

Key Fact Statement for DCB ZET Credit Card

DCB BANK

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

Credit Card Type	Joining Fee	Annual fee (from 13 th month of card statement cycle)	Minimum spend for waiver of annual fee
DCB ZET Card (Rupay Select)	Nil	Nil	Nil

Eligibility and issuance of free physical Card is available to customer upon attaining or exceeding cumulative Fixed Deposit (FD) value of ₹5,000 with DCB Bank.

B. Finance and Other Fees & Charges:

Sr. No.	Description of Charges	Charges for DCB ZET Credit Card
1	Finance charge/ overdue payment charge on all transactions: Merchant establishments and balance transfer	42% per annum or 3.5% per month
2	Interest on cash advances	42% per annum or 3.5% per month
3	Domestic & International ATM cash withdrawal fee	3.5% of the transaction value or ₹300, whichever is higher
4	Late payment charges (per month)	Outstanding balance less than or equal to ₹100: NIL Outstanding balance of greater than ₹100 or less than or equal to ₹1,000: ₹100 Outstanding balance greater than ₹1,000: ₹500
5	Statement request	No charge for e-statement ₹50 per page for duplicate physical statement
6	Reissue of lost or stolen card	₹249
7	Replacement of damaged card	₹249
8	Foreign currency transactions	Cross currency markup of 2.49% of the transaction value
9	Card closure charges	₹499 if closed within a year

For a complete list of charges for various services for the DCB ZET Credit Card, please refer to 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. Drawal limits

Credit Limit	90% of the linked Fixed Deposit
Cash Withdrawal Limit	50% of the credit limit
Available Credit Limit	Available credit limit is communicated to the card holder at the time of card delivery and in the monthly statements

- a. **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, the 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.

b. 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 ZET Credit Card holder or Account Holder) do not pay the previous outstanding dues in full.
- If a part payment is made, there shall be no interest free period and interest charges shall be applicable (including on fresh purchases, if any) and calculated basis the average daily balance method.
- Your rate of interest initially is 3.5% per month (or 42% annualised 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 spent ₹5,000 on 15th January. You repay ₹500 on 25th February (after the payment due date). Assume that you have missed your first month bill payment; the bill generated in the subsequent month will have the due date same as the bill generated date. You spend ₹10,000 on 25th February and repay ₹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 1 st January	01-Jan	-	-	-
Transaction done 15 th January	15-Jan	5,000	-	5,000
Bill generated on 31st January & Due on 18th February	31-Jan			5,000
Late payment charge on 19 th February	19-Feb	500		5,500
Repayment on 25 th February	25-Feb	(500)		5,000
New transaction 25 th February	25-Feb	10,000		15,000
Interest calculation on 1 st March	01-Mar		302.62	15,302.62
Bill on generated on 28th February & due on 18th March	28-Feb			15,302.62
Repayment on 16 th March	16-Mar	(14,500)		802.62
Late payment charge on 19 th March	31-Mar	500		1,259.40
Interest calculation on 1 st April	01-Apr		226.50	1,485.90
Bill on generated on 31st March & due on 18th April	31-Mar			1,485.90

- On 31st January, there is no interest charged, because of the interest free credit period
- On 28th February, interest is calculated as follows:
 - Balance ₹5,000*41 days (from 15th January to 24th February) / 365 days*42% per annum = ₹235.89
 - Balance of ₹4,500*4 days (from 25th to 28th February) / 365 days* 42% per annum = ₹20.71
 Total interest for February: ₹235.89 + ₹20.71 = ₹256.6
 - Balance of ₹10,000*4 days (from 25th to 28th February) / 365 days* 42% per annum: ₹39.45 total interest for February: ₹235.89 + ₹20.71 + ₹39.45 = ₹302.62
- On 31st March, interest is calculated as follows:
 - Balance of ₹4,500*15 days (from 1st to 15th March) / 365 days*42% per annum = ₹77.67
 - Balance of ₹10,000*15 days (from 1st to 15th March) / 365 days* 42% per annum = ₹172.60
 - Balance of ₹802.62*16 days (between 16th March & 31st March) / 365* 42% per annum = ₹14.77
 - Total interest for March: ₹77.67 + ₹172.60 + ₹14.77 = ₹265.04

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

- c. Late payment charges:** Are applicable on the DCB ZET 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 ₹1,000. You need to pay at least the minimum amount due i.e., ₹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 ₹100 would be levied on the card as the outstanding amount is less than or equal to ₹1,000. (Late payment of ₹500 will be charged if the outstanding is more than ₹1,000). Thus, in this example, if you make the payment only on, say 10th December, ₹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 (₹50, in this example) by the payment due date.

D. Billing:

- a. Statement:** DCB Bank will send a monthly statement generation notification on the email address and mobile number registered with the Bank. The card holder will have option to view the statement via ZET Mobile app in the 'Credit Cards' section. It shall show the payments and transactions for the month, provided that the DCB ZET 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.
- b. 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 ₹50,000)	2,500	5
Late payment fee	500	100
Interest charges (3.5% of outstanding amount)	1,750	100
Minimum Amount Due	4,750	

- 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 ZET 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 ZET Credit Card may be made in any of the following ways:
- Login ZET Mobile 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, Rupay Debit Card or Internet Banking.
 - Card holders can also pay the Credit Card bill through Bharat Bill Payment System (BBPS) by selecting DCB Bank Credit Card as a biller in any supported application.
- 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.
- E. 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, or if the Card holder is dissatisfied with the response given, he/ she may refer to the Grievance Redressal mechanism available on the Bank's website www.dcb.bank.in.
- c. Compensation framework for unsuccessful/ failed transactions, delay in redressal of grievance, delay in closing an 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 hosted on the DCB Bank website will be applicable.
- Please refer to Most Important Terms & Conditions (MITC) and Card Holder Agreement for more information.

DCB Customer Care: Call 022 68997777 ▪ 040 68157777
Email customer care@dcbbank.com ▪ Web www.dcb.bank.in

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