

Most Important Terms and Conditions (MITC)

The Most Important Terms & Conditions (also referred to as 'MITC' elsewhere in the document) and all the information herein is applicable to secured credit card holders / applicants of credit cards/ employees/ customers of the Bank/ members of the public evincing interest in the Credit card product of the Bank with immediate effect. The MITC are subject to change and are to be read and understood in conjunction with the DCB Bank Payless Credit Card holder terms and conditions/ agreement as communicated on www.dcbbank.com

1. Fees and Charges

a. Joining fees and annual membership fees for primary card holder:

Credit Card Type	Joining Fee	Annual fee (from 13th month of card statement cycle)	Minimum spend for waiver of annual fee*
DCB Payless Platinum Card (Rupay)	Nil	INR 350	INR 50,000
DCB Payless Select Card (Rupay)	Nil	INR 1,000	INR 2,00,000

b. Finance and Other Fees & Charges

Sr. No.	Description of Charges	Charges for DCB Payless Credit Card
1	Finance charge/ overdue payment charge on all transactions: Merchant establishments and balance transfer	36% per annum or 3% per month
2	Domestic ATM cash withdrawal fee	2.5% of the transaction value or INR 250, whichever is higher
3	Late payment charges (per month)	Outstanding balance less than or equal to INR 100: NIL Outstanding balance of greater than INR 100 or less than or equal to INR 1,000: INR 100 Outstanding balance greater than INR 1,000: INR 500
4	Fuel surcharge waiver	1% surcharge waiver up to INR 100 per statement cycle (will be applicable on fuel transactions value up to INR 5,000)
5	Statement request	No charge for e-statement INR 50 per page for duplicate physical statement
6	Reissue of lost or stolen card	INR 250
7	Replacement of damaged card	INR 250
8	Foreign currency transactions	Cross currency markup of 3.5% of the transaction value
9	DCB Payless Credit Card closure	INR 250 if closed within a year
10	Cash advance fee	2.5% of the transaction value

For a complete list of charges for various services for the DCB Payless Credit Card, please refer to www.dcbbank.com. GST, as notified by regulations of the Government of India, is applicable on all fees, interest and other charges and is subject to change as per relevant regulations.

- c. Interest free (grace) period:** Interest free credit period could range from 15 to 45 days subject to 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 Card holder has availed of cash from any ATM.

Illustrative example for grace period calculation:

For a statement for the period 1st January to 31st January, the payment due date is 15th February. Assuming you have paid back your previous month's dues in full, the grace period would be:

For a purchase dated 1st January, interest free grace period is 1st January to 15th February i.e., 45 days, for a purchase dated 31st January, interest free grace period is 31st January to 15th February: 15 days

Thus, the grace period can vary depending upon the date of the purchase. However, if you have not paid the previous month's balance in full, then there will be no interest free period, including on the new purchases, if any.

d. Finance charges (interest charges):

- Interest will be charged from the date of transaction, until the date of settlement, if you (the words "you" and "your" refers to the DCB Payless Credit Card holder or Account Holder) do not pay the previous outstanding dues in full.
- If a part payment is made, there would be no interest free period and interest charges would be applicable (including on fresh purchases, if any) and calculated basis the average daily balance method.
- Your rate of interest initially is 3% per month (or 36% annualized per year). DCB Bank can choose to revise the rate periodically, based on DCB Bank's revision of Base Rate.
- All charges are dynamic and are subject to change based on DCB Bank's periodic review.

Illustrative example for interest calculation:

Assuming you have spent INR 5,000 on 15th January. You repay INR 500 on 25th February (after the payment due date). Assume that you have missed your first month bill payment; the bill generated on the subsequent month will have the due date same as the bill generated date. You spend INR 10,000 on 25th February and repay INR 14,500 on 16th March (after the payment due date). You make no further payment till 31st March. In this example, the interest and charges are explained in the table hereunder:

Narration	Date	Amount in INR	Interest in INR	Outstanding balance in INR
Opening balance on 1st January	01-Jan	-	-	-
Transaction done 15th January	15-Jan	5,000	-	5,000
Bill on 31st January	31-Jan			5,000
Repayment on 25th February	25-Feb	(-500)		4,500
New transaction 25th February	25-Feb	10,000		14,500
Interest calculation on 28th February	28-Feb		219.95*	14,719.95
Late payment charge on 28th February	28-Feb	500		15,219.95
Bill on 28th February	28-Feb			15,219.95
Repayment on 16th March	16-Mar	(14,500)		719.95
Interest calculation on 31st March	31-Mar		265.33#	985.28
Late payment charge on 31st March	31-Mar	500		1485.28
Bill on 31st March	31-Mar			1485.28

- On 31st January 2023, there is no interest charge, because of the free credit period
- *On 28th February 2023, interest is calculated as follows balance INR 5,000*41 days (from 15th January to 24th February)/ 365 days* 36% per annum: INR 202.19
balance of INR 4,500*4 days (from 25th to 28th February)/ 365 days* 36% per annum: INR 17.75 total interest for February 2023: INR 202.19 + INR 17.75: INR 219.95
- # On 31st March 2023, interest is calculated as follows:
balance of INR 4,500* 15 days (from 1st to 15th March)/ 365 days* 36% per annum: INR 66.58
balance of INR 10,000* 19 days (from 25th February to 15th March)/ 365 days* 36% per annum: INR 187.4
balance INR 719.95*16 days (from 16th March to 31st March)/365*36%per annum: INR 11.36
Total interest for March 2023: INR 66.58 + INR 187.40 + INR 11.36: INR 265.33

Note: This example does not include government taxes/ levies (including service tax, GST, any/ all applicable taxes from time-to-time).

- Late payment charges:** Are applicable on the DCB Payless Credit Card if the minimum amount due remains unpaid after the payment due date. Late payment charges are levied based on the outstanding amount (adjusted for payments/refunds/reversed transactions as and when credited) after the payment due date and not on the total amount due.

Illustrative example for calculation of late payment charges:

Assume you receive a statement for the period 16th October to 15th November, with payment due date of 3rd December, for an outstanding balance of INR 1,000. You need to pay at least the minimum amount due i.e., INR 50 in this example by the payment due date (3rd December), to ensure that no late payment charges are levied. If you fail to do so, then late payment charges of INR 100 would be levied on the card as the outstanding amount is less than or equal to INR 1,000. (Late payment of INR 500 will be charged if the outstanding is more than INR1,000). Thus, in this example, if you make the payment only on, say 10th December, INR 100 will be levied as late payment charge. This charge will also be applicable if you make a payment of less than the minimum amount due (INR 50, in this example) by the payment due date.

2. Drawal Limit or Credit Limit & Cash Withdrawal Limit:

Credit limit: For your DCB Payless Credit Card will be 90% of the amount in the linked DCB Fixed Deposit.

DCB Bank will review the card holder's account periodically and at its sole discretion may decrease the card holder's credit limit basis the Bank's internal criteria.

Card holder has the option to increase or decrease his / her credit limit by linking or de-linking DCB Fixed Deposit/s.

Cash withdrawal: 50% of credit limit. The credit limit and cash withdrawal limit for your DCB Payless Credit Card account are communicated to you at the time of opening of the account and indicated in the monthly statement.

Available credit limit: These limits are communicated to the card holder 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.

3. Billing:

- Statement:** DCB Bank will send a monthly statement on the email id registered with the Bank. The card holder will have option to view the statement via DCB Mobile Banking app in the 'Credit Cards' section. It shall show the payments and transactions for the month, provided that the DCB Payless Credit Card has been active during the said period or there is an outstanding credit or debit balance in the said account at the end of the period.
- Billing date:** The Bank offers a choice of 4 billing cycles i.e., 1st, 7th, 14th, 21st, of the month. You may select any one cycle and will have the option to change the billing cycle only once.

- c. Minimum amount payable:** The minimum amount due appearing on the card statement covers all your installments, interest/ other charges and at least 5% of your principal. This will be shown in your statement as 'Minimum Amount Due'.

Illustration on calculation of Minimum Amount Due (MAD)

Minimum Amount Due Illustration		
Description	Amount INR	Percentage
Outstanding (5% of INR 50,000)	2,500	5
Late payment fee	500	100
Annual charges (if applicable and based on card variant)	350	100
Interest charges (2% of outstanding amount)	1,500	100
Minimum Amount Due	4,850	

- d. Payments and due date:** Payment due date would be 15 days from the bill generation date + 3 grace days. Payments received against your DCB Payless Credit Card outstanding will be adjusted against all taxes, fees and other charges, interest charges, cash advances and purchases.

- e. Method of payment:** Payments towards DCB Payless Credit Card may be made in any of the following ways:

- Login DCB Mobile Banking app, go to the 'Credit Card' section and click the 'Payment' option, the card holder can view the Card outstanding amount, minimum amount due, select and go for the payment option.
- After clicking 'Pay' it will redirect to a payment gateway with the option to pay via UPI or Internet Banking.
- Card holders can pay their credit card outstanding bills through their eligible DCB Savings Bank or DCB Current Account.
- Card holders can also pay the Credit card bill through Bharat Bill Payment System (BBPS) by selecting DCB Bank Credit Card as a biller.

f. Billing discrepancy:

For billing discrepancies (if any) please inform DCB Bank within 30 days of receipt of the statement else it will be deemed to be correct and accepted. Upon receipt of such information, DCB Bank may reverse the charges on a temporary basis. If, on completion of subsequent investigations, the liability of such charges is ascertained to be to your account, the charge will be reinstated in a subsequent statement. You have a time frame of 60 days from the statement for informing DCB Bank of any other complaints/grievances.

g. Reaching out to DCB Bank:

For clarification, please contact DCB Customer Care:

- DCB Customer Care: Working hours 8 am to 8 pm IST Monday to Saturday at 022 6899 7777 or 040 6815 7777 (emergency services such as lost card blocking or reporting suspicious transactions are available 24x7)
- Write to us at DCB Bank Limited Bank Limited, P.O. Box No. 7643, Malad (West), Mumbai 400064, India
- Email customercare@dcbbank.com

4. Default and Circumstances:

If you do not pay the minimum amount due or the interest accrued on the account for 3 consecutive months, this will be reported in the monthly submissions to the credit bureau/s, authorised by Reserve Bank of India (RBI). You will be reminded in subsequent statements to pay your dues. Balances crossing 100% of the linked DCB Fixed Deposit amount will result in you being reported as a "defaulter". If the requisite payment is made, your record will be updated as "current" in the subsequent communication to the credit bureau/s.

DCB Bank reserves the right to break the linked Fixed Deposit(s) and recover the total outstanding if the minimum amount dues are not paid till the 85th Day.

If your payments are overdue, follow-up by the Bank may be done by visitation, post, fax, telephone, SMS messaging, email and/ or engaging third parties to remind, follow-up and collect dues. In the event of default,

if DCB Bank is unable to contact you, DCB Bank will leave messages with third parties (defined as spouse/ parent/ other direct adult family member/ secretary/ accountant) available at your residence/ office/ mobile number/ address.

DCB Bank may, at any time, combine and consolidate any of your accounts and other facilities you avail of, including any outstanding with respect to your DCB Payless Credit Card held with DCB Bank. DCB Bank shall be authorised to set off, adjust or transfer any sums standing to the credit of any of such accounts in or towards satisfaction of any of your liabilities to DCB Bank on any account in any other respect. During settlement of redemption, in case available reward points balance is lesser than points required for the transaction, the Bank reserves the right to Debit the differential amount on the customer's Card/ bank account.

In case of demise of the card holder:

Recovery of dues in case of death/ permanent incapacitation of card holder, including insolvency, dissolution, bankruptcy or winding up, shall automatically result in cancellation of the Card issued to the card holder as well as any add-on card holders. DCB Bank has a right to liquidate the linked Fixed Deposit(s) and clear the outstanding in your DCB Payless Credit Card. Any incremental balance will be transferred to the repayment account linked against the Fixed Deposit. The Card would also be liable to be suspended on instructions from any government or regulatory body. Upon cancellation or suspension of the Card, all amounts outstanding in the Card account shall be deemed to have become due immediately. Notwithstanding the card holder's obligation to pay all outstanding amounts forthwith, the Bank shall be entitled to recover the same in accordance with the relevant laws in force.

5. Insurance Coverage:

- a. DCB Payless Credit Card holders are also entitled to zero lost card purchase liability. However, PIN based transactions such as ATM cash withdrawals are not covered in this. Card holders need to report loss of card to DCB Customer Care at 022 6899 7777 or 040 6815 7777
- b. All insurance covers are for the primary card holders only, unless otherwise indicated.
- c. The complimentary insurance benefit provided on the card will be available as per the terms of the relevant insurance policy in force to active DCB Payless Credit Card holders.
- d. Inactive cards and cards that are overdue for payment will not qualify for complimentary insurance covers.
- e. Insurance is a subject matter of solicitation.
- f. Insurance covers are not provided by DCB Bank Limited.
- g. The insurance benefits provided are as per the terms and conditions of the policies effected with the concerned insurance company. Exclusions/ limitations are applicable as per policies issued by the concerned insurance company.
- h. DCB Bank reserves the right to add, change, modify or completely withdraw any or all benefits provided without giving prior notice.
- i. Available insurance cover, if any, is for the primary cardholder and will be given only if the nomination details are updated. DCB Payless Select Credit Card and DCB Payless Platinum Card variants have complimentary insurance cover on the Card. The policy coverage starts from the date of the credit card activation .
- j. Protection against fraudulent purchase transactions is available, covering 30 days prior to the reporting period from the moment the loss of Card is reported to DCB Bank by the card holder. The cover is valid only for fraudulent payment transactions and needs to be mandatorily supported with the incident's First Information Report (FIR) submitted to the police authority. This insurance cover is not valid for ATM and PIN/ password/ OTP/ MPIN/ CVV based transactions.

6. Termination and, or Revocation of DCB Payless Credit Card:

- a. You may do so at any time by contacting your DCB Bank branch or intimating the request for closure to DCB Customer Care. All outstanding amounts will immediately become due.

- b. DCB Bank may also adjust or appropriate amounts in your deposit accounts and close DCB Payless Credit Card at any time without prior notice, if it reasonably believes it necessary for business and security reasons, including if you delay payments, exceed the credit limit.
 - c. DCB Bank would take up to 7 working days to execute the request for card closure post the card holder's confirmation on closure of card and no outstanding balance to be cleared by the card holder.
 - d. DCB Bank will not honor a request for liquidation of Fixed Deposit, if there is a freeze order existing on the account from regulatory or statutory authority.
 - e. You may receive monthly statements even after the closure of the Card, reflecting the actual outstanding amount.
- 7. Procedure for Card Surrender/ Closure by the Card Holder:** In the event that a card holder wishes to close/ surrender it, the card holder may place the request through:

Channels	Path/ contact details
DCB Mobile Banking App	Login > card settings > manage card > card closure
Customer Care	022 6899 7777 or 040 6815 7777
Email	customercare@dcbbank.com

Closure will only be done when the card holder clears the total outstanding due and the Bank has received credit against the same.

8. Procedure for Card Closure if not Use for More Than a Year

Please note that if a credit card has not been used for a continuous period of 1 (one) year, the Bank will intimate the card holder about non-usage of the Card and request the card holder to start using it within 30 (thirty) days from the date of such intimation. If either no reply is received from the card holder or the card holder 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 card holder.

9. DCB Payless Credit Card Validity:

The validity of the card will be mentioned on the face of the card in the two digits format for the month and year respectively (MMYY). The renewal card will be dispatched one month before the expiry of the existing Card.

10. Rewards on DCB Payless Credit Card:

Credit Card Type	Spend in a Quarter*	Cashback
DCB Payless Platinum Card (Rupay)	INR 50,000	INR 250
DCB Payless Select Card (Rupay)	INR 1,00,000	INR 1,000

*Exclusions: Transactions done for rent payment, wallet loading, online gaming, gambling, fuel, and cash withdrawal will not be considered to calculate the reward.

Please note: Cash back will be given in the first month of the next Quarter on achieving the above mentioned spend based milestone.

11. Airport Lounge Complimentary Access:

	Card Type	Domestic Terminal Airport Lounge Visit	International Terminal Airport Lounge Visits	Total Lounge Visits per Year
1	DCB Payless Credit Card - Platinum Variant	1 per Quarter	-	4
2	DCB Payless Credit Card - Select Variant	2 per Quarter	1 per Year	9

- a. The complimentary lounge access is applicable at select airport lounges listed in www.rupay.co.in/lounges
- b. Access to the airport lounge would be granted upon successful authorisation of the DCB Bank Payless Credit Card on the point of sale terminal/s placed at the lounge/s.
- c. The lounge benefit is open only for card holders of valid and eligible DCB Bank Payless Credit Card upon presentment at the lounge.

- d. If not used, unutilised lounge access will lapse at the end of the Quarter/ Year and can neither be carried over to the next Quarter(s) or Year(s).
- e. In case, a card holder accesses the airport lounge beyond the eligible limit, he/ she will be charged as per the regular access rates (plus applicable taxes) prescribed by the lounge.
- f. Authorisation for an amount (INR 2) will be taken on the card for validation purposes only and it will be charged to the card holder's account. The authorisation amount is non-refundable.
- g. The lounge program is managed & governed by NPCI and subject to terms and conditions issued by NPCI. The program can be modified, amended, changed or revoked at any time by NPCI without prior intimation.

12. Loss, Theft or Misuse of the Card:

Immediately contact DCB Customer Care at 022 68997777 or 040 68157777.

- a. If a DCB Payless Credit Card is lost, stolen, misplaced, or if someone else knows your PIN or other security information, the card holder should immediately block the Card via any of the options mentioned hereunder. Also, you must report the theft of your card(s) to the police and lodge an FIR.

Channels	Path/ contact details
DCB Mobile Banking App	Login/ card settings/ manage card/ card closure
Customer Care	022 6899 7777 or 040 6815 7777
Email	customercare@dcbbank.com

- b. You will be liable for all losses in case of misuse of the DCB Payless Credit Card through PIN based transactions or if the Card is used by someone with your consent.
- c. The Card cannot be used for any purpose prohibited by a regulatory authority.
- d. The card holder must notify DCB Customer Care immediately if either the primary and, or additional credit card is misplaced, lost, stolen, mutilated, not received when due or if the card holder suspects that the Card is being used without the card holder's permission. Once a card is reported lost, it should not, under any circumstance be used if found by the card holder subsequently.
- e. The Bank is not liable or responsible for any type of transaction (Online/ Physical/ Contactless (Tap and Pay or Wi-Fi/ Others) transaction incurred on the Card prior to time of reporting of the loss of the Card, and the card holder 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. Card holder 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 card holder's subsequent liability is zero. In addition to notifying DCB Bank about the loss or theft of the Card, the card holder must report any theft of card/s to the police and lodge a police complaint and provide a copy of the said complaint to the Bank.
- f. The card holder will be liable for all losses in case of misuse of the Card by someone who obtained the PIN or card or OTP with or without the consent of card holder or an additional card holder. If the card holder has acted fraudulently the card holder will be liable for all losses. If the card holder acts without reasonable care, the card holder may be liable for all losses incurred.
- g. The card holder 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.
- h. DCB Bank may, without referring to the card holder, give the police or other relevant authorities any information that DCB Bank consider relevant about the loss, theft, misuse of a card or PIN.

13. Right of Lien: DCB Bank, at any time and without notice, will have right to mark lien and right to set-off on all amounts belonging to the card holder standing to their credit in any Fixed Deposit account of DCB Bank, if upon demand by DCB Bank, the balance amount on the card account is not repaid within the prescribed time.

14. Right to Automatic Renewal: DCB Bank, at any time and without notice, will keep the collaterals against which the Card has been issued on auto renewal mode.

15. Recovery: DCB Bank shall liquidate the collateral against which the Credit Card has been issued if the card holder fails to pay their minimum amount due up to 85 days past the due date, or breaches 95% of the collateral amount by way of billed transactions, fees or charges. DCB Bank shall effect recovery of the outstanding amount, post which any remaining amount (if any) in the collateral Fixed Deposit/s shall be transferred to the card holder's latest repayment account.

Repayment account is the account in which customer will receive their interest earned on the Fixed Deposit as well as the maturity amount

16. Grievance Redressal:

a. Grievance redressal and escalation process:

If you are not satisfied with the response received for your enquiries, you can address the grievance to higher authorities in DCB Bank, through email nodal.officer@dcbbank.com or in writing to the Principal Nodal Officer or approach the officer at the corporate office: DCB Bank Limited, 6th Floor, Tower A, Peninsula Business Park, Senapati Bapat Marg, Lower Parel, Mumbai- 400013.

b. Timelines for redressal of grievances:

In an event that the Card holder does not receive any response within one month from the date of complaint lodged with those mentioned in paragraph 16 a, or if the Card holder is dissatisfied with the response given, he/ she may write to the Banking Ombudsman for an independent review. Learn more on the Bank's website www.dcbbank.com for a complete list of regional nodal officers and the Banking Ombudsman.

c. Compensation framework for unsuccessful/ failed transactions, delay in redressal of grievance, delay in closing of account/ blocking of lost or stolen cards, etc.

For unsuccessful/ failed transactions, delay in redressal of grievance and delay in closing of account/ blocking of lost or stolen cards, the compensation framework as defined in the Customer Compensation Policy & Grievance Redressal Policy hosted on the DCB Bank website will be applicable.

17. Disclosure:

a. DCB Bank may tie up with credit bureaus authorised by the RBI and will share credit information including, but not limited to, your current balance, payment history, etc. along with your demographic details with these credit bureaus, as per the Credit Information Companies (Regulation) Act, 2005. The credit bureaus only provide factual credit information and do not provide any opinion, indication or comment pertaining to whether credit should or should not be granted. It is in your best interest to maintain a good credit history by paying the necessary dues in a timely manner. With credit bureaus in place, responsible card holders can expect faster and competitive services at better terms from the credit grantors. Default by card holders would be available with the credit bureaus, which in turn could impact your creditworthiness for future requirements.

b. DCB Bank will provide your particulars to statutory authorities as may be required.

c. If you do not wish to receive any direct marketing or tele calling/ tele sales calls from DCB Bank, please inform DCB Customer Care between 8am to 8pm Monday to Friday at 022 6899 7777 or 040 6815 7777. Alternatively, please register yourself for the "Do Not Call" facility offered by your cellphone service provider.

d. If/ We understand that the usage of the DCB Payless 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 foreign exchange trading, lottery, betting,

gambling, dating, bitcoins, virtual currency 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 (FEMA) or its statutory modifications or enhancement thereof.

- e. In case DCB 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 whether the Card transaction are bonafide. 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 Card member and for security reasons.
- f. The card-member 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 and meaning conveyed in English shall prevail and shall be binding on the card member

18. Important Regulatory Information for International Usage:

The Card is valid for use both in India and abroad. It is, however, not valid for making foreign currency transactions in Nepal and Bhutan.

Usage of the Card for transacting outside India must be made in accordance with the Foreign Exchange Control Regulations of the RBI and the Foreign Exchange Management Act, 1999 and in the event of any failure to do so, you may be liable for penal action under the Foreign Exchange Management Act, 1999 (FEMA) or its statutory modifications or enhancement thereof.

Please consult with your Authorised Dealer (AD) details about the foreign exchange entitlement.

DCB Customer Care

Call 022 68997777 ■ 040 68157777

Email customercare@dcbbank.com

Web www.dcbbank.com