



CITY UNION BANK

MOST IMPORTANT TERMS & CONDITIONS

For Credit Cards

(MITC_V6 as updated on 03.10.2026)

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The Most Important Terms and Conditions and all the information herein is applicable to all Credit Cardholders / applicants of Credit Cards / customers of the Bank / members of the general public evincing interest in the Credit Card product of the Bank. The MITC are subject to change. The said MITC are in addition to and are to be read along with the terms and conditions of the Cardholder Agreement of the Bank.

A. SCHEDULE OF CHARGES

1. JOINING, ANNUAL and ADD-ON CARD FEE

Credit Card Variant	Joining Fee (INR) (Will be levied after card activation) *	Annual Fee 2nd year onwards (INR)*	Add-on Card Fee (One Time Fee)
CUB CSK/SRH RUPAY PLATINUM CREDIT CARD (LIFETIME FREE)	NIL	NIL	₹ 500 + GST
CUB CSK/SRH MASTER PLATINUM CREDIT CARD (FIRST YEAR FREE)	NIL	₹ 1000 + GST (waived on spends of ₹ 3L)	₹ 500 + GST
CUB CSK/SRH MASTER WORLD CREDIT CARD (FIRST YEAR FREE)	NIL	₹ 4000 + GST (waived on spends of ₹ 5L)	₹ 500 + GST
CUB SALARY SE LEVEL UP CREDIT CARD (LIFETIME FREE)	NIL	NIL	₹ 500 + GST
CUB SALARY SE LEVEL UP CREDIT CARD (PAID VARIANT)	₹ 500 + GST	₹500 + GST (waived on spends of ₹2L)	₹ 500 + GST
CUB KAVACH RUPAY / MASTER CREDIT CARD	NIL	NIL	NA
CUB SASTRA ALUMNI RUPAY/MASTER PLATINUM CREDIT CARD	NIL	NIL	NA
CUB SASTRA ALUMNI RUPAY SELECT CREDIT CARD	₹ 999 + GST	₹ 999 + GST (waived on spends of ₹ 2L)	NA

2. FINANCE / INTEREST CHARGE

Credit Card Variant	Overdue Interest on Extended Credit		Interest on Cash Advances	
	Monthly Rate	Annual Rate	Monthly Rate	Annual Rate
CUB CSK/SRH RUPAY PLATINUM CREDIT CARD (LIFETIME FREE)	3.5% per month	42% per annum	3.5% per month	42% per annum
CUB CSK/SRH MASTER PLATINUM CREDIT CARD (FIRST YEAR FREE)	3.5% per month	42% per annum	3.5% per month	42% per annum
CUB CSK/SRH MASTER WORLD CREDIT CARD (FIRST YEAR FREE)	3.5% per month	42% per annum	3.5% per month	42% per annum
CUB SALARY SE LEVEL UP CREDIT CARD (LIFETIME FREE)	3.5% per month	42% per annum	3.5% per month	42% per annum
CUB SALARY SE LEVEL UP CREDIT CARD (PAID VARIANT)	3.5% per month	42% per annum	3.5% per month	42% per annum
CUB KAVACH RUPAY / MASTER CREDIT CARD	2% per month	24% per annum	2% per month	24% per annum
CUB SASTRA ALUMNI RUPAY/MASTER PLATINUM CREDIT CARD	3.5% per month	42% per annum	3.5% per month	42% per annum
CUB SASTRA ALUMNI RUPAY SELECT CREDIT CARD	3.5% per month	42% per annum	3.5% per month	42% per annum

3. FINANCE / INTEREST CHARGE DETAILS

Interest will be charged if the Card Member does not pay back the previous bill in full, by the payment due date (as per the card statement). Interest is charged from the date of transaction until the date of full settlement of the dues. If the Card Member is using revolving credit facility,

the unpaid balance from the previous statement and any new transactions (inclusive of any billed EMIs for loans on credit card) will accrue interest till the date of full payment of the total amount due. Interest will be charged on all cash advances from the date of the withdrawal until the date of payment. Interest will not be accrued on the fees, charges and GST. Interest will continue to accrue on customer initiated spends, levied interest and EMI.

4. OTHER FEES and CHARGES

Late Payment Fee	For All Credit Cards	Outstanding dues up to ₹25,000: ₹350/-
		Outstanding dues above ₹25,000: ₹450/-
Over Limit Fee	For All Credit Cards	3% of the over limit amount or Minimum ₹250 whichever is higher
Limit Enhancement Fee	For All Credit Cards Except Below Mentioned	₹200 per occasion
	Salary Se Level Up Credit Card (Paid variant)	First time free; ₹200 per occasion thereafter
Chequereturn Charges/Invalid Cheque Fee	For All Credit Cards	₹300 per cheque return
Card Re-issue / Replacement Fee	For All Credit Cards Except Below Mentioned	₹300
	Salary Se Level Up Credit Card (Lifetime Free variant)	₹ 0
	Kavach Credit Card	NA
Pin Mailer Re-issue Fee	For All Credit Cards	NA
Foreign Currency Transaction Fee (Markup fee)/DCC Fee	For All Credit Cards Except Below Mentioned	3.5% of the transaction amount
	Salary Se Level Up Credit Card (Lifetime Free variant)/Kavach Credit Card	2% of the transaction amount
	Salary Se Level Up Credit Card (Paid variant)/ CUB Sastra Rupay Select Alumni Credit Card	1% of the transaction amount
	CSK/SRH Master World Credit Card	0% of the transaction amount
Rental Surcharge	For All Credit Cards	1% of the value of the transaction performed
Wallet Load Transaction Fee	For All Credit Cards	1% of the value of the transaction performed
Fuel Transaction Fee	For All Credit Cards	1% fee will be applicable on cumulative spends of INR 50,000 or

		more on fuel transactions per statement cycle
Utility Transaction Fee	For All Credit Cards	1% fee will be applicable on cumulative spends of INR 25,000 or more on utility transactions per statement cycle
Online Skill-Based Gaming Transaction Fee	For All Credit Cards	1% fee will be applicable on cumulative spends of INR 10,000 or more on online skill-based gaming transactions per statement cycle
Statement Retrieval Fee	For All Credit Cards Except Below Mentioned	Statement request > 3 months ₹50 per physical statement; Online: Free (For Last 12 Months)
	Salary Se Level Up Credit Card (Lifetime Free/Paid variant) / Kavach Credit Card	Statement request >3 months: ₹100 per physical statement; Online: Free (For Last 12 Months)
Charge Slip Retrieval Fee	For All Credit Cards	₹250
Balance Enquiry through ATM	For All Credit Cards	At own Bank ATM- NIL
		At other Bank ATM- ₹50
Cash withdrawal at any ATM's in India	For All Credit Cards Except Below Mentioned	3% of cash withdrawal amount or ₹250 whichever is higher
	For Kavach Credit Card	2% of cash withdrawal amount or ₹250 whichever is higher
Cash withdrawal at any Abroad ATM's	For All Credit Cards Except Below Mentioned	3.5% of cash withdrawal amount or ₹1000 whichever is higher
	Kavach Credit Card	2% of cash withdrawal amount or ₹1000 whichever is higher
Fuel Surcharge Waiver	For All Credit Cards Except Below Mentioned	1% fuel surcharge waiver on fuel purchases at all fuel stations across India.
		Valid on transactions between ₹400 ~ ₹3,000 only.
		Max benefit of ₹ 300 per statement cycle
	CSK/SRH Master Platinum Credit Card / CSK/SRH Master World Credit Card	1% fuel surcharge waiver on fuel purchases at all fuel stations across India.
		Valid on transactions between ₹400 ~ ₹5,000 only.
		Max benefit of ₹ 500 per statement cycle
	For CUB Sastra Alumni Rupay Select Credit Card	1% fuel surcharge waiver on fuel purchases at all fuel stations across India.

		Valid on transactions between ₹400 ~ ₹3,000 only.
		Max benefit of ₹ 700 per statement cycle
Card Hot listing Fee	For All Credit Cards	NA
Fee for issuing Add on Card	For All Credit Cards Except Below Mentioned	₹500
	Kavach Credit Card/ CUB Sastra Alumni Rupay Select Credit Card	NA
Fee for issuing Keychain FOB	For All Credit Cards Except Below Mentioned	₹400
	Salary Se Level Up Credit Card (Paid Variant/ Lifetime Free Variant) / Kavach Credit Card/ CUB Sastra Alumni Rupay Select Credit Card	NA
Fee for issuing Physical RuPay Card for Master Platinum and Master World Card Holders	For All Credit Cards Except Below Mentioned	₹250
	Salary Se Level Up Credit Card (Paid Variant/ Lifetime Free Variant) / Kavach Credit Card	NA
	CUB Sastra Alumni Master Platinum Credit Card	NIL
Fee for EMI conversion	For All Credit Cards	2% with a Minimum of ₹200/- and Maximum of ₹1,000/-
Fee for Foreclosure of EMI	For All Credit Cards	5% of the Outstanding Amount

Note:

- I. Goods and Services Tax (GST), as notified by the Government of India, is applicable to all fees, interest, and other charges and is subject to change as per relevant regulations of the Government of India.
- II. City Union Bank reserves the right to alter any charges or fees from time to time or to introduce any new charges or fees, as it may deem appropriate, with due intimation of at least one month to the Cardholder.

5. Late Payment Fee:

A Late Payment Fee will be charged to the Cardholder if no payment or a payment less than the Minimum Amount Due is received by the Payment Due Date. To avoid Late Payment Fees, clear funds must be credited to the City Union Bank Credit Card Account on or before the Payment Due Date. Late payment charges shall be levied only on the outstanding amount (net off any payments received before the due date) and not on the total amount.

6. Cash Withdrawal Fee:

The Cardholder can use the City Union Bank Credit Card to withdraw cash from ATMs in India or overseas, depending on their usage preference selected at the time of Credit Card Application, subject to the compatibility of the City Union Bank Credit Card at the said ATM(s). A Transaction Fee will be levied on such withdrawals as per the above-mentioned charges and will be billed to the Cardholder in the next statement. These are City Union Bank charges. Certain ATMs may levy withdrawal charges, which are not linked to City Union Bank.

7. Over- Limit Fee:

City Union Bank may approve certain transactions attempted by the Cardholder that exceed the Credit Limit, subject to internal policy, transaction eligibility, customer profile, and customer consent. If the outstanding amount exceeds the Credit Limit, an over-limit fee of 3% of the over-limit amount (subject to a minimum of INR 250) will be levied. Interest, any charges/fees, and taxes on the Credit Card will not be factored into calculating the over-limit fees. City Union Bank will collect explicit consent from Cardholders subscribing to the Over-Limit facility.

8. Rental Surcharge :

For each rent payment identified through MCC 6513, a rent surcharge fee of 1% per transaction will be levied on the transaction amount. Taxes will be applicable as notified by Government of India. For example - If you pay INR 20,000 on a third-party rent payment platform using your City Union Bank credit card, 1% of transaction amount i.e., INR 200 plus taxes will be charged as surcharge fee. This is applicable on each transaction.

9. Wallet Load Transaction fee:

For each wallet load transaction identified through MCC codes 6538, 6539, 6540, 6541, and 6542, a Wallet Load Transaction Fee of 1% of the transaction amount will be levied. Applicable taxes, as notified by the Government of India, will be charged in addition to this fee. For example - If you load INR 10,000 to a third-party wallet using your City Union Bank Credit Card, a fee of 1% of INR 10,000 = INR 100, plus applicable taxes, will be charged as the Wallet Load Transaction Fee. This is applicable on each transaction.

10. Fuel Transaction Fee :

1% fee will be applicable on cumulative spends of INR 50,000 or more on fuel transactions per statement cycle. Fuel transactions are identified through MCC 5983, 5541, 5542 and 5172. Taxes will be applicable as notified by Government of India. For example - In a statement cycle, if your total spends on fuel transactions using your City Union Bank credit card (cumulative of all transactions) is INR 50,000, 1% of transaction amount i.e., INR 500 plus taxes will be charged as surcharge fee. Similarly, assuming your cumulative spends on fuel transactions in a particular statement cycle is INR 30,000, then no surcharge will be levied.

11. Utility Transaction Fee :

1% fee will be applicable on cumulative spends of INR 25,000 or more on utilities payments per statement cycle. Transactions on Utilities are identified through 4814, 4899, 4900. Taxes will be applicable as notified by Government of India. For example - In a statement cycle, if your total spends on utilities bill payments using your City Union Bank credit card (cumulative of all transactions) is INR 25,000, 1% of transaction amount i.e., INR 250 plus taxes will be charged as surcharge fee. Similarly, assuming your cumulative spends on utility transactions in a particular statement cycle is INR 20,000, then no surcharge will be levied.

12. Online Skill-Based Gaming Transaction Fee :

For online skill-based gaming transactions identified through MCC 5816, a surcharge fee of 1% will be levied if cumulative spends on the transactions is INR 10,000 or more in a statement cycle. Taxes will be applicable as notified by Government of India. For example – In a statement cycle, if your total spends on online gaming platforms using your City Union Bank credit card (cumulative of all transactions) is INR 13,000, 1% of transaction amount i.e., INR 130 plus taxes will be charged as surcharge fee. Similarly, assuming, your cumulative spends on online gaming platforms in a particular statement cycle is INR 6000, then no surcharge will be levied.

13. EMI Conversion

Eligible transactions may be converted into EMI, subject to the Bank's eligibility criteria. Transactions of ₹10,000 and above are eligible for EMI conversion, except for Salary Se Credit Cards, for which transactions of ₹2,500 and above are eligible.

EMI conversion is available for tenures of 3, 6, 9, 12, 18 and 24 months, at an interest rate of 16% per annum on a reducing balance basis. The tenure options available to the Cardholder will be displayed at the time of EMI conversion.

Processing Fee: 2% of the transaction amount, subject to a minimum of ₹200 and a maximum of ₹1,000, plus applicable GST.

Foreclosure Fee: 5% of the outstanding principal amount, plus applicable GST.

Illustrative EMI Repayment Schedule

The following illustration is based on a transaction amount of ₹50,000 converted into EMI at 16% per annum on a reducing balance basis. The actual EMI, interest and total repayment will vary based on the transaction amount and tenure selected by the Cardholder and will be displayed at the time of EMI conversion.

EMI Plan	Principal (₹)	Interest (₹)	Total Repayment (₹)
₹17,113.07 × 3 Months	₹50,000.00	₹1,339.22	₹51,339.22
₹8,726.51 × 6 Months	₹50,000.00	₹2,359.09	₹52,359.09
₹5,932.47 × 9 Months	₹50,000.00	₹3,392.19	₹53,392.19
₹4,536.54 × 12 Months	₹50,000.00	₹4,438.51	₹54,438.51
₹3,142.82 × 18 Months	₹50,000.00	₹6,570.79	₹56,570.79

₹2,448.16 × 24 Months	₹50,000.00	₹8,755.73	₹58,755.73
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Note: The above EMI illustration represents the principal and interest component and is exclusive of the Processing Fee and applicable GST on the Processing Fee and Interest. These charges will be billed separately, as applicable.

The detailed EMI Terms & Conditions are available on the Bank's website and shall be applicable to all EMI conversions.

B. CREDIT AND CASH WITHDRAWAL / ADVANCE FEES

- **Credit Limit:** This is the maximum credit limit assigned to the Cardholder after an assessment by City Union Bank. The Credit Limit is attached to the Card Account and includes all transactions, fees, and charges. The total outstanding balance must not exceed this limit.
- **Cash Limit:** This refers to the maximum limit of cash withdrawal that is assigned to the Cardholder. This is lower than the Credit Limit and is a subset of the overall Credit Limit.
- **Transaction Fees for Cash Withdrawals:** A Transaction Fee will be levied on ATM withdrawals, and interest begins to accrue from the date of the transaction. Please refer to the MITC for current fees.
- **Available Credit Limit:** This refers to the remaining credit available to the Cardholder after considering the total outstanding balance on the Card Account. Add-on Cardholders share the Primary Cardholder's Credit Limit.
- **Available Cash Limit:** This refers to the remaining Cash Limit, calculated after considering any outstanding cash withdrawals.
- **International Limit:** If enabled, this is the limit for International Transactions, specified in the Welcome Kit. The Card can be used in India and abroad but cannot be used in Nepal and/or Bhutan for withdrawal of foreign currency. Further, the Card is not valid for payment in foreign exchange at Participating Merchant Establishments in India, Nepal and Bhutan, i.e., while using the Card in Nepal or Bhutan the currency of the transactions should be the local currency of those countries or in Indian Rupees.
- **Multi Cards-Limit Sharing:** For customers holding multiple City Union Bank Credit Cards, the Credit and Cash Limits are shared across all cards. Any usage from one card will impact the available credit for all linked cards.
- **Credit Limit Changes:** City Union Bank reserves the right to change the Credit Limits in accordance with internal guidelines. Changes will be communicated to Cardholders with due intimation of at least one month.
- **RBI Guidelines:** Cards are enabled for domestic transactions by default, but the Cardholder can enable or disable International Transactions, contactless payments, or online transactions through the Bank's channels. The issue and usage of the Card shall be subject to the Reserve Bank of India ("RBI") regulations in force from time-to-time, Exchange Control regulations of the RBI, Foreign Exchange Management Act (FEMA), all the rules and regulations framed under FEMA, notifications / circulars issued and any other corresponding enactment in force from time-to-time.

Interest Free Credit Period

The interest-free credit period could range from 17 to 50 days, depending on the date of transaction. The interest-free credit period for the current statement will be suspended if any balance from the previous month's bill is not paid by the Payment Due Date.

Illustrative example for the calculation of the interest-free period:

Billing Date: 18th July | Payment Due Date: 5th September

- For a purchase dated 18th July, the interest-free period is from 18th July to 5th September, i.e. 50 days.

Billing Date: 18th February | Payment Due Date: 5th March

- For a purchase dated 17th February, the interest-free period is from 17th February to 5th March, i.e. 17 days.

Thus, the interest-free period will vary depending on the date of purchase within the billing cycle. However, if the Total Amount Due from the previous month is not paid in full by the Payment Due Date, the interest-free credit period will not be applicable, and finance charges will be levied from the transaction date.

For cash advances, interest is charged from the date of the transaction until the date of payment, and no interest-free period is applicable.

C. BILLING AND STATEMENTS

- Statement Delivery - Periodicity and Mode of Sending: Monthly Account Statements (e-statements) will be sent to the Cardholder's registered e-mail address, as per the Bank's records. The Account Statement details all Card Transactions in the preceding month(s) and those posted to the Card Account during the period between the generation of the previous statement and the current statement.
- Minimum Amount Due (MAD): Cardholders can opt to pay only the Minimum Amount Due. The total amount due or MAD must be paid before the Payment Due Date.
- Billing Disputes: Cardholders must notify City Union Bank of any discrepancies within 7 days of receiving the Account Statement.
- Payment Allocation: Payments will be allocated in the following order:
 - Goods and Services Tax (GST)
 - Fees and charges
 - Interest charges
 - EMI (Equated Monthly Installments)
 - Purchases
 - Cash Advances
- Failed Payments: If payments fail, City Union Bank may suspend or withdraw the Credit Card and apply applicable fees.
- Duplicate Statements: Cardholders can request duplicate statements for a fee.
- Credit Card Payment Methods For All Credit Cards Except Salary Se: You have the following channels using which you may make payments to Your Credit Card Account:
 - Account transfer using the internet banking facility or mobile app of CUB.
 - Through the Credit Card Portal: <https://creditcard.cub.bank.in/cubcredportal/cub>
 - Using Direct Payment Portal: <https://creditcard.cub.bank.in/cubcredportal/tz/payments.jsp?cz=cub>
 - Through the Bharat Bill Payment System (BBPS) via authorized banks and payment

platforms

viii. Credit Card payment Methods For Salary Se Credit Cards:

- a. Via Salary Se App
- b. Through the Bharat Bill Payment System (BBPS) via authorized banks and payment platforms

You are advised to exercise due caution and refrain from making payments through modes other than those authorised by Us. If any such payments are made, We cannot be held responsible.

Note: Cardholders should pay the entire outstanding amount, including the decimal amount, on or before the Payment Due Date to avoid applicable interest, fees and charges.

1. Interest Computation – Illustrative Example

Statement Cycle Details

- Statement Cycle: 23rd of one month to 22nd of the next month
- Statement Generation Date: 23rd of every month
- Interest Rate used for Illustration: 3.5% per month

Illustration

Type	Transaction Date	Amount
Shopping	14 Jan 2025	10000
Payment Received	10 Feb 2025	7000

Type	Transaction Date	Outstanding Balance	Up to date	Days	Interest Rate	Interest
Shopping	14-Jan-25	10000	22-Jan-25	9	3.50% pm	105
Opening Balance on 23/Jan/2025		10000	09-Feb-25	18	3.50% pm	210
Payment of Rs.7000 on 10/Feb/2025	10-Feb-25	3000	22-Feb-25	13	3.50% pm	45.5
					Total	360.5

Please note that the above illustration is a sample calculation provided to explain the method of interest calculation and is based on an assumed interest rate of 3.50% per month. Interest is calculated on a daily basis on the current outstanding balance of the Cardholder. Interest is levied if the Total Amount Due is not paid in full by the Payment Due Date. Interest will also be levied on all cash advances from the date of the transaction until the date of payment. The interest rate applicable to the Cardholder shall be as specified for the respective Credit Card product. The Bank may, subject to applicable terms and conditions, revise the interest rate from time to time.

2. Minimum Amount Due (MAD) Computation Logic

MAD Formula:

- 5% of the sum of all purchases and cash withdrawals
- 100% of all interest/finance charges, fees, and taxes

Illustration:

- Purchase of ₹5,000: MAD contribution is ₹250 (5% of ₹5,000)
- Joining Fee of ₹1000: Fully included in MAD
- GST on Joining Fee (₹180): Fully included in MAD
- Cash Withdrawal of ₹2,000: Adds ₹100 (5% of ₹2,000) to MAD
- Cash Withdrawal Fee of ₹500 and GST of ₹90: Fully included
- Interest of ₹35.99 and GST of ₹6.48 on Cash Withdrawal: Fully included
- Total Due: ₹8,812.47
- MAD: ₹2,162.47

Note: The above illustration is provided solely to explain the computation of the Minimum Amount Due (MAD). The fees, charges, interest and taxes considered are indicative and may vary depending on the applicable Credit Card product, transaction type and prevailing Schedule of Charges. The actual MAD will be calculated based on the applicable dues reflected in the Cardholder's statement.

Making only the Minimum Amount Due (MAD) every month would result in the repayment stretching over the years, with consequent interest being charged.

In the event the Cardholder fails to pay the Minimum Amount Due (MAD) by the Payment Due Date, City Union Bank shall have the right to proceed with lien marking and/or debit the Cardholder's Savings or Current Account(s) linked under the same Customer ID and/or exercise its right of lien over any deposit(s), balance(s) or other amount(s) held by the Cardholder with the Bank, as may be applicable, towards recovery of the outstanding dues, without any further notice.

D. DEFAULT

In the event of a default, i.e., if the Minimum Amount Due is not paid by the Payment Due Date or breach of any clause of this Agreement, City Union Bank will send reminders to the Cardholder from time to time by post, fax, telephone, e-mail, SMS messaging, and/or through third parties appointed for collecting the dues. Any third party so appointed shall adhere to the Indian Bank's Association (IBA) code of debt collection.

City Union Bank allows a grace period of 3 days from the Payment Due Date, where payments are not Overdue. This facility is provided considering the processing time of payments, but the Cardholder must clear their dues by the Payment Due Date mentioned in the Account Statement.

City Union Bank shall report a Card Account as 'past due' to Credit Information Companies (CICs) and levy late payment charges when the Card Account remains 'past due' for more than 3 days. The number of 'days past due' and late payment charges shall, however, be computed from the Payment Due Date mentioned in the Account Statement\

In the event that the Cardholder commits an instance of default, City Union Bank, at its sole discretion, will be entitled to:

- a. Withdraw all Credit Card facilities to the Cardholder.
- b. Ask the Cardholder to immediately pay all outstanding balances on their Card.
- c. It is agreed that the Bank, at any time and without notice, will have a lien and right of set-off on all monies belonging to the Cardmember standing to their credit in any account whatsoever with the Bank or in the possession or custody of the Bank. If upon demand by the Bank, the balance outstanding on the Card Account is not repaid within the prescribed time, such credit balance in any account including fixed deposit accounts and any properties of the Cardmember in the possession or custody of the Bank whether for safe keeping or otherwise, including but not limited to dematerialised shares or other securities of the Cardmember, held by the Bank as a Depository Participant, may be adjusted towards dues under the Card Account. In case of any deficit, the deficit amount may be recovered by the Bank from the Cardmember.

In the case of a default, City Union Bank can forward the default report to the Credit Information Bureaus or to such other agencies as approved by law. The time period between the Payment Due Date and the billing date indicated on the Account Statement is considered the notice period for reporting a Cardholder as a defaulter.

The procedure for withdrawal of a default report and the period within which the default report would be withdrawn after the settlement of dues is as follows:

- City Union Bank submits the Cardholder's data to CIBIL - Credit Information Bureau (India) Limited as per regulatory guidelines in the format prescribed by CIBIL. This data includes the repayment status of all Cardholders, both defaulters and current, for the previous month. CIBIL uploads the submitted data onto their server in another thirty days.
- In the event a Cardholder opts for a compromise settlement or in instances wherein the account has been written off, the CICs will be updated as settled & written off, respectively.

In the event of death/permanent incapacity of the Cardholder, the complete outstanding balance (including unbilled transactions) will become immediately due and payable to City Union Bank. City Union Bank will be entitled to recover the total outstanding from the estate of the Cardholder and the estate of the card holder shall keep City Union Bank indemnified against all costs including legal fees and expenses incurred in recovering such outstanding. City Union Bank will also be entitled to recover the total outstanding from monies/deposits/accounts maintained in the Cardholder's name with City Union Bank.

1. Classification as Special Mention Account (SMA) and Non-Performing Asset (NPA)

In accordance with the provisions of the Regulatory Guidelines, lenders are required to recognize incipient stress in borrower accounts, immediately on default, by classifying them as Special Mention Accounts (SMA). The classification of borrower accounts as SMA as well as NPA shall be done as part of the day-end process for the relevant date, and the SMA or NPA classification date shall be the calendar date for which the day-end process is run. Accordingly, the date of SMA/NPA shall reflect the account's classification status at the day-end of that calendar date. For Credit Card accounts, the classification as SMA shall be triggered only if the Minimum Amount

Due (MAD) is not paid by the payment due date. An illustration of such classification is as follows:

- **SMA 0** - If due date of a Credit Card is March 31, 2021, and Minimum Amount Due (MAD) is not received on this date, the account shall be classified as SMA 0 on the day-end of March 31, 2021.
- **SMA 1** - If it continues to remain overdue, then this account shall get tagged as SMA-1 upon completion of 30 days of being continuously overdue, i.e., April 30, 2021.
- **SMA 2** - If the account continues to remain overdue, it shall get tagged as SMA-2 on May 30, 2021.
- **NPA** - If the account continues to remain overdue further, it shall get classified as NPA on June 29, 2021.

As per RBI guidelines, classification of accounts as NPA is done borrower-wise and not facility-wise. Hence, if any facility availed from the Bank is classified as NPA due to non-payment of dues, all other loan/Credit Card accounts of the borrower with the Bank shall also be classified as NPA, and it shall entitle the Bank to recall all such loans/Credit Cards/facilities, irrespective of regular payment in those accounts.

E. TERMINATION / SURRENDER / REVOCATION OF CARD MEMBERSHIP

The Cardholder may choose to terminate or surrender the Card Account at any time, with or without prior notice. To avoid misuse, it is advised to cut the Credit Card into four pieces, ensuring the hologram and magnetic strip are destroyed. Termination can be requested by writing to customer service with the complete Card Number or calling Customer Care. Termination becomes effective once City Union Bank receives full payment of all outstanding dues related to the Card Account.

In case of program closure or renewal, City Union Bank reserves the right to issue a different Card type at its sole discretion. The Credit Limit and Cash Limit are subject to City Union Bank's discretion. The Card application remains valid for any replacement Card provided at the time of closure or renewal.

Finance Charges will continue to accrue even after the Card Account is closed, until the outstanding Overdue Amount is cleared. If a Card has been inactive for more than a year, City Union Bank reserves the right to close the Card Account after notifying the Cardholder. If no response is received within the specified time, City Union Bank will close the Card Account (including any Add-On Cards), subject to payment of all dues.

If a Cardholder has a negative Reward Points balance at the time of closure, the equivalent value will be debited to the Account Statement and must be paid by the Cardholder along with other dues. No annual, joining, or renewal fees will be refunded on a pro-rata basis.

City Union Bank may also restrict, terminate or suspend the use of The Cardholder Account at any time without prior notice if City Union Bank reasonably believe it necessary for business or security reasons and/ Or at the request of any law enforcement agency, and/or any government authority and/or under the laws & regulations which apply to City Union Bank & its customer.

The death of a Cardholder, insolvency/dissolution/bankruptcy/or winding up of a Corporate Body of a Cardholder shall automatically cancel the card issued to the Cardholder as well as any Add-on cardholders. All amounts outstanding on the Card Account shall be deemed to have immediately become due on death, insolvency, bankruptcy, winding up or instruction from government/regulatory bodies, as the case may be, and City Union Bank shall be entitled to recover the same in accordance with the relevant laws in force without prejudice to the obligation of the Cardholder to forthwith pay all outstanding amounts.

In the event a Corporate Body is subject to any dissolution or winding up proceedings, or if any order is in force issued by a government/regulatory body which directly or indirectly prohibits the Bank from issuing Credit Cards to that Corporate Body, all Corporate Cards issued to employees of that Corporate Body would be cancelled without notice. The City Union Bank is not liable for any claims arising out of such cancellation. All Cards would have to be destroyed and surrendered in the stipulated manner and all amounts outstanding on these Cards would become payable immediately.

F. LOSS / THEFT / MISUSE OF CARDS

Cardholders must notify City Union Bank at the 1800 120 5000 (IVR) or through any of the multiple channels for reporting unauthorized transactions immediately if the Card is lost, stolen, or mutilated if someone else has access to the PIN or other security information, or if the Card is being used without permission. A Police Complaint / First Information Report (FIR) must be lodged with the nearest police station, and a copy must be submitted to City Union Bank.

The cardholder can also block the card instantly either on IVR or through E-Mail.

- Phone Banking Number: Credit Card Helpline: 1800 120 5000 (TOLL FREE) / 044 7122 5000
- Email address: creditcardsupport@cityunionbank.in

Changes in contact details including mobile number, of your credit card account would be intimated to your new as well as preceding contact details in the system. It is advised to keep your current contact details including mobile number updated in our records.

In the event of misuse, City Union Bank's liability will be limited to the amount covered under the Lost/Stolen Card Insurance Policy, subject to fulfilling the Policy Terms and Conditions. The Cardholder remains solely liable if he/she acts fraudulently, without reasonable care or misuses the card involving ATM transactions or transactions made using PIN/Password/OTP/mPIN/CVV.

The Cardholder hereby indemnifies the City Union Bank fully against any liability (civil or criminal), loss, cost, expenses or damages that may arise due to loss or misuse of the card, in the event that it is lost and not reported to the Bank or lost and misused before the Bank is informed.

G) Grievance Redressal and Compensation Framework

i. Grievance Redressal and Escalation Process

First Level Touch Points: Queries / Feedback / Complaints

The Cardmember can contact City Union Bank through the following channels for any Credit Card-related queries, requests, feedback or complaints, including reporting unauthorised transactions, loss/theft or misuse of the Credit Card:

- Call us
- Visit us
- Write to us
- Email us
- Report unauthorised transactions
- Block / Unblock Credit Card
- Credit Card closure / surrender
- Credit Card-related complaints

Customer Care Service

- Phone: 1800 120 5000 (Toll-Free) / 044 7122 5000
- Email: creditcardsupport@cityunionbank.in
- Mailing Address: City Union Bank Ltd.
Credit Card Division
New No. 6, Old No. 26,
Mohanapuri 5th Street,
Adambakkam, Chennai – 600088

Second Level Touch Point

If the Cardmember has not received a satisfactory response to the complaint through the above channels, the matter may be escalated to the Grievance Redressal Cell.

- Email: complaints_grievances@cityunionbank.in
- Mailing Address: City Union Bank Ltd.
No. 24 B, Gandhi Nagar,
Kumbakonam – 612001

Third Level Touch Point

If the Cardmember is not satisfied with the response received at the second level, the matter may be further escalated to the Principal Nodal Officer.

Principal Nodal Officer: Shri G. Satishkumar
General Manager – Customer Experience Department

- Phone: 044 7122 5000 / 1800 120 5000 (Toll-Free)
- Email: complaints_grievances@cityunionbank.in
- Mailing Address: City Union Bank Ltd.
No. 24 B, Gandhi Nagar,
Kumbakonam – 612001

ii. Timeline for Redressal of Grievances

Customer grievances will be addressed within a period of 30 days.

If the grievance remains unresolved or the Cardmember has not received a response within 30 days of lodging the complaint, the Cardmember may approach the Reserve Bank – Integrated Ombudsman, in accordance with the applicable provisions of the Scheme.

For further details, please refer to the Bank's website:

<https://www.cityunionbank.com/ombudsman-scheme>

iii. Compensation Framework for Unsuccessful / Failed Transactions, Delay in Redressal of Grievances, Delay in Closure of Credit Card, Blocking of Lost / Stolen Cards, etc.

In case of unsuccessful or failed transactions, reversal of blocked amounts, refunds and other applicable compensation, the Bank shall act in accordance with the applicable regulatory guidelines, card-network rules and the Bank's Compensation Policy, as applicable from time to time.

Transactions reported by the Cardmember as erroneous or unauthorised, which require reference to a merchant establishment, shall be handled in accordance with the applicable card-network rules and the Bank's dispute resolution process.

The Bank shall provide the Cardmember with the necessary explanation and, wherever applicable, supporting information in accordance with the prescribed regulatory and operational timelines.

In case of delay in completing the closure of a Credit Card beyond the applicable regulatory timeline, compensation shall be provided in accordance with the applicable regulatory guidelines. Where the prescribed conditions are satisfied, the compensation applicable for such delay shall be ₹500 per day, until closure of the Credit Card, subject to there being no outstanding amount in the Credit Card account.

The applicable timelines and provisions relating to compensation are governed by the Bank's Compensation Policy and prevailing regulatory guidelines.

iv. Contact Particulars of Card Issuer – Call Centre, Email, Helpline and Other Important Contact Details

The Cardmember can contact City Union Bank Credit Cards through:

- Credit Card Helpline: 1800 120 5000 (Toll-Free)
- IVRS / Contact Number: 044 7122 5000
- Email: creditcardsupport@cityunionbank.in

For Closure / Surrender of Credit Card:

- Email: creditcardsupport@cityunionbank.in
- Toll-Free: 1800 120 5000
- IVRS: 044 7122 5000

Card closure requests received from the customer through any of the above-mentioned channels shall be processed within 7 working days from the date of receipt of the request, subject to receipt of all outstanding payments. The card closure request is applicable only to requests received through the above-mentioned channels and shall not apply to requests submitted through any other channels.

For Reporting Loss / Theft / Misuse of Credit Card:

The Cardmember should immediately contact the Bank through:

- Credit Card Helpline: 1800 120 5000 (Toll-Free) / 044 7122 5000
- Email: creditcardsupport@cityunionbank.in

For correspondence relating to loss, theft or misuse:

City Union Bank Ltd.
Credit Card Division
New No. 6, Old No. 26,
Mohanapuri 5th Street,
Adambakkam, Chennai – 600088

H. DISCLOSURE

City Union Bank may tie-up with credit bureaus authorized by the RBI and will share credit information including, but not limited to, your current balance, payment history, demographic details, etc. The credit bureaus do not provide any opinion, indication, or comment regarding 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 customers can expect faster and more competitive services at better terms from credit grantors. Default by customers will be available with credit bureaus, which in turn would impact your creditworthiness for future requirements. City Union Bank will report customer information to credit bureaus on a monthly basis or such other time period as may be agreed between City Union Bank and the credit bureaus. In case of any billing dispute notified to City Union Bank, City Union Bank will suspend reporting to credit bureaus until the dispute is resolved.

The Cardholder acknowledges that City Union Bank is authorized to share information relating to the Cardholder/Add-on Cardholder(s), including information relating to any default committed by the Cardholder in discharge of his/her obligation, as City Union Bank may deem appropriate and necessary, with any existing or further credit bureaus as determined by City Union Bank from time to time. Accordingly, the consent from Add-on Cardholder(s) to disclose information to such credit bureaus is deemed given. Such entities may further make available processed information, data, or products thereof to banks/financial institutions and other credit grantors. Credit bureaus include Credit Information Companies, Credit Reference Agencies, or any other entity formed and

authorized by RBI for the purpose of collecting, collating, and disseminating credit information pertaining to borrowers.

If the Cardholder does not wish to receive any direct marketing or tele-calling/telesales calls from City Union Bank/its associates/subsidiaries/agents, the Cardholder may opt-out by registering in the 'Provider Customer Preference Register' as per details provided at the 'TRAI' website.

City Union Bank offers co-branded Credit Cards jointly with other merchants/corporates. City Union Bank may share revenue/fees with the partner merchant/corporate under this arrangement. Cardholders expressly consent to City Union Bank sharing and disclosing the information shared by them with City Union Bank to co-brand partners for the purpose of enrollment, card feature fulfillment, marketing, promotional activities, and benefit redemption. This shall be applicable to co-branded Credit Cards issued with partners like airlines, retailers, and other service providers.

City Union Bank also offers Credit Cards with a variety of features and benefits. For the provision of the same, City Union Bank employs various service providers on a contractual basis to provide product features/benefits/other value-added services to the Cardholder, such as vouchers, discounts, cashback, memberships, and insurance options like card protection plans, credit shields, health plans, etc. Cardholders have expressly consented to and authorized City Union Bank to obtain, collect, process, record, share, and disclose the Cardholder's personal data, including personal information and sensitive personal information, with the authorized service providers of City Union Bank, for the purpose of enrollment, card feature fulfillment, marketing, promotional activities, and benefit redemption.

The Bank offers complimentary Air Accident/Personal Accident insurance cover on eligible CSK/SRH Credit Cards. This insurance is provided by Royal Sundaram General Insurance Co. Ltd., who is solely responsible for claim settlement. The insurance coverage will commence from the date of card activation. Insurance coverage is available to customers aged between 18 and 65 years, as per the policy terms and conditions of the Insurance Company. The Bank shall not be responsible for any claim dispute or settlement. The Bank reserves the right to change the insurance provider without prior notice. Details of policy coverage, nomination process, and claim contact information are available with the Insurance Company. Cardholder consent and nomination details, when required by regulation, will be recorded and maintained by the Insurance Company as per applicable RBI guidelines.

Insurance Partner Contact Details:

Royal Sundaram General Insurance Co. Ltd.

Website: www.royalsundaram.in

Contact Center: 1860 425 0000 (Toll Free)

Email: cub.claims@royalsundaram.in

The Cardholder is hereby informed that while the time taken for Credit Card approval may vary, the Credit Card delivery TAT from the date of application shall be 14 days.

The Cardholder acknowledges that they have provided a mobile number registered in their name in the Credit Card application. If it is found later that the mobile number provided during the Credit Card application is not registered in the Cardholder's name, they shall be liable and responsible for any activity/transaction done through the mobile number on the Credit Card.

City Union Bank is a member of the Banking Codes and Standards Board of India (BCSBI). Please visit the homepage of our website to view our commitments under the BCSBI code.

Arbitration Clause

All disputes, differences, and/or claims or questions arising out of this Agreement, or in any way touching or concerning the same, or as to constructions, meaning, or effect thereof, or as to the rights, obligations, and liabilities of the parties hereunder, shall be referred to and settled by arbitration, to be held in accordance with the provisions of the Arbitration and Conciliation Act, 1996, or any statutory amendments thereof, by a sole arbitrator to be nominated by City Union Bank. In the event of death, unwillingness, refusal, neglect, inability, or incapacity of a person so appointed to act as an arbitrator, City Union Bank may appoint a new arbitrator to act as the sole arbitrator. The arbitrator shall not be required to give any reasons for the award, and the award of the arbitrator shall be final and binding on all parties concerned. The arbitration proceedings shall be held in Chennai only.

Prohibition Clause

International Credit Cards cannot be used on the internet or otherwise, for the purchase of prohibited items such as lottery tickets, banned or proscribed magazines, participation in sweepstakes, payment for call back services, and/or such items/activities for which no drawl of foreign exchange is permitted.

FEMA (Foreign Exchange Management Act)

- a. Usage of the Card for transacting outside India must be made in accordance with applicable law, including the 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.
- b. Credit Cards cannot be used for making payments directly/indirectly towards Overseas Forex Trading through electronic/internet trading portals. This is prohibited as per regulatory guidelines. For further details, please visit City Union Bank's website.
- c. The Card is valid for use, both in India as well as abroad. It is, however, not valid for making foreign currency transactions in Nepal and Bhutan.

Unauthorized Electronic Banking Transactions in Card Account

1. City Union Bank will not offer the facility of electronic transactions, other than ATM cash withdrawals, to Cardholders who do not provide valid mobile numbers to City Union Bank.
2. The Cardholder shall inform City Union Bank in writing within seven (7) days if any discrepancies exist in the transactions/particulars of the balance on any Account Statement/records that are made available to the Cardholder.
3. If City Union Bank receives any information to the contrary beyond seven (7) working days, the Cardholder's liability shall be determined as per City Union Bank's Board-approved

policy, which is available on City Union Bank's website.

4. All records of your instructions and such other details (including but not limited to payments made or received) maintained by City Union Bank, in electronic or documentary form pursuant to the Terms and Conditions herein, shall be deemed to be conclusive evidence of such instructions and such other details.
5. In case of any dispute relating to the time of reporting and/or transactions made on the Card Account or any other matter in relation to the said Card Account, City Union Bank shall reserve the right to ascertain the time and/or the authenticity of the disputed transaction. Your liability in case of unauthorized transactions in your Card Account due to third-party fraud, or where you have not contributed to the fraud, will be governed by the guidelines as per RBI Circular on "Customer Protection- Limited Liability of Customers in Unauthorized Electronic Banking Transactions." Any changes in the regulations as amended from time to time will be applicable and binding.
6. For Customer Care/Customer Redressal contact details, please refer to City Union Bank's website www.cityunionbank.com.

Secured Credit Cards

1. The fixed deposit shall act as continuing security for the ultimate balance of all monies that may be due from the Cardholder to City Union Bank under secured Credit Cards or any other facility sanctioned by City Union Bank.
2. In case of default or if the credit facility or facilities are not repaid on demand, City Union Bank may take all necessary steps to prematurely encash the fixed/term deposit or set off or uplift the securities/fixed or term deposits offered or held at any time, or transfer/assign or reassign the same as considered reasonable by City Union Bank, and appropriate the net amounts towards discharging the Cardholder's liabilities in the account(s) with City Union Bank or any of its branches.
3. City Union Bank has the right to remove the lien from the Fixed Deposit linked to the secured Credit Card based on the Cardholder's eligibility, at its sole discretion.

DISCLAIMER:

City Union Bank, its employees, agents, or contractors shall not be liable for any loss or damage, whether direct, indirect, or consequential, including but not limited to the loss of revenue, profit, business, contracts, anticipated savings, or goodwill, loss of use or value of any equipment (including software), whether foreseeable or not, suffered by the user or any person, arising from or relating to any delay, interruption, suspension, resolution, or error of the Bank in receiving and processing requests, formulating and returning responses, or any failure, delay, interruption, suspension, restriction, or error in transmission of any information or message to and from the telecommunication equipment of the user and the network of any service provider and the Bank's system, or any breakdown, interruption, suspension, or failure of the telecommunication equipment of the user, the Bank's system, or the network of any service provider and/or any third party who provides such services.

City Union Bank may, at its sole discretion, utilize the services of external service provider(s) or agent(s) as necessary in relation to its products.

- City Union Bank will communicate the status of the application form within 21 working days.
- City Union Bank will never ask for the card CVV, PIN, OTP, or internet password to offer any deals, gifts, vouchers, redemption of reward points, activation, or cancellation of the card. Kindly ignore such requests on call/email. Confirm City Union Bank contact numbers on the official website before any correspondence.
- Please ensure the authenticity of the website and/or portal before initiating any online/e-commerce transactions. Be aware of fake websites that may defraud you of your money.
- The card issued by the Bank is for the personal use of the customer. The Bank does not encourage or support transactions made on behalf of or for the benefit of a third party.

In case of merchant refunds/disputes for international transactions, any rate difference arising out of currency fluctuation would be borne by the customer.
