

Key Fact Statement for DCB Niyo Global Credit Card

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 Niyo Global Credit Card (Visa Card network) | Nil | Nil | Nil |

B. Finance and Other Fees & Charges:

| Sr. No. | Description of Charges | Charges for DCB Niyo Global Credit Card |
|---------|--|---|
| 1 | Finance charge/ overdue payment charge on all transactions: Merchant establishments and balance transfer | 36% per annum or 3% per month |
| 2 | ATM cash withdrawal fee | 2.5% of the transaction value or INR 250, whichever is higher |
| 3 | Interest on Cash Advances | 36% per annum or 3% per month |
| 4 | 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 |
| 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 Mark-up | NIL* Cross currency markup on transaction value (*Visa Card network exchange rates apply) |
| 9 | DCB Niyo Global Credit Card closure | NIL |

For a complete list of charges for various services for the DCB Niyo Global Credit Card, please refer to www.dcb.bank.in. 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 lien amount against your DCB Niyo Savings account |
| Cash Withdrawal Limit | 50% of the credit limit or INR 1,00,000 whichever is lower |
| 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However, this is not applicable if the previous month's balance has not been cleared in full or if the card holder has withdrawn cash from any ATM.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 Niyo Global 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% 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 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 in 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 generated on 31st January & Due on 18th Feb | 31-Jan | | | 5,000 |
| Late payment charge on 19th February | 19-Feb | 500 | | 5,500 |
| Repayment on 25th February | 25-Feb | (500) | | 5,000 |
| New transaction 25th February | 25-Feb | 10,000 | | 15,000 |
| Interest calculation on 1st March | 01-Mar | | 259.40 | 15,259.40 |
| Bill on generated on 28th February & due on 18th March | 28-Feb | | | 15,259.40 |
| Repayment on 16th March | 16-Mar | (14,500) | | 759.40 |
| Late payment charge on 19th March | 31-Mar | 500 | | 1,259.40 |
| Interest calculation on 1st 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 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:
 - INR 202.19 + INR 17.75: INR 219.95
 - Balance of INR 10000*4 days (from 25th to 28th February)/ 365 days* 36% per annum: INR 39.45 total interest for February: INR 202.19 + INR 17.75 + 39.75: INR 259.40
- On 31st March, 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 10000* 15 days (from 1st to 15th March)/ 365 days* 36% per annum: INR 147.95
 - Balance of INR 759.4*16 days (between 16th March & 31st March)/ 365*36% per annum: INR 11.98

Total interest for March: INR 66.58 + INR 147.95 + INR 11.98: INR 226.50

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 Niyo Global 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 a 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.

D. Billing:

- a. 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 Niyo Global app in the 'Credit Cards' section. It shall show the payments and transactions for the month, provided the DCB Niyo Global 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 in a lifetime.
- 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) | Nil | Nil |
| Interest charges (3% of outstanding amount) | 1,500 | 100 |
| Minimum Amount Due | 4,500 | |

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

d. Method of payment: Payments towards DCB Niyo Global Credit Card may be made in any of the following ways:

- Login to Niyo Global 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 proceed with the payment option.
- Card holders can pay their credit card outstanding bills through their linked DCB Savings Bank.
- Card holders can also pay the Credit card bill through Bharat Bill Payment System (BBPS) by selecting DCB Bank Credit Card as a biller.

e. 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@dccb.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.dcb.bank.in 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 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](#) & [Grievance Redressal 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 customercare@dccb.com ▪ Web www.dcb.bank.in

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