

# KEY FACT STATEMENT

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 with immediate effect. 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 SALARY SE LEVEL UP CREDIT CARD( LIFETIME FREE CARD)	NIL	NIL	₹ 500 + GST
CUB SALARY SE LEVEL UP CREDIT CARD( PAID CARD)	₹ 500 + GST	₹ 500 + GST (waived on spends of ₹ 2L)	₹ 500 + GST

### 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 SALARY SE LEVEL UP CREDIT CARD( LIFETIME FREE CARD)	3.5% per month	42% per annum	3.5% per month	42% per annum
CUB SALARY SE LEVEL UP CREDIT CARD( PAID 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

Particulars	Lifetime Free Card	Paid Card
Late Payment Fee	Outstanding dues up to ₹25,000: ₹350/- Outstanding dues above ₹25,000: ₹450/-	Outstanding dues up to ₹25,000: ₹350/- Outstanding dues above ₹25,000: ₹450/-
Over Limit Fee	3% of the over limit amount, Minimum ₹250/-	3% of the over limit amount, Minimum ₹250/-
Limit Enhancement Fee	First Time free and INR 200 per occasion post that	First Time free and INR 200 per occasion post that
Cheque return Charges / Invalid Cheque Fee	₹300 per cheque return	₹300 per cheque return
Card Re-issue / Replacement Fee	NIL	₹300
Pin Mailer Re-issue Fee	NA	NA
Foreign Currency Transaction Fee	2% of transaction amount	1% of transaction amount
Rental Surcharge	1% of the value of the transaction performed	1% of the value of the transaction performed
Wallet Load Transaction Fee	1% of the value of the transaction performed	1% of the value of the transaction performed

Fuel Transaction Fee	1% fee will be applicable on cumulative spends of INR 50,000 or more on fuel transactions per statement cycle	1% fee will be applicable on cumulative spends of INR 50,000 or more on fuel transactions per statement cycle
Utility Transaction Fee	1% fee will be applicable on cumulative spends of INR 25,000 or more on utility transactions per statement cycle	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	1% fee will be applicable on cumulative spends of INR 10,000 or more on online skill-based gaming transactions per statement cycle	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	Statement request >3 months Rs.100 per statement-physical request. Online to be free	Statement request >3 months Rs.100 per statement-physical request. Online to be free
Charge Slip Retrieval Fee	₹250	₹250
Balance Enquiry through ATM	At own Bank ATM- NIL At other Bank ATM – ₹50/-	At own Bank ATM- NIL At other Bank ATM – ₹50/-
Cash withdrawal at any ATM's in India	Up to 3% of cash withdrawal amount or ₹250 whichever is higher	Up to 3% of cash withdrawal amount or ₹250 whichever is higher
Cash withdrawal at any Abroad ATM's	Up to 3.5% of cash withdrawal amount or ₹1000 whichever is higher	Up to 3.5% of cash withdrawal amount or ₹1000 whichever is higher
Fuel Surcharge Waiver	Get 1% fuel surcharge waiver on fuel purchases at all fuel stations across India. Valid on transactions between Rs.400 ~ Rs.3,000 only. Max benefit of Rs. 300 per statement cycle	Get 1% fuel surcharge waiver on fuel purchases at all fuel stations across India. Valid on transactions between Rs.400 ~ Rs.3,000 only. Max benefit of Rs. 300 per statement cycle
Card Hot listing Fee	NA	NA

Fee for issuing Add on Card	₹500	₹500
Fee for issuing Keychain FOB	₹400	₹400
Fee for EMI conversion	2% with a Minimum of ₹200/- and Maximum of ₹1,000/-	2% with a Minimum of ₹200/- and Maximum of ₹1,000/-
Fee for Foreclosure of EMI	5% of the Outstanding Amount	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.

## 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.

### Credit - Free Period

- **Grace Period:** The interest-free credit period could range from 20 to 48 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 August | Payment Due Date: 5th October

- For a purchase dated 19th August, the interest-free period is from 19th August to 5th October, i.e. 47 days.

- For a purchase dated 15th September, the interest-free period is from 15th September to 5th October, i.e. 20 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

- i. **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.
- ii. **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.
- iii. **Billing Disputes:** Cardholders must notify City Union Bank of any discrepancies within 7 days of receiving the Account Statement.
- iv. **Payment Allocation:** Payments will be allocated in the following order:
  - a. Goods and Services Tax (GST)
  - b. Fees and charges
  - c. Interest charges
  - d. EMI (Equated Monthly Installments)
  - e. Purchases
  - f. Cash Advances
- v. **Failed Payments:** If payments fail, City Union Bank may suspend or withdraw the Credit Card and apply applicable fees.
- vi. **Duplicate Statements:** Cardholders can request duplicate statements for a fee.
- vii. **Credit Card Payment Methods:** You have the following channels using which you may make payments to Your Credit Card Account:
  - a. Via Salary SE App
  - b. Account transfer using the internet banking facility or mobile app of CUB.
  - c. Through the Credit Card Portal: <https://creditcard.cubonline.in/cubcredportal/cub>
  - d. Using Direct Payment Portal: <https://creditcard.cubonline.in/cubcredportal/cubpay>
  - e. 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.

### 1. Interest Computation 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: 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 in the above illustration interest has been calculated at 3.50% p.m.

Interest is calculated on a daily basis on the current outstanding balance of the Cardholder. Interest is levied if Total Amount Due is not paid off by due date. Also, interest will be levied on all cash advances from the date of the transaction until the date of payment. Interest rate of 3.50% per month (42% per annum) will be applicable initially. The bank can at its sole discretion change the interest rate depending on factors such as, but not limited to, credit history, purchase patterns, payment behavior, loyalty and vintage of the customer. Interest charges are dynamic and are subject to change based on periodic review by City Union Bank.

## 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

Example:

- 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

“If the Cardholder fails to pay the Minimum Amount Due (MAD) by the Payment Due Date (by 6 PM), City Union Bank shall have the right to debit the Cardholder’s Savings or Current Account(s) linked under the same Customer ID to recover the MAD. If the MAD remains unpaid by Payment Due Date + 1 day, the Bank shall have the right to mark a general lien for the MAD on any deposit(s) or balance(s) held by the Cardholder in any account with the Bank, and may recover the outstanding dues from such accounts/assets without any further notice.”