

## KEY FACT STATEMENT

### (a) Fees and Charges

#### i. Joining/ Annual Membership Fees:

Equitas Credit Card Variant	Joining fees (Actual Fees will be conveyed at the time of application)	Annual fees (Actual Fees will be conveyed at the time of application)
Tiga	₹500	₹500
Selfe	₹1,000	₹1,000
PowerMiles	₹5,000	₹5,000

#### Value Added Charges (Selfe Card)

Card Type	Charges
Plastic Card	-
Green Card	₹250
Metal Card	₹3500

#### Add-on Credit Card Charges

Card Type	Charges
Tiga	-
Selfe - Plastic/Green	-
Selfe – Metal	₹3500
PowerMiles - Metal	₹3500

#### ii. Cash Advance Fees

<b>Cash Advance Fees</b>	2.5% of the amount withdrawn or ₹250 whichever is higher All Cash advances also carry a finance charge equal to charges on revolving credit from the date of withdrawal until the date of full payment
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#### iii. Service Charges Against Transactions

<b>Fuel Transaction Surcharge</b>	1% surcharge waived for transaction value between ₹500 to ₹3000 subject to the maximum of ₹3000/year
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\*Service charges may be levied at Hospitals, Education Institutions or Government Sites.

#### iv. Interest Free (Grace Period)

The interest free credit period is upto 50 days. However, this is not applicable if the previous month's balance has not been cleared in full or if the Cardmember has availed cash from ATM.

This means that a customer who has a billing date on 4<sup>th</sup> of the month can make spends using the Card from 5<sup>th</sup> April to 4<sup>th</sup> May, bill will be generated on 4<sup>th</sup> May and Payment Due Date will be 24<sup>th</sup> May. Hence a purchase made on 14<sup>th</sup> April will have a credit period of 40 days, while a purchase made on 2<sup>nd</sup> May will have a credit period of 22 days.

#### v. Finance Charges for Both Revolving Credit and Cash Advances

Equitas Credit Card Variant	Interest Charges	
	Monthly Rate	Annual Rate
Tiga	3.75%	45.0%
Selfe	3.75%	45.0%
PowerMiles	3.75%	45.0%

#### vi. Late Payment Charges

Late Payment Charges ("LPC")	Due as Per Last statement (INR)	LPC Charges (INR)
		<100
	101-500	₹ 100
	501-5,000	₹ 500
	5,001-10,000	₹ 750
	10,001- 25,000	₹ 900
	25,001-50,000	₹ 1,000
	>50,000	₹ 1,200

#### (b) Goods and Services Tax (GST):

Applicable Indirect Taxes including Goods and Services Tax (GST) would be levied on all fees and charges and any other amount liable to tax under prevailing Indirect Tax. GST% as applicable by govt. GST is applicable on all Fees, Interest, and other Charges. The applicable GST would be dependent on place of provision (POP) and place of supply (POS). If POP and POS are in the same state then applicable GST would be CGST and SGST / UTGST else, IGST. GST for Fees & Charges / Interest transactions Billed on statement date will reflect in next month statement. GST levied will not be reversed on any dispute on Fees, Charges or interest.

**(c) Drawal limits**

- i) **Credit Limit:** Equitas Bank at its sole discretion will determine the Cardmember’s credit limit and will convey at the time of card issuance
- ii) **Available Credit Limit:** Available Credit Limit is communicated to the cardmember at the time of card delivery and in the monthly statements based on the available limit at the time of statement generation
- iii) **Cash Limit:** Cash withdrawal limits are capped for each credit card variant and relevant charges are applicable as per cash advance fee (refer above) from the date of withdrawal.

<b>Card Variant</b>	<b>Cash Limit %</b>
Tiga	30% of Credit Limit
Selfe	40% of Credit Limit
PowerMiles	40% of Credit Limit

**(d) Billing**

**i) Billing Statements**

Statements are generated monthly on a pre-determined date and sent to the cardmember through E-mail as a pdf document. SMS intimation is sent post generation of billing statement.

**ii) Minimum Amount Due (MAD) and Total Amount Due (TAD)**

Minimum Amount Due will be 5% of the balance outstanding on retail purchases payable along with interest and charges applicable on total due with all applicable taxes and EMI (only in case of EMI based products). It will reflect in the statement in the column Minimum Amount Due.

**iii) Modes of Payment**

Payment towards credit card for MAD or TAD can be made through the following modes: Netbanking, Mobile Banking, Selfe Loan App, Auto Debit through Standing Instruction, Cash Payment at Branches, Cheque/Demand Draft, E-Nach using other bank’s Netbanking, NEFT, IMPS and RTGS

**iv) Billing and dispute resolution**

- All the contents of the statement will be deemed as correct and accepted if the cardmember does not inform Equitas bank within 35 days from the transaction posting date in writing.
- On receipt of such information, Equitas bank may reverse the charges on temporary basis pending confirmation. If the liability of such charges is on the Cardmember, then the charges will be reinstated in subsequent statement along with the associated retrieval requests charges.
- Upon receipt of dispute from customers, Bank would provide necessary documents (as per network timeline), wherever applicable and received from the Member Bank, subject to operating guidelines laid down by the respective franchisee like

Visa/NPCI. GST levied will not be reversed on any dispute on Fee & Charges / Interest

**v) Complete Postal Address of Equitas Small Finance Bank Credit Card Division**

Equitas Small Finance Bank Limited, Credit Card Division, 4<sup>th</sup> Floor, Phase-II, Spencer Plaza, 769, Anna Salai, Chennai, Tamilnadu - 600002

**vi) Contact Details of Grievance Re-dressal Official**

Bank has four level structure of complaint handling. The Cardmember can contact Equitas Bank Credit Cards team for making any enquiries or for any grievance redressal through:

Level 1 – [customerservice@equitasbank.com](mailto:customerservice@equitasbank.com) or Toll Free Number 1800 103 2977 (available from 8AM – 8PM on bank working days)

Level 2 – Nodal Officer (\* as mentioned below)

Level 3 – Principal Nodal Officer (\*\* as mentioned below)

Level 4 – Banking Ombudsman

\*If you have not received a satisfactory response at Level 1 within 7 working days, send an email to our Nodal Officer – Ms. Smitha Kumar at [nodalofficer@equitasbank.com](mailto:nodalofficer@equitasbank.com) or write at Equitas Small Finance Bank Limited, Credit Card Division, 4<sup>th</sup> Floor, Phase-II, Spencer Plaza, 769, Anna Salai, Chennai, Tamilnadu – 600002 Phone no : 044-40048570

\*\* If you have not received a satisfactory response at Level 2 within 7 working days, please escalate the issue to our Principal Nodal Officer – Mr. Dheeraj Mohan at [pno@equitasbank.com](mailto:pno@equitasbank.com) or write at Equitas Small Finance Bank Limited, Credit Card Division, 4<sup>th</sup> Floor, Phase-II, Spencer Plaza, 769, Anna Salai, Chennai, Tamilnadu – 600002 Phone no : 044-40048570.

If your complaint is not resolved within 30 days of receipt at the Bank, then the said complaint can be escalated to Banking Ombudsman. The details of the Banking Ombudsman for your location are displayed at the branches.

In case of delay in providing a **resolution within** the stipulated time, Equitas at its sole discretion will decide if the Cardmember is entitled to any compensation as per compensation policy approved by the board of the bank and available in the website.

Online Complaint	Letter to BO	Information for logging a complaint : RBI toll free
<a href="https://cms.rbi.org.in">https://cms.rbi.org.in</a>	Reserve Bank Of india, 4th Floor, Sector 17, Chandigarh - 160017	14448 Time: 9:30 am to 5:15 pm