Restricted

**MITC stands for the Most Important Terms & Conditions.*

MOST IMPORTANT TERMS AND CONDITIONS (MITC)
SURYODAY SMALL FINANCE BANK CREDIT CARD

(w.e.f 05/10/2026)

Contact
1800 266 7711

Dear Cardholder,

These Most Important Terms and Conditions (MITC) are applicable to all Credit Cards / Card members / applicants of Credit Cards / members of the general public (collectively referred to as “Primary Cardholder”, “You” or “Your”) evincing interest in the Credit Card product of the Bank. The MITC are in addition to and are to be read along with the terms and conditions of the Card Member Agreement of credit card for complete understanding. The MITC are subject to revision at the sole discretion of the Bank and in accordance with the laws as applicable from time to time. In case of any inconsistency between MITC and the Cardmember Agreement, the Cardmember Agreement shall prevail, unless otherwise specified hereunder.

a) Definitions

Defined	Term Description
Bank	Means Suryoday Small Finance Bank being the issuer of the Credit Card. The terms "We" and "Us" and "Bank" when used under this MITC shall mean "Suryoday Small Finance Bank" and the said terms may be used interchangeably under this MITC.
Joining Fees	A fixed fee that We charge to Your Account upon issuance.
Annual Fees	A fixed fee that We charge to Your Account on every subsequent anniversary.
Virtual Card	A Virtual Card is a digital-only version of your credit card that is issued instantly upon approval and accessible via the Mobile Banking App. It can be used only for online transaction.
Physical Card	A Physical Card is the plastic form of your credit card. It can be used for both online and offline (POS, ATM) transactions and is accessible via the Mobile Banking App and in physical form.
Physical Card Issuance Fee	A fixed fee chargeable whenever a customer wants to upgrade from a virtual card to a physical card or opts for a physical card during the onboarding journey.
Limit reduction charges	Credit Limit Reduced to <=Rs. 4500 within 3 Months- If You reduce the Credit Limit on Your card to <=Rs. 4500 for any reason within 3 months of the date of issuance, an issuance fee shall apply. Either the joining fee or the physical card issuance fee (whichever is applicable) will be treated as the issuance fee. The applicable issuance fee will be as per the charges mentioned in the KFS. This charge will be levied only once during the entire card lifecycle. This is not applicable if You have already paid a joining fee or issuance fee. Card Closure Within 3 Months - If You close the card within 3 months of issuance, a Card Closure Fee shall apply as per Bank policy.
Cash Advance Fees	A fee that is debited to the Credit Card Account if You perform a Cash Advance Transaction.
Cash Advance Transaction	Any cash withdrawal made by You using the Card at any automated teller machine or counter of a bank / third party.
Cash Limit	A percentage of the Credit Limit on the Credit Card Account that can be used to perform Cash Advance Transactions and determined at Our sole discretion.
Credit Card	The Credit Card issued to You by Us which enables You to pay for goods & services at participating merchant establishments and perform Cash Advance Transactions at participating merchant establishments and automated teller

	machines.
Credit Card Account	Any account maintained by Us in connection with the Credit Card.
Credit Card Statement	A monthly record of all transactions performed by You using the Credit Card including but not limited to the purchase of goods & services, Cash Advance Transactions, fees & charges, other debits & credits under this terms and conditions.
Credit Limit	The maximum indebtedness that can be incurred at any point in time by You on the Credit Card Account as determined at Our sole discretion.
Finance Charge	An interest charge that is debited to Your Credit Card Account if You fail to pay the rolled over balance amount due fully repaid or if You perform a Cash Advance Transaction.
GST	The Goods & Services Tax levied by the Government of India.
Interest Free Credit Period	The period of time from the Transaction date to the Payment Due Date for that Transaction (see illustration of Interest Free Credit Period below). You may pay the Total Amount Due during this period to avoid payment of Finance Charges. Please note, however, that this does not apply to Cash Advance Transactions. For Cash Advance Transactions, Finance Charges apply from the date of transaction till the date of payment in full. The Interest Free Credit Period is suspended if any balance from the previous month's Credit Card Statement is still unpaid. See illustration below for Interest Free Credit Period. The Interest Free Credit Period can range from 14 to 20 days, depending on the date of transaction. 1. For a Credit Card Statement for the period from March 15th to April 15th, the Payment Due Date would be May 5th. Assuming that You have paid your Total Amount Due of the previous month's Credit Card Statement by the Payment Due Date, the Interest Free Credit Period would be: 2. For a purchase made on March 16th, the Interest Free Credit Period would extend from March 16th to May 5th i.e., a total of 50 days. 3. For a purchase made on April 15th, the Interest Free Credit Period would extend from April 15th to May 5th i.e., a total of 20 days. Thus, the Interest Free Credit Period can vary depending upon the date of the purchase transaction. However, if

	the Total Amount Due of the previous month's Credit Card Statement is not paid by the Payment Due Date, then the Interest Free Credit Period will be lost and You will not be entitled to any Interest Free Credit Period. For Cash Advance Transactions, Finance Charge is applicable from the date of transaction until the date of payment in full. To be eligible for Interest Free Credit Period, You must pay the Total Amount Due plus all accrued Finance Charges and other charges in full even before Your Credit Card Statement date. Please note that the Total Amount Due represents the amount due from You as on the Credit Card Statement date. If You have not paid the Total Amount Due of Your previous Credit Card Statement, then You will be levied Finance Charge in your next Credit Card Statement unless You pay the Total Amount Due on the Credit Card Statement Date itself without waiting for the Payment Due Date (see illustration below).
Late Payment Fees	A charge debited to Your Credit Card Account if the Minimum Amount Due is not paid on or before the Payment Due Date.
Minimum Amount Due	The amount shown on the monthly Credit Card Statement for a Credit Card Account as the minimum amount that needs to be paid by You to avoid becoming overdue. The Minimum Amount Due will be 10% of Your Total Amount plus any EMI(s) and amounts that are overdue. If Your Total Amount Due exceeds Your Credit Limit, the Minimum Amount Due will be 10% of Your Credit Limit plus the amount by which Your Total Amount Due exceeds the Credit Limit. Making only the minimum payment every month would result in the repayment stretching over months/years with consequential compounded interest payment on your outstanding balance.
One-Time Password ("OTP")	A password consisting of 4 to 6 digits that We will share with You by sending an SMS to Your registered mobile phone or by sending You an email as per Your contact information in Our records. This password is for one-time use either for authenticating You, or to enable You to perform a Transaction on Your Credit Card.
Payment Due Date	The date shown on the monthly Credit Card Statement as the due date for the payment and by which date cleared funds should be received by Us to avoid levy of interest and/or late payment fees and/or suspension of the Credit

	Card.
PIN	The personal identification number consisting of 4 digits is given to You for use of the Credit Card at a point of sale and / or at an automated teller machine.
SMS	Short Message Service provided through mobile telecom companies
Total Amount Due	The total amount due from You to Us as on each Statement date representing any dues from the previous Statement and the sum of all debit and credit Transactions posted to Your Credit Card Account in the current Statement.
Transaction	Any payment made for goods & services or Cash Advance Transactions made using the Credit Card.
Unauthorized Transaction	Any Transaction made without Your permission.

b) **FEES & CHARGES**

Fees and charges levied by Us will be as per the table below. Other than the fees and charges below We will not charge You any other fees or charges. We may change these fees and charges, but We will give You at least 30 days prior notice before We make any changes.

Fees & Charges Type	Amount / Value
Joining Fees	As specified in the Key Fact Statement (KFS) applicable to the card variant.
Annual Fees	As specified in the Key Fact Statement (KFS) applicable to the card variant.
Physical card issuance fee	As specified in the Key Fact Statement (KFS) applicable to the card variant.
Card Closure Fee	As specified in the Key Fact Statement (KFS) applicable to the card variant.
Minimum Payment Due	10% of billed amount, plus any EMI(s), overdue and overlimit amounts.
Late Payment Fees – this is levied if at least the Minimum Amount Due is not received on or before the Payment Due Date. It can occur only once during a Credit Card Statement cycle	1% of the amount payable or Rs 250 whichever is lower + GST
Cash Advance Fees – This is levied for any Cash Advance Transaction performed by You	Up to 2.5% of the amount withdrawn, with a minimum of ₹500 + GST All Cash advances will be restricted to 20% of the credit limit.

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Finance Charge (APR) Interest will be charged: - If the Total Amount Due is not paid by the Payment Due Date, interest will be charged on the Total Amount Due or till the rolled over balance is fully repaid and on all new transactions (from the transaction date) till such time as the previous outstanding amounts are paid in full. - On all Cash Advance Transactions from the date of the withdrawal until the date of payment. - Will continue to be payable even after the closure of the Credit Card Account, till the outstanding on the Credit Card is paid in full.	Daily finance charge of up to 0.09833333% + GST (equivalent to 2.95% + GST monthly finance rate for a 30-day month or an APR of 35.40% + GST) for: ¾ Revolving credit ¾ Cash Advances
Finance (Interest) charges applicable	**Delayed payments:** If the credit card holder fails to pay the total outstanding balance by the due date indicated on the Credit Card Statement, we will apply interest on the unpaid amount. **Minimum payment only:** Making only the minimum payment instead of paying the full outstanding balance results in the remaining balance subject to interest charges. **Partial payment:** When the credit card holder pays an amount less than the total outstanding due, the remaining balance will be subjected to interest charges. **Cash advances:** Using the credit card to withdraw cash from an ATM incurs immediate interest charges, often at higher rates than regular transactions, from the date of cash withdrawal till the full repayment.

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	Carrying forward balances: If a credit card holder carries over an unpaid balance from the previous billing cycle, interest will apply to this carried–over amount till the full amount is paid.
Foreign Currency Surcharge – this is levied for any Transaction that is carried out by the cardholder,not in Indian rupees	As applicable and specified in the KFS of the respective card variant.
E-Statements	Yes
Physical Statement	NA
GST	Statutorily applicable rate which currently stands at 18% (applicable on all fees, interest & any other charges).
Card Replacement Fee – this is levied if Your Credit Card needs to be replaced due to loss or theft	NIL
Interest Rate for EMI	18% p.a.
EMI Tenure	3,6,9 and 12 months
EMI Processing Fee	3% of the principal amount or Rs 300, whichever is greater.
EMI Preclosure Charges	3% of the Principal Outstanding at the time of foreclosure or Rs 300 whichever is greater.
Fuel Surcharge	A surcharge of 1% of the transaction amount shall be levied on fuel payments. GST and/or other govt taxes, if any, shall be applicable on surcharge.
Surcharge on Rental Payments	A surcharge of 1% of the transaction amount shall be levied on rental payments. GST and/or other govt taxes, if any, shall be applicable on surcharge. Further, not more than 40% of the credit limit on Your card can be used for rental payments in a calendar month.
Fuel Surcharge Waiver	Fuel surcharge waiver will be limited to Rs 40,000 in a calendar month with no single transaction being over Rs. 8,000. While You may undertake fuel transactions over and above the limits specified above, no surcharge waiver shall be applicable.
Other Applicable Taxes including Tax	Any tax / TCS / TDS levied by the

Collection at Source (“TCS”) or Tax Deduction at Source (“TDS”)	competent authorities will be levied as per prevailing rate on all applicable transactions, with or without prior notice. While authorizing such transactions, You must ensure availability of sufficient funds for the transaction, including the amount of tax / TCS / TDS due.

ILLUSTRATION OF INTEREST AND LATE PAYMENT FEE COMPUTATION

See below an example of Finance Charge and Late Payment Fee computation. This example assumes that the Opening Balance was nil, late payment fees is 250 and the Credit Limit is Rs.30,000, and the Credit Card Statement is generated on the 20th of each month:

Date	Transaction
May 10th, 2024	Purchase of goods at merchant for Rs.20,000
May 20th, 2024	Credit Card Statement will be generated with the following: Opening Balance: Rs.0 New purchases: Rs.20,000 Payments & other credits: (Rs.0) Finance Charge: Rs.0 Late Payment Fee: Rs.0 GST on fees & charges at 18%: Rs.0 Total Amount Due: Rs.20,000 Minimum Amount Due: Rs.2,000 Payment Due Date: June 9, 2024 (Since the Credit Card Account is within the Credit Limit on Credit Card Statement Date, the Minimum Amount Due will be 10% of the Total Amount Due)
June 10th, 2024	Purchase of fuel for Rs.10,000* *This transaction will carry a surcharge of 1% during settlement and, hence, the Credit Card Account will be overlimit. You should manage Your Credit Limit with care.
June 12th, 2024	Payment received of Rs.5,000
June 20th, 2024	Finance Charge of Rs.845.66 + GST is computed as below: Rs.20,000 from May 10 to June 11 (32 days) at 2.95%/ 30 per day = Rs.629.33 + GST (This is the Opening Balance which was not paid in full before the Payment Due Date; Finance Charge is computed on this amount from date of transaction to the date of receipt of payment) Rs.15,000 from June 12 to June 19 (8 days) at 2.95%/30 per day = Rs.118.00 + GST

	(This is the Opening Balance less the payment received; Finance Charge is computed on this amount from date of receipt of payment to statement date) Rs.10,000 from June 10 to June 19 (10 days) at 2.95%/ 30 per day = Rs.98.33 + GST (This is the new purchase made on June 10; Finance Charge is computed on this amount from transaction date to statement date)
June 20th, 2024	Late Payment Fee of Rs.250 + GST will be levied as Minimum Amount Due was not received before the Payment Due Date of June 9, 2024
June 20th, 2024	Credit Card Statement will be generated with the following: Opening Balance: Rs.20,000 New purchases: Rs.10,000 Payments & other credits: (Rs.5,000) Finance Charge: Rs.845.66 Late Payment Fee: Rs.250 GST on fees & charges at 18%: Rs.197.21 Total Amount Due: Rs.26,292.87 Minimum Amount Due: Rs.2,629.28 Payment Due Date: July 10, 2024 (Since the Credit Card Account is within the Credit Limit on Credit Card Statement Date, the Minimum Amount Due will be 10% of the Total Amount Due)

ILLUSTRATION OF TOTAL AMOUNT DUE FOR CUSTOMER CHARGED WITH INTEREST IN THE STATEMENT (TOTAL AMOUNT DUE IF THE CUSTOMER DOES NOT WANT ANY MORE FINANCE CHARGE LEVIED)

Date	Transaction
	In the illustration above, if the customer wants to clear all dues and get back to Interest Free Credit Period. We are assuming that the customer makes the Minimum Amount Due on the Payment Due Date.

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June 20th – July 20th Credit Card Statement	Opening Balance: Rs.26,292.87 New purchases (July 1): Rs.500 Payments & other credits (July 5): (Rs.2,629.28) Finance Charge: Rs.775.65 Late Payment Fee: - GST on fees & charges at 18%: Rs.139.62 Total Amount Due = (Rs. 26,292.87+ 500.00 - 2,629.28 +775.65 + 139.62) Rs.25,078.86 Minimum Amount Due: Rs.2,507.88
	Since this customer has rollover balance from the previous statement, there will be Finance Charge levied till the Total Amount Due is paid in full. The following illustration explains the scenarios. The Credit Card Statement date is July 20th. The three scenarios are where the customer makes the payment on: • the Credit Card Statement date itself i.e., on July 20th • between the Credit Card Statement Date and if actually paid on say, Aug 1st • the Payment Due Date i.e., on Aug 10th The example illustrates the amount that must be paid on each of these days. The difference comes about because there is Finance Charge payable for the period from the Credit Card Statement Date till the actual payment of the Total Amount Due.
If payment made on July 20th	If the customer pays the Total Amount Due of Rs. 25,078.86 on the Credit Card Statement Date of July 20 itself, there will be no Finance Charge levied on the Aug 20th Credit Card Statement as there are no interest accrual days for the amount.
If payment made on Aug 1st	If the payment is made on, for example, Aug 1st, there are an additional 12 days of Finance Charge on the Total Amount Due at the daily rate of 0.098333%. • Total Amount Due as of July 20th: Rs.25,078.86 • Finance Charge for 12 days: Rs.

	310.26 • GST Rs. 55.85 • Amount to be paid clear off all dues: Rs. 25,444.97
If payment made on Aug 10th	If the payment is made on the Payment Due Date, i.e., Aug 10th, there are an additional 21 days of Finance Charge on the Total Amount Due at the daily rate of 0.098333%. • Total Amount Due as of July 20th: Rs.25,078.86 • Finance Charge for 12 days: Rs. 517.88 • GST Rs. 93.22 • Amount to be paid clear off all dues: Rs. 25,689.96

ILLUSTRATION OF INTEREST FREE CREDIT PERIOD:

Date	Transaction
April 20th, 2024	Your Credit Card Statement is generated with following details: • Total Amount Due: Rs.10,000 • Minimum Amount Due: Rs. 1,000 • Payment Due Date May 10th, 2024 This means that if You pay Rs.10,000 on or before May 10th, 2024, then no Finance Charge (or interest) will be charged in the next Credit Card Statement. If, however, you pay anything less than Rs.10,000, then You will be levied a Finance Charge in Your next Credit Card Statement
April 21st, 2024	You purchase goods at merchant for Rs.5,000. This transaction will only appear on Your next Credit Card Statement
May 10th, 2024	You pay the Total Amount Due of Rs.10,000 based on the Credit Card Statement generated on April 20th, 2024
May 21st, 2024	Your Credit Card Statement is generated with following details: • Total Amount Due: Rs.5,000 • Minimum Amount Due: Rs. 500 • Payment Due Date June 10th, 2024

	The Total Amount Due of Rs.5,000 represents the purchase made on April 21st, 2024, as the Total Amount Due of Rs.10,000 on Your Credit Card Statement dated April 20th, 2024, has been paid in full on or before due date. There will be no Finance Charge on this Credit Card Statement as You have paid the Total Amount Due of Your April 20th, 2024, Credit Card Statement on the Payment Due Date.
June 10th, 2024	You pay the Total Amount Due of Rs.5,000 based on the Credit Card Statement generated on May 21st, 2024. This effectively means that for the purchase You made on

c) CREDIT LIMITS

Communication of Credit Limit and Cash Limit and Available Credit Limit and Available Cash Limit to You	Credit Limits and Cash Limits will be communicated to You by Us when the Credit Card is issued and on the monthly Credit Card Statement. The available Credit Limit and Available Cash Limit in Your Credit Card Account gets updated every time a Transaction or Cash Advance is performed or refunded, a payment is posted, or any fee and charges are posted or reversed from Your Credit Card Account. You can find Your Available Credit Limit and Available Cash Limit at any point in time by contacting Us.
Changes to Credit Limit and Cash Limit	Credit Limits and Cash Limits will be determined at Our sole discretion. We may change the Credit Limit and / or Cash Limit at any time and without any prior notification to You. However, such changes will be communicated by SMS or email soon after the revision.
Payment Frequency	You may make full payments of your total outstanding balance up to three (3) times in a single billing cycle. Each payment will be applied to your Credit Card Account and reflected in your available Credit Limit accordingly. Your monthly Credit Card Statement will continue to be generated as per the billing cycle.

d) STATEMENTS & DISPUTES

Communication of Statements to You	Monthly Credit Card Statements will be sent by email/SMS to You at the email address/mobile number provided by You. You may request a printed statement by post. Credit Card Statements will be generated 14-20 days prior to Your Payment Due Date.
Statement disputes	If You do not recognize any Transaction on Your

	Statement, you should raise a dispute by calling or emailing the bank using the number(s) / email address provided for the same in this terms and conditions. This should be done within 15 days from the Statement date.
Dispute process	Once You raise a dispute, pending further investigation into the dispute, we may reverse any disputed transactions from Your Credit Card Account or post a temporary credit for the same. If the investigation determines that You are liable for the disputed transaction, we will reinstate all the transactions in Your Credit Card Account. We will provide You with documents pertaining to the disputed transactions within 15 days from date You raise a dispute subject to the operating guidelines of the card association.
Complete Postal Address of Card Issuer	1101, Sharda Terraces, Plot No.65, Sector 11, CBD Belapur, Navi Mumbai – 400614

e) CREDIT CARD PAYMENTS

Credit Card payment channels	You can pay your credit card dues conveniently through any of the following options: f) Suryoday SFB Account: Pay Instantly or set up an auto-debit mandate for hassle-free, recurring payments. g) Mobile Apps: Use the Bill Repayment feature available on the Co-Suryoday Mobile Banking App using your Debit Card, Net Banking, or UPI. h) Bharat Payment Bill System (BBPS): Make payments via any BBPS-enabled platform or mobile app. i) Easy EMIs: Covert your unbilled transactions into monthly EMIs through the Suryoday Mobile Banking App. *j)* NEFT: Make payments by adding the beneficiary account using your registered mobile number + last 4 digits of your Credit Card number (use IFSC code SURY0BK0000)
Credit Card Payment posting	We will credit Your Credit Card Account only when we receive cleared funds from Your payment.

	Payments made towards Your Credit Card Statement are acknowledged in subsequent Statements.
Payment posting hierarchy	Payments received from You are adjusted against Your dues in the following order: 1. Taxes. 2. Fees and charges. 3. Finance charges. 4. Cash Advance Transactions. 5. Purchase of goods and services.

k) RIGHT OF SET OFF

We may at any time and without any prior notice to You, set off any balances due from You on Your Credit Card from any deposit account maintained by You with Suryoday Small Finance Bank in Your name.

l) DEFAULT & CIRCUMSTANCES

Contact with You	If You fail to pay Your Credit Card dues to Us, we will remind You by using the following channels: 1. SMS to Your mobile phone as per Our records. 2. Emails. to Your email address as per Our records. 3. Letters sent by post to Your mailing / permanent address. 4. Outbound phone calls from Our collection center or collection center of any collection agency engaged by Us for following up with You.
Code of conduct	We will adhere to the code of conduct for ethical collection of debt and will procure the same from any collection agencies engaged by Us.
Actions on account of Default	In the event that You commit an instance of default, We may at Our sole discretion: a) Withdraw all Credit Card facilities to You. b) Ask You to immediately pay all outstanding balance on your Credit Card. c) Exercise Our right to lien and set - off the amount outstanding against any monies / deposits / accounts maintained in Your name with Us.
Grace Period	You will be allowed a grace period of 3 (three) days from the Payment Due Date, where Late Payment Fees are not levied. This facility is provided keeping in mind the processing time of payments but You must clear your

	dues by the Payment Due Date which is mentioned in the Credit Card Statement. Please note that the Grace Period is only applicable for Late Payment Fees and there is no Grace Period for Finance Charges.
Blocking in case of payments overdue	Your Credit Card may be suspended if any payment is overdue for 14- 20 days or more as per bank policy from the Payment Due Date printed on Your Credit Card Statement. You will need to pay the overdue amount so that You are able to perform transactions on the Credit Cards. We may change this period of 14-20 days for suspension of Your Card for non-payment at our sole discretion and without any prior notice to You. If You have not paid the Minimum Amount Due on Your Credit Card Statement that was issued three months ago in full (i.e., Your Credit Card Account is 60 days past due), Your Credit Card Account will be permanently blocked. We may change this period of 3 months for permanently blocking Your Card for non-payment at our sole discretion and without any prior notice to You. Any reinstatement of Your Credit Card Account after it is permanently blocked will be at Our sole discretion and upon payment of the entire overdue amount. Even if Your Credit Card Account is permanently blocked You will be liable for payment of the outstanding balance including any future Finance Charges and other fees / charges that may be levied as per these terms and conditions. In the event You repay Your outstanding balance in full, and We decline to reinstate your permanently blocked Credit Card Account, we may close Your Credit Card Account as provided under section (h) – “Permanent Termination by Us” of these terms and conditions. Apart from the above, We may forward the default report to the credit bureaus or to such other agencies as approved by law. The time period between the Payment Due Date and the Statement Date indicated on the Credit Card Statement is considered as the notice period for reporting You as a defaulter.
Blocking in case of default under any	In the event You have availed any other loan / credit facility from us, You are advised to ensure adherence to the

other facility	repayment mechanism applicable in respect of such other loan / credit facility. In the event if such other loan / credit facility is classified by Us as a Non-Performing Asset (NPA), on account of Your failure to adhere to the repayment mechanism applicable with respect to the same or for any other reasons, We shall have the right to block Your Credit Card and liquidate the FD. The block placed on such Credit Card may be released at our sole discretion. Apart from the above, We may forward the default report to the credit bureaus or to such other agencies as approved by law. The time period between the Payment Due Date and the Statement Date indicated on the Credit Card Statement is considered as the notice period for reporting You as a defaulter.
Recovery of dues in case of Your default/ death / insolvency / disability	We will suspend Your Credit Card if 1. In case of You default in making payments 2. We receive notice of Your death, permanent disability, or insolvency. In such an event, further transactions in the credit card account will not be allowed and the entire balance outstanding on Your Credit Card will become due immediately. We will have the right to recover the dues in accordance with relevant laws, including from Your other existing accounts with Us and in case of Your death, from your heirs, executors, or administrators.
Recovery procedure in case of Overdue / Default	In the event of default, You will be sent reminders from time to time for settlement of any outstanding on the Credit Card Account, by phone, e-mail, SMS and/or engage third parties to remind, follow up. Any third party appointed, shall adhere fully to the code of conduct on debt collection. It will be done as per Our approved Board Policy. The debt collection process will only be digital and no physical interaction will be involved in the process. We may initiate either transactions blocking and / or card blocking as suitable measure in case the card outstanding is overdue and not paid on or before Payment Due Date. Since the Credit Card Account is secured with a lien marking of a fixed deposit with Us, we may liquidate the fixed deposit if the Credit Card Account is overdue for

	more than 60 days. Additionally, Additionally, upon the outstanding amount reaching 98% of the FD value, the Bank may initiate liquidation of the Fixed Deposit and appropriate the proceeds towards repayment of the outstanding dues. Applicable reminders/notifications will be sent to the customer as per the Bank's process.
Available insurance cover, if any, for You and date of activation of policy including nomination details	Currently not applicable

m) TERMINATION

Permanent Termination by Us	We may permanently terminate Your privileges as a Cardholder if: 1. You fail to adhere to the terms and conditions. 2. You do not comply with any laws and regulations including any exchange control regulations. 3. You use or attempt to use the card at prohibited merchants including lottery, gambling, foreign exchange trading, pornography or in prohibited countries. 4. We are repeatedly unable to contact You. 5. We are unable to obtain any documents required from You for continued operation of Your Credit Card Account as required by applicable regulations. 6. You attempt to defraud Us. 7. You are a merchant, and You use Your Credit Card at Your merchant establishment's point of sale for unusual amounts that are out of pattern for transactions at Your merchant establishment. 8. If You have permanently defaulted in the repayment of any other credit / loan facility extended to You by Us. If We permanently terminate Your Credit Card, You will continue to be liable to repay all the dues on Your Credit Card Account.
Surrender / Termination by You	You may surrender / terminate Your Credit Card by contacting Us at the contact details provided in this terms and conditions. If You surrender / terminate Your Credit Card, 1. You will continue to be liable to repay all the dues on Your Credit Card Account.

	2. We will not be liable to refund any unused portion of Your Annual Fee if any. 3. Once you surrender the card to Us and the card is successfully cancelled, the lien will be removed from your FD post all dues are clear. 4. If You surrender / terminate Your Credit Card within 12 months from the date of issuance, a Card Closure Fee will be levied in accordance with the Issuance & Closure Charges specified under "Fees & Charges.
Procedure for Card Inactivity	If there are no transactions on your credit card for a continuous period of six months, your card will be marked as temporary blocked. You can easily reactivate your card at your convenience through the Mobile App, SMS, or WhatsApp as per Bank policy. Subsequent to the reactivation request, your card will be promptly restored for usage, and you will receive a confirmation notification through SMS.
Procedure for closure of card account if the card has not been used for more than one year	If your credit card remains unused for any transaction for a continuous period of one year, the Bank shall initiate closure of your credit card account after providing you with a 30 days' notice to your registered email address and mobile number. If no response is received from you within this 30-day period, your credit card account will be closed, and the credit information will be updated with the credit bureaus accordingly. In case your card is closed and there is any credit balance remaining, the same will be refunded to your linked account as per Bank policy. Subsequent to the closure of Credit Card Account, You will be immediately notified about the closure through email or SMS.

n) LOSS / THEFT / DAMAGE / COMPROMISE OF CREDIT CARD

Reporting of loss / theft of Credit Card	You must call Us at the phone number provided in this terms and conditions immediately if Your Credit Card is lost, stolen, misplaced, damaged or is being used for Unauthorized Transactions. You must SMS Us at the phone number provided in this terms and conditions immediately if Your Credit Card is lost, stolen, misplaced, damaged or is being used for Unauthorized Transactions.

	If a Credit Card reported as lost, stolen, misplaced, damaged or as being used for Unauthorized Transactions, it should not be used subsequently.
Liability for lost / stolen card	You will be liable for any Unauthorized Transactions that are performed using Your lost / stolen Credit Card up to the point at which You reported the loss or theft to Us. After the receipt of proper notification of the loss by Us, Your subsequent liability is zero. In addition to notifying Us about the loss or theft of the Card, You must report any theft of cards to the Police and lodge a Police Complaint / FIR (within a reasonable time) and provide a copy of the said FIR / Police complaint to Us if so, required by Us. We will be liable for any Unauthorized Transactions that are performed using Your lost / stolen Credit Card after You report the loss or theft to Us. You will be liable for any Unauthorized Transactions where You shared the PIN or OTP with a third party. Credit Card Transactions in India require You to input a PIN / OTP on the merchant's device at their point of sale or on their website / mobile app. For certain Credit Card Transactions, You may be able to tap the Credit Card near the merchant's device to use the contactless feature which may or may not require You to input a PIN. A PIN / OTP may not be mandatory in other countries, and You will be liable for any losses for Unauthorized Transactions unless You have already reported loss or theft of Your or Your Add- on Credit Card.
Compromise of Your Card	In the event We suspect that Your Credit Card information has been compromised, we may suspend usage of Your Credit Card and send You a replacement Credit Card immediately. In such situations We will contact You by phone, SMS, email or WhatsApp to advise You of the suspension of the Credit Card and the issuance of the replacement Credit Card.
Suspicious use of Your Credit Card	If we notice suspicious or unusual pattern of usage on Your Credit Card, we may suspend the Credit Card without any prior notice to You. In such situations We will contact You immediately by phone call, SMS, or email to verify the suspicious transactions. If You confirm the authenticity of the suspicious Transactions, we may revoke the suspension of Your Credit Card and in such

	event, you will lose Your right to dispute these transactions in the future.
Liability for Unauthorized Transactions	Please refer to Annexure 2 to understand Your liability for any Unauthorized Transactions in Your Credit Card Account

o) GRIEVANCE REDRESSAL AND COMPENSATION FRAMEWORK

Grievance Redressal	In the event You are not satisfied with Our responses to Your inquiries, Our handling of any of Your service requests or complaints, You may write to Our grievance department, the details of which may be accessed at: https://suryoday.bank.in/contact-us/
Timelines for resolving grievances	We will attempt to resolve all grievances raised to our Grievance Redressal Official within 15 working days. In the event we are unable to resolve Your grievance within these 15 working days, We will write to You seeking a maximum of another 15 working days to resolve the grievance. In the event we are still unable to resolve Your grievance within this period, We will compensate You for Our failure to resolve the grievance as per the compensation framework below. SSFB will implement RBI-compliant grievance redressal mechanism, ensuring that customer complaints related to credit cards are resolved within 30 days.
Compensation for failure to resolve grievances	Unsuccessful / Failed Transactions In accordance with the RBI circular on Harmonisation of Turnaround Time (TAT), in case of failed or incomplete transactions where the account is debited but confirmation is not received at the merchant's system, the transaction shall be automatically reversed within T+5 calendar days, where T is the date of the transaction. In case of delay beyond T+5 days, the customer shall be eligible for compensation of ₹100 per day of delay. This is applicable for: • Credit Card – PoS (Card Present), including Cash at PoS • Credit Card – Online/E-commerce (Card Not Present) • UPI – Merchant payments

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	We will not compensate You if a transaction is unsuccessful due to: • Your Credit Card Account having insufficient Credit Limit or Cash Limit • Your Credit Card Account being overdue • A system downtime that is notified to You in advance • Credit card network unavailability due to telecom or other issues • Failure of the point-of-sale device at a merchant establishment (physical or e-commerce) • Failure on Your part to complete the transaction properly, including use of incorrect PIN, Credit Card expiry date, or OTP, or usage of a Credit Card that has not been activated, has expired, or is damaged In the event that the merchant claims such a transaction, the regular dispute resolution process shall be followed. **Delay in grievance redressal** In the unlikely event that you are not satisfied with our services, you may register your grievance by: i. Calling our Customer Contact Centre on 1800 266 7711 ii. Writing to Customer Contact Centre at scc@suryodaybank.com iii. For further escalations you can write to our Grievance redressal Officer at grievances.tpp@suryodaybank.com If your complaint is not resolved within 30 days of receipt by Us, then the said complaint can be escalated to Banking Ombudsman. Kindly refer to the following link for more details: https://cms.rbi.org.in. We may temporarily reverse any fees and charges that have been levied because of the delay in resolving Your grievance. **Delay in closing Credit Card Account** We will reverse any fees and charges that have been levied because of the delay in closing Your Credit Card Account. If We do not close Your Credit Card Account within 7 working days from the date, We receive Your request we are liable to pay You Rs.500 per day for

	each day of delay beyond the 7 working days. **Blocking of lost / stolen Credit Card** We will reverse any Transactions and associated fees and charges that have been levied as a result of the delay in blocking Your Credit Card Account from the time You report the loss / theft of the Credit Card to Us

p) CARDHOLDER INFORMATION DISCLOSURE

Disclosure to credit bureaus	We will report customer information to credit bureaus on a monthly basis or such other time period as may be agreed between Us and the credit bureaus. In case of any billing dispute notified to us, We will suspend reporting to credit bureaus till the dispute is resolved. You must be aware that, We intend to share information relating to Youincluding information relating to any default committed by You in discharge of Your obligation, as We may deem appropriate and necessary, with any existing or further credit bureaus as determined by the Us from time to time. In the event We are required to obtain any specific consent from You to make such disclosure, such consent will be taken and recorded by Us during the course of the relationship with You. The same would be undertaken at the time of on- boarding You as a Primary Cardholder and/or at the time of renewal of the Cardmember Agreement and/or also after the onboarding but during the subsistence of the arrangement. This consent may be taken through email, SMS, IVR, written confirmation, recording of voice call and such mechanism as approved by RBI. We shall only seek approval from the Primary Cardholder associated for the consent to disclose information to such credit bureaus. Such credit bureau entities, with whom we share Your personal information, may further make available processed information or data or products thereof to other banks / financial institutions and other credit grantors. Credit bureaus include Credit Bureaus, Credit Reference Agencies, Credit Information Companies or any other entity formed and authorized by RBI for the purpose of collecting, collating and disseminating credit information pertaining to borrowers. We also wish to inform the Primary Cardholder that We will, at our discretion, record specific conversations between the Primary Cardholder and Our representative, in cases of grievance related conversation or payments- recovery related conversations or any other conversations, that We may deem fit.

	Before We report You as a defaulter to the credit bureau, We will give You an advance notice about Our intention to report You as a defaulter. This notice may be included as a part of Your Credit Card Statement. If there are any pending disputes in Your Credit Card Account, We will ensure that the dispute is resolved before We report You as a defaulter to the credit bureau. If We have reported Your Credit Card Account as overdue or as a defaulter to a credit bureau and You settle the overdue or defaulted amount in full, We may take up to 30 days from Your date of payment to update Your record at the credit bureau.
Disclosure to Our collection agencies	We may disclose information pertinent to Your Credit Card Account and personal data including personal information and sensitive personal information **("Personal Data")** to enable collection agencies that are authorized by Us to collect any overdue payments from You on Your Credit Card Account.
Disclosure to other parties	We employ third party service providers on contractual basis to provide various services with respect to the Credit Card including but not limited to enrolment of the customer / member, undertaking KYC and background checks, assisting Us to finalize the credit limits, monitoring of transactions under the Credit Card Account with Us, processing of receipt of payments and spends against the card, record keeping, card feature fulfilment, marketing, promotional activities and benefit redemption etc, as may be permitted by RBI. The Primary Cardholder must be aware that for enabling the third party service providers to provide the requisite services with respect to the Credit Cards, We would be required to share and disclose Personal Data with Our authorized service providers (including but not limited to 42 Card Solutions Private Limited, being the program manager for the Credit Cards) In the event We are required to obtain any specific consent from You to make such disclosure, such consent will be taken and recorded by Us during the course of the relationship with You. The same would be undertaken at the time of Your on-boarding and/or at the time of renewal of the Cardmember Agreement and/or also after the onboarding but during the subsistence of the arrangement. This consent may be taken through email, SMS, IVR, written confirmation and such mechanism as approved by RBI. We shall only seek approval from the Primary Cardholder associated for the consent to disclose information to such credit bureaus.

	In addition to the above-mentioned entities, we may disclose Your Personal Data to the following parties: • Law enforcement, government departments and regulators. • Credit card associations and card networks (and through them to the institution acquiring merchant credit card transactions and to the merchant where You used Your Credit Card) such as Visa, MasterCard, NPCI particularly in case of disputes. • Our vendors / agents / any program manager to whom We have outsourced our credit card operations.
Disclosure with respect to Insurance Coverage	We, in tie up with insurance companies, may also offer insurance cover with the Credit Card to take care of the liabilities arising out of lost cards, card frauds etc **("Insurance Cover").** If the Card Member wishes to opt in for availing any such Insurance Cover with the Credit Card, You confirm to have read, understood and agreed to the following terms and conditions set out below: • You must be aware that We will be required to share Your Personal Data with Our tie-up [insurance companies for the purpose of calling and reaching out to offer the relevant insurance cover on the Credit Card and for processing Personal Data for availing such Insurance Cover **("Purpose").** • We are committed to protecting Your privacy and any Personal Data will be shared only Our authorized service providers and/or the tie-up insurance companies in accordance with the applicable data protection laws and regulations. We and our authorized service providers/the tie-up insurance companies shall implement reasonable security measures to safeguard Personal Data while sharing the Personal Data for the Purpose. • We confirm that We shall ensure that the frequency of such callings for the Purpose will be reasonable and in compliance with relevant regulations. We strive to provide You with valuable information without causing inconvenience. • We reserve the right to modify these terms and conditions. Any changes will be communicated to You through appropriate channels.
Changes to & Jurisdiction	Suryoday Small Finance Bank reserves the right at any time, with due notice, wherever necessary, to add, alter, modify, change, or vary all or any of these terms and conditions. You will not hold Suryoday Small Finance Bank responsible for, or liable for, any actions, claims, demands, losses, damages,

	costs, charges, expenses, which a participant may suffer, sustain, or incur. These terms & conditions and the relationship among the Parties hereto shall be subject to the jurisdiction, governing law and mechanism for dispute resolution as prescribed under the Card Member Agreement.

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q) CASH BACK PROGRAM

How to Earn Cash Back	Cashback eligibility, rates, caps, and exclusions shall be as specified in the KFS of the respective card variant.
Terms of Cash Back Program	You will need to make payment as shown on Your Credit Card Statement. Cash back credited to Your Credit Card Account will be adjusted towards the balance on Your next Credit Card Statement. We expressly reserve the right, at any time, to add to and/or alter, modify, change or vary all or any of the terms and conditions or to replace wholly or in part, the prevailing Cash Back Program by another rewards program, or withdraw it altogether, without assigning any reasons and with due intimation to You through Our website and/or by other acceptable modes of communication, even though the changes may affect cash back already earned.

I/we understand that the examples provided under this MITC 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.

ANNEXURE 1
SCHEDULE OF CHARGES

Fees & Charges Type	Amount / Value
Joining Fee	Nil
Annual Fees	As specified in the Key Fact Statement (KFS) applicable to the card variant.
Physical card issuance fee	As specified in the Key Fact Statement (KFS) applicable to the card variant.
Card Closure Fee	As specified in the Key Fact Statement (KFS) applicable to the card variant.
Cash Advance Fees	Cash advance 2.5% or Rs. 500, whichever is higher + GST
Finance Charge (APR)	Finance charge of 2.95% Per Month (35.40% annual percentage rate) + GST for: a) Revolving credit b) Cash Advances
Finance (Interest) charges applicable	**Delayed payments:** If the credit card holder fails to pay the total outstanding balance by the due date indicated on the Credit card statement, We will apply interest on the unpaid amount. **Minimum payment only:** Making only the minimum payment instead of paying the full outstanding balance results in the remaining balance subject to interest charges. **Partial payment:** When the credit card holder pays an amount less than the total outstanding due, the remaining balance will be subjected to interest charges. **Cash advances:** Using the credit card to withdraw cash from an ATM incurs immediate interest charges, often at higher rates than regular transactions, from the date of cash withdrawal till the full repayment. **Carrying forward balances:** If credit card holder carries over an unpaid balance from the previous billing cycle, interest will apply to this carried–over amount till the full amount is paid.
Foreign Currency Surcharge	As applicable and specified in the KFS of the respective card variant.
E-Statements	Yes
GST	18% (applicable on all fees, interest & other charges).

Card Replacement Fee	NIL
Surcharge on Rental Payments	A surcharge of 1% of the transaction amount shall be levied on rental payments. GST and/or other govt taxes, if any, shall be applicable on surcharge. Further, not more than 40% of the credit limit on your card can be used for rental payments in a calendar month.
Fuel Surcharge	A surcharge of 1% of the transaction amount shall be levied on fuel payments. GST and/or other govt taxes, if any, shall be applicable on surcharge.
Fuel Surcharge Waiver	Fuel surcharge waiver will be limited to Rs 40,000 in a calendar month with no single transaction being over Rs. 8,000. While the customer may undertake fuel transactions over and above the limits specified above, no surcharge waiver shall be applicable.
Second Card issuance Fees	As specified in the Key Fact Statement (KFS) applicable to the card variant.

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ANNEXURE 2
LIABILITY FOR UNAUTHORIZED TRANSACTIONS

Liability for Unauthorized Transactions	Conditions
You have Zero Liability in these situations	The Unauthorized Transactions were the result of fraud, negligence or deficiency on Our part irrespective of whether the transaction was reported by You. There is a third-party breach of our systems and the responsibility for this lies neither with Us nor with You and You notify Us within 3 working days of receiving a communication from Us regarding the Transaction
You have limited liability in these situations	The Unauthorized Transaction is due to Your negligence (for example, where You have shared Your Credit Card information, PIN or OTP with any third party), the entire loss will be borne by You until You report the Unauthorized Transaction to Us. Any loss arising from Unauthorized Transactions after You report them to Us, will be borne by Us. An electronic Unauthorized Transaction occurs and the responsibility for this lies neither with Us nor with You and there is a delay of 4 to 7 working days on Your part in notifying Us about this from the date of You receiving a communication from Us regarding the Transaction. In these cases, Your per Transaction liability will be limited to the lower of the Transaction value or the value mentioned below: 1. For credit cards with a credit limit of up to Rs. 5 lacs: Rs.10,000 2. For credit cards with a credit limit above Rs.5 lacs: Rs.25,000 Further, if You delay the reporting of the Unauthorized Transaction beyond 7 working days, You will be liable for the entire amount of the Unauthorized Transactions. For the purpose of arriving at the number of working days in this Annexure, the working schedule of Your home branch will be considered and the date of receipt of the communication of the Transaction from Us to You will be excluded.

ANNEXURE 3
CONTACT DETAILS

A. Customer Care Service	
Call center phone numbers	1800 266 7711 All calls to / from Our call center may be recorded.
Email address	scc@suryodaybank.com
Mailing address	1101, Sharda Terraces, Plot No.65, Sector 11, CBD Belapur, Navi Mumbai – 400614
Dedicated Toll-Free Telephone Number	1800 266 7711
B. For Closure/ Surrender	
Email address	scc@suryodaybank.com
Dedicated Toll-Free Telephone Number	1800 266 7711
IVRS Contact Number	1800 266 7711
C. Reporting Loss/ Theft/misuse	
Email address	scc@suryodaybank.com
Dedicated Toll-Free Telephone Number	1800 266 7711
IVRS Contact Number	1800 266 7711
Mailing address	1101, Sharda Terraces, Plot No.65, Sector 11, CBD Belapur, Navi Mumbai – 400614
D. Grievance Redressal	
Grievance Redressal Officer	Mrs. Rekha Britto - Vice President | Customer Service 1101, Sharda Terraces, Plot No.65, Sector 11, CBD Belapur, Navi Mumbai – 400614
Dedicated Telephone Number	1800 266 7711
Dedicated Toll-Free Telephone Number	022-40941556 From 9:30 a.m. to 6:00 p.m. (2nd and 4th Saturday Holiday)
Email address	grievances.tpp@suryodaybank.com
RBI Ombudsman email address	Kindly refer to the following link for more details: cpc@rbi.org.in