindia.co.in/>

iii) IVR No: 022 4042 6006

J) Billing Cycle: Billing cycle starts from 16th of current month to 15th of next month. And payment is to be made on or before 5th of succeeding month. Card Statement is sent on customer's registered communication address and E-Statement in Password Protected mode is sent on registered Email Id of cardholder. "Monthly Cardholder Statement" shows the "Total Amount Due" and "Minimum Amount Due". In case the Cardholder wants to pay in installments he must pay at least the "Minimum amount due" shown in the monthly cardholder statement. Card holders will be given one time option to select billing cycle.

K) Method of Payment:

➤ By submitting authority letter to remit card dues;

➤ Deposit cheque in any of the branches;

➤ Make online payment from his/her account with any Bank through Internet Banking / Mobile Application/Bank Website/Any other Mode.

L) Billing disputes resolution: Upon receipt of the Credit Card statement if the cardholder notice any

discrepancies he may approach the Bank for resolving his disputes or he may raise dispute through Customer Web Module at Bank's official website. His complaints will be attended to without fail according to the laid down procedures of VISA/MasterCard/Rupay dispute resolution rules.

M) Customer Care: Toll Free Number: 1800220088
Land Line Number: 022-40426005/6006