



ALWAYS YOU FIRST

IDFC FIRST Bank Credit Cards



MOST IMPORTANT
TERMS AND CONDITIONS
(MITC)

The Most Important Terms & Conditions and all the information herein is applicable to all Credit card member / applicants of Credit Cards/ employees/ customer of the bank/ member of the general public evincing interest in the Credit Card product of the bank with immediate effect. The MITC are subject to change. The Most Important Terms and Conditions (MITC) are to be read and understood in as conjunction with the IDFC FIRST Bank Credit Card Member Terms and Conditions/ Agreement communicated on www.idfcFIRSTbank.com.

Schedule of Charges: IDFC FIRST Bank Credit Cards

Effective from August 10, 2023

1. Joining and Annual Fees:

IDFC FIRST Bank Corporate Card Product	Commencement/Joining Fees	Yearly/Annual Fee
IDFC FIRST Corporate Credit Card	NIL	NIL
IDFC FIRST Purchase Card	NIL	NIL

2. Finance Charges*:

IDFC FIRST Bank Corporate Card Product	Interest Rate on Purchases, Cash Advances and outstanding balances due <small>(will be charged if payment made is between Minimum Amount Due and Total Amount Due values)</small>	Overdue Interest <small>charged on non-payment of Minimum Amount Due (MAD) by the Payment Due Date</small>
IDFC FIRST Corporate Credit Card	Monthly 3% Annual 36%	Monthly Rate 3.99% Annual Rate 47.88%
IDFC FIRST Purchase Card	Monthly 3% Annual 36%	Monthly Rate 3.99% Annual Rate 47.88%

3. Other Fees and Charges:

Cash Advance Fee - Transaction fees	₹199 for IDFC FIRST Corporate Credit Card Cash withdrawal not allowed for IDFC FIRST Purchase Card
Late Payment Fee	3% of outstanding amount (Min – 300 & MAX ₹1250) NIL for TAD < 100
Over-Limit Charges	Not Allowed
Return of Cheque/Auto Debit/ Payment Return	₹1000
Reward Redemption Fees	NIL
Fee on cash Payment at Branches	₹250
Fuel Surcharge Waiver of 1%	1% of transaction value Surcharge Waiver upto ₹500 per statement cycle
Card Replacement Fee	₹100
Cheque/Cash Pick Fee	₹250

Chargeslip Request	₹100
Markup Charges on foreign currency transaction*	3.50%
EMI Fees	Not Allowed
Duplicate Statement Fee	₹100
Goods and Services Tax (GST)	At rates as notified by the Government of India, presently @ 18% is applicable on all fees, interest and other charges and is subject to change

*The finance (interest) rates applicable to a Cardholder depend on internal policy parameters of the Bank. These are final and binding, and subject to change at Bank's discretion.

**International amount billed post conversion to INR via DCC viz dynamic currency conversion (i.e. a service offered at certain international merchant outlets/ATMs which allows a Cardmember to convert a transaction denominated in a foreign currency to local currency i.e. Indian Rupees at the point of withdrawal/sale) may include any fees / charges levied by the acquiring bank or service provider.

The Fuel transaction surcharge is levied by the acquirer (merchant's bank providing terminal / payment gateway). Fuel Surcharge Waiver will be capped at 1% of the eligible fuel transaction amounts. GST on Fuel surcharge will not be reversed. The value on chargeslip will differ from the Credit Card statement since the Surcharge Et GST is levied by acquiring bank post the transaction. The 1% surcharge waiver (excluding GST) for eligible transactions would reflect separately in the monthly Credit Card statement.

1. Fee and Charges:

i. Annual and Renewal Membership Fee

Annual and Renewal Membership Fees are NIL for both IDFC FIRST Corporate Credit card and IDFC FIRST Purchase card.

ii. Cash Advance Fees

The Card member can use the Card to access cash in an emergency from ATMs in India or abroad. This is only valid for IDFC FIRST Corporate Credit Card. Cash withdrawal is not allowed for IDFC FIRST Purchase Card. Transaction fee ₹199 as given in the Schedule of Charges would be levied and would be billed to the Card member in the next statement. The transaction fee is subject to change at the sole discretion of IDFC FIRST Bank from time to time with prior notice to the Card member and disclosed via the Schedule of Charges published on the Bank website.

iii. Late Payment Charges

Late payment charges (LPC) will be applicable if the Minimum Amount Due on the Card is unpaid by the Payment Due Date. Late payment charges are levied based on the total amount due on the Card as of the previous statement. Clear funds need to be credited to IDFC FIRST Bank Card Account on or before the payment due date, to avoid Late Payment charges. Currently, the LPC are 3% of the due amount with a minimum of ₹ 300 & maximum of ₹ 1250. The charges are subject to change at the discretion of IDFC FIRST Bank from time to time with prior notice to the Card member and disclosed via the Schedule of Charges published on the Bank website.

Total Amount Due	Late Payment Charges
Less than ₹100	NIL
₹500	₹300
₹5000	₹300
₹8000	₹300
₹12000	₹360

iv. Finance Charges (Interest Charges)

The Cardmember can use the IDFC Bank Corporate Credit Card to access cash in an emergency from ATMs in India or abroad. Cash withdrawal is not allowed in IDFC FIRST Purchase card. Transaction fee of ₹199 as given in the Schedule of Charges would be levied and would be billed to the Cardmember in the next statement. The transaction fee is subject to change at the sole discretion of IDFC FIRST Bank from time to time with prior notice to the Cardmember and disclosed via the Schedule of Charges published on the Bank website.

- Finance (Interest) rates are dynamic based on factors such as, but not limited to, Card member credit history, purchase patterns, payment behaviour, utilization patterns, loyalty, vintage and internal policy parameters of the Bank. The finance (interest) rates can change/increase up to 3.99% per month (47.88% Annualized) or change/decrease upto 3% per month (36.00% Annualized) as per sole discretion of IDFC FIRST Bank and shall be final and binding to the Card member.
- When the Card member carries forward any outstanding amount, finance charges calculated by average Daily Balance Method, will apply to balances carried forward and to fresh billings, till such time the previous outstanding amounts are repaid in full.

- c) If the Cardmember is using revolving credit facility of the IDFC FIRST Bank Credit Card and hence chooses to pay an amount less than the total amount due reflected in the monthly billing statement, the entire outstanding amount would attract finance charges and all new transactions including cash advances will also attract finance charges till such time as the previous outstanding amounts are repaid in full. Please note the closing balance as per the previous statement together with all fresh purchases /Cash withdrawals will accrue interest till the date of full payment of the amount due, inclusive of any billed EMIs Credit Card.

Illustrative example for Interest and charges calculation:

Illustration 1

The following illustration will indicate the method of calculating various charges in the event Minimum Amount Due is not Paid by the Payment due date. Assuming that Cardmember has paid all previous dues in full and does not have any amount outstanding in the IDFC FIRST Corporate and/or Purchase Credit Card Account. The statement date is 24th November and the Payment due date is 12th December. The following is the list of transactions done in the Card Account:

Date	Transaction	Amount	Balance
10-Nov	Hotel Booking	₹15,000	₹15,000
15-Nov	ATM Withdrawal	₹5,000	₹20,000
15-Nov	Cash Advance fees (including taxes)	₹235	₹20,235
18-Nov	Stationary Purchase	₹6,000	₹26,235
24-Nov	Statement date	Total Amount Due Minimum Amount Due	₹26,235 ₹2,624
12-Dec		Payment Due Date	
13-Dec	Payment into Card account	₹-2,623	₹23,611
18-Dec	Payment into Card account	₹-2,000	₹21,611
20-Dec	Electricity Bill	₹1,000	₹22,611
22-Dec	Payment into card account	₹-18,000	₹3,611

No further payment is made on the card till 24th December (i.e. next statement date). Assuming Overdue Interest rate of 36% per annum on the Card, interest and charges will be levied as follows:

a. Interest Charges:

Balance Amount	From Date	To Date	Number of Days	Interest charged
₹15,000	10- Nov	14- Nov	5	98.38
₹20,235	15- Nov	17-Nov	3	79.63
₹26,235	18-Nov	12-Dec	25	860.36
₹23,611	13-Dec	17-Dec	5	154.86
₹21,611	18-Dec	19-Dec	2	56.69
₹22,611	20-Dec	21-Dec	2	59.32
₹3,611	22-Dec	24-Dec	2	9.47
Total Interest charged = 1318.71				

b) GST@ 18% of interest charges = ₹237.36

c) Total balance outstanding amount = ₹3,611

Hence Total Amount Due in 24th December statement (a) + (b) +(c) = ₹5167.08

Illustration 2

The following illustration will indicate the method of calculating various charges in the event Minimum Amount Due is Paid by the Payment due date. Assuming that Cardmember has paid all previous dues in full and does not have any amount outstanding in the Card Account. The statement date is 24th November and Payment due date is 12th December. The following is the list of transactions in the Card Account:

Date	Transaction	Amount	Balance
10-Nov	Hotel Booking	₹15,000	₹15,000
15-Nov	ATM Withdrawal	₹5,000	₹20,000
15-Nov	Cash Advance fees (including taxes)	₹235	₹20,235
18-Nov	Stationary Purchase	₹6,000	₹26,235
24-Nov	Statement date	Total Amount Due Minimum Amount Due	₹26,235 ₹2,624
12-Dec		Payment Due Date	
12-Dec	Payment into Card account	₹-2,623	₹23,611
18-Dec	Payment into Card account	₹-2,000	₹21,611
20-Dec	Electricity Bill	₹1,000	₹22,611
22-Dec	Payment into Card account	₹-18,000	₹3,611

No further payment is made on the card till 24th December (i.e. next statement date). Assuming Overdue Interest rate of 36% per annum on the Card, interest and charges will be levied as follows:

a. Interest Charges

Balance Amount	From Date	To Date	Number of Days	Interest charged
₹15,000	10-Nov	14- Nov	5	73.97
₹20,235	15-Nov	17-Nov	3	59.87
₹26,235	18-Nov	11-Dec	24	621.02
₹23,611	12-Dec	17-Dec	6	139.72
₹21,611	18-Dec	19-Dec	2	42.62
₹22,611	20-Dec	21-Dec	2	44.60
₹3,611	22-Dec	24-Dec	2	7.12
Total Interest charged = 988.92				

b) GST@ 18% of interest charges = ₹178.01

c) Total balance outstanding amount = ₹3,611

Hence Total Amount Due in 24th December statement (a) + (b) +(c) = ₹4,777.93

Illustration 3

The following illustration will indicate the method of calculating various charges in the event Total Amount Due is Paid by the Payment due date. Assuming that Cardmember has paid all previous dues in full and does not have any amount outstanding in the Card Account. The statement date is 24th November and the Payment due date is 12th December. The following is the list of transactions done in the Card Account:

Date	Transaction	Amount	Balance
10-Nov	Hotel Booking	₹15,000	₹15,000
15-Nov	ATM Withdrawal	₹5,000	₹20,000
15-Nov	Cash Advance fees (including taxes)	₹235	₹20,235
18-Nov	Stationary Purchase	₹6,000	₹26,235
24-Nov	Statement date	Total Amount Due Minimum Amount Due	₹26,235 ₹2,624
12-Dec		Payment Due Date	
12-Dec	Payment into Card account	₹-26,235	-
20-Dec	Electricity Bill	₹1,000	₹1,000

No further payment is made on the card till 24th December (i.e. next statement date). Assuming Overdue Interest rate of 36% per annum on the Card, interest and charges will be levied as follows:

- Interest charges - NIL
- GST@ 18% of interest charges = NIL
- Total balance outstanding amount = ₹1000

Hence Total Amount Due in 24th December statement (a) + (b) +(c) = ₹1000

V. Other Charges

- a) **Charges in foreign currency:** If a transaction is made in a currency other than Indian Rupees, that transaction will be converted into Indian Rupees. The conversion will take place on the date the transaction is settled with IDFC FIRST Bank, which may not be the same date on which the transaction was made. If the transaction is not in US Dollars, the conversion will be made through US Dollars, by converting the charged amount into US Dollars and then by converting the US Dollar amount into Indian Rupees. Unless a specific rate is required by applicable law, the conversion rate from US Dollar to Indian Rupees will be at the rates provided by VISA or MasterCard, as the case may be, on the settlement date, increased by a Currency Conversion Factor assessment or Mark Up on such transactions. Please refer to the Schedule of Charges for Card wise Markup charges.
- b) The Fuel transaction surcharge and Railway ticket booking surcharge (as given in Schedule of Charges) are indicative only. These surcharges are levied by acquirer (merchant's bank providing terminal / payment gateway).
- c) Other applicable charges pertaining to Statement, Card Replacement, Outstation cheque, Cash deposit at branches/ATM's, Returned Payments, Cash processing, Reward Redemption, Card Validation, Lounge, as given in Schedule of Charges will apply.
- d) Other additional Charges and fees, as may be applicable from time to time, are payable by Cardmembers for specific services provided by IDFC FIRST Bank to the Cardmember
- e) IDFC FIRST Bank retains the right to alter any charges or fees from time to time or introduce any new charges or fees, as it may deem appropriate, with intimation to customer.

2. Limits

IDFC FIRST Bank at its sole discretion will determine the Corporate's credit limit and cash withdrawal limit for the Cardmember as assigned by Corporate Authorized Signatory(ies). The Credit Limit and Cash Withdrawal Limit are communicated to the Cardmember at the time of delivery of the Card and are also indicated in the monthly statements. Available credit limit is calculated by deducting the utilized limit from the Total Credit Limit. Cash limit will be a subset of credit limit or as may be specified by IDFC FIRST Bank from time-to-time. IDFC FIRST Bank shall at its sole discretion be entitled to review (including enhancement or reduction) the credit limit and/or the cash limit assigned to the Corporate at any time and only enhancements, if any, to the credit limit and/or the cash limit, shall be effected by IDFC FIRST Bank along with the consent of the Corporate. Usage of the Credit Card shall be deemed as acceptance of the limits granted from time to time.

3. Interest Free Period

Interest free (grace) period shall not exceed 48 Days and will vary depending on the date of the transaction and statement date. Please note Interest free period is not applicable if the previous month's statement balance has not been cleared in full on or before the due date.

Illustrative Example for the calculation of grace period:

For a statement for the period from October 25th 2020 to November 24th 2020 the payment due date would be December 12th , 2020. Assuming that you have paid your Total Amount Due of the previous month statement by the payment due date, the grace period would be:

1. For a purchase dated November 2, the interest-free grace period is from 2nd November to 11th December i.e. 40 days.
2. For a purchase dated October 25th, the interest-free grace period is from 25th October to 11th December i.e. 48 days.

4. Payment Due Date (PDD)

The payment due date can vary between 15 and 20 days from the statement date depending on the outstanding dues repayment history. This period is at the discretion of the Bank and may change. For the example in the Interest Free Period section, the statement period is from 25th October to 24th November with due date as 12th December, the Payment due date period is 18 days.

5. Liability Structure

Liability Structure shall mean the liability obligations as undertaken by the Card Member and/or Company/Firm basis the Program availed by the Company/Firm and/or Card Member. The Liability Structures shall be as provided herein under:

- 1) Sole liability of the Company/Firm.
- 2) Joint and several liability of the Company/Firm and the Card Member.
- 3) Individual Liability of the Card Member.

i) Joint and Several Liability: In the event the Company/Firm and the Cardholder avails the Card facility with Joint and Several Liability, the Company/Firm and the Card Member shall be jointly liable as well as severally liable to IDFC FIRST Bank at all times for the usage of the Card/Program/s and/or for payment of all applicable charges, fees, dues etc. incurred/to be incurred on the Card and/or with respect to the obligations undertaken by the Company/ Firm and the Cardholder pursuant to these Terms & Conditions.

ii) Sole Liability: In the event the Company/Firm and the Cardholder avails the Card facility with Sole Liability, the Company/Firm shall be primarily liable to IDFC FIRST Bank at all times for the usage of the Card /Program/s and/or for payment of all applicable charges, fees, dues etc. incurred/to be incurred on the Card and/or with respect to the obligations undertaken by the Company/Firm and the Cardholder pursuant to these Terms & Conditions.

iii) Individual Liability: In the event the Company/Firm and Cardholder avails the Card facility with Individual Liability, the Card Member shall be primarily liable to IDFC FIRST Bank for the usage of the Card/ Program/s and/or for payment of all applicable charges, fees, dues, etc. incurred / to be incurred on the Card and/or with respect to obligations undertaken pursuant to these Terms & Conditions.

6. Billing and Statement

i. Statement: Cardmember will be billed on a monthly basis and will be sent a monthly statement showing payments, transactions and charges, if any, for the month, provided the Card has been used during the said period for transactions of more than ₹100. The statement would be dispatched by Post / Email / SMS / Whatsapp, also available on Netbanking and Mobile application by any other method communicated by the Bank from time to time to the mailing address/Email Address/Phone Number as per bank's records. Non - receipt of a Statement would not affect Cardmember and Corporate obligations and liabilities under this agreement the Corporate and/or Cardmember shall be liable to settle the outstanding balance on the Card within the Payment Due Date. The Bank will debit the Card Account for all debits received from the Merchant Establishments and charges incurred, and credit the Card Account for all payments made by the Cardmember to the Bank and also for any payment in favour of the Cardmember.

- ii. **Payable Dues:** The monthly statement shall reflect the Minimum Amount Due (MAD) and Total Amount Due (TAD). The Bank may offer the Cardmember a revolving credit facility wherein the Cardmember may choose to pay only the MAD as indicated on the Statement. The monthly payment by the Payment Due Date should cover at least the MAD. Any unpaid MAD from the previous statements will also be added to the current MAD to arrive at the MAD payable in the current statement. Interest will be charged if the Total Amount Due is not paid by the payment due date even if the Minimum Amount Due has been paid. Cardmembers may pay more than the Minimum
- The MAD will be the sum of all installments, the amount utilized over the credit limit (if any), Fees, charges and 10% of remaining balance outstanding. If the Total Amount Due (TAD) is less than ₹100, the MAD would be equal to TAD.
- The Cardmember must note that making only the minimum payment every month would result in the repayment stretching over years with consequent interest payment on their outstanding balance.

Illustration: If Cardmember spends ₹ 5,000 and pay back exactly the Minimum Amount Due (subject to a minimum payment of ₹ 100 at an APR of 15% annually) every month, it will take up to 2 years and 5 months to pay back the total amount. We therefore, suggest that whenever cash flows allow, Cardmember pay back an amount substantially more than the Minimum Amount Due. considered as a payment towards the outstanding of the Card. In case Card member makes an excess payment compared to the outstanding of the Card, there will be credit balance in the Card Account. This will be adjusted against the subsequent transactions on the Card. However, no interest can be claimed on this excess credit amount, Cardholders need to approach his/her bank for any payment made but credit not received to IDFC FIRST Bank Credit Card within 48 hours.

7. Payments

Payments received against the Card will be adjusted against the various categories in the following order:

- i. Fees and charges including taxes
- ii. Interest charges
- iii. Cash advances
- iv. Purchases
- v. Other Debits

Billed outstanding dues will be prioritized over unbilled outstanding dues for payment application; with the order of payment application remaining same as above. Merchant refund/cashback/credit due to transactions cancelled transactions/reversals/promotional cashback will not be considered as a payment towards the outstanding of the card.

8. Methods of payments

Payments towards the Card Account may be made in any of the following ways:

- i. Net Banking: If the Cardmember has an IDFC FIRST Bank account, he/she can make the Payment online through Net Banking using the Website or Mobile application.
- ii. IMPS/NEFT: In case the Cardmember does not have an IDFC FIRST Bank account he/she can pay Credit Card outstanding with NEFT or IMPS payment mode from their respective bank account.
- iii. Cheque: Customer can pay Credit Card outstanding by dropping a cheque at drop box available in IDFC FIRST Bank branches. The Cheque/ DD can be drawn in favour of the 16 digit IDFC FIRST Bank Credit card number i.e. "IDFC FIRST Bank Card XXXXXXXXXXXXXXXXXXXX
- iv. Cash Payment : Cardmember can pay Credit Card outstanding by paying Cash at IDFC FIRST Bank branches

- v. Standing Instructions: Cardmember can set a Standing instruction for TAD or MAD his/her IDFC FIRST Bank account.
- vi. UPI QR: Cardmember can use Scan to Pay for making QR-Code based Unified Payments Interface (UPI) payment.
- vii. UPI: Cardmembers can make payment through any UPI-enabled
- viii. Payment Gateway: Cardmember can make payment through Payment Gateway fund transfer.
- ix. Any of the above payment methods can be withdrawn/other payment methods can be introduced with notice through updation of payment methods on the Bank website.

9. Billing Disputes

All the contents of the statement will be deemed to be correct and accepted if the Cardmember does not inform IDFC FIRST Bank of the discrepancies within 30 days of the Statement Date and not later than 60 days from the date of transaction in writing. In the event of billing disputes/discrepancies, Bank will investigate and confirm the liability for such transactions. For certain disputes the Bank may, at its discretion, give a temporary credit during the period of investigation, which may be reversed along with applicable charges (as mentioned in the Schedule of charges) subject to outcome of investigation. GST levied will not be reversed on any dispute on Fee & Charges / interest.

10. Contact Details

Cardmember can contact IDFC FIRST Bank in any of the following ways:

- i. Call on the 24X7 helpline number @ 1800 10 888
- ii. Mail us at IDFC FIRST Bank Limited Credit Card & Allied Services, Division 4th Floor, Unit No 402, Plot No Gen/2/1/F, Mindspace Tower, TTC Industrial Area, MIDC Shirwane, Jui Nagar Navi Mumbai, Raigad, Maharashtra, 400706
- iii. Email at: banker@idfcFIRSTbank.com
- iv. Contact us through the Queries and Contact us option through NetBanking/Mobile Application

11. Grievance Redressal

If you are not satisfied with the response received from access channels- you may escalate your concern by contacting the Head/Senior Customer Care in the following ways. You can send an Email to head.customeřervice@idfcFIRSTbank.com or call the bank @1800 10 888 (toll free) between 9:30 AM to 6:00 PM all 7 days.

For any further escalation, you can reach our Principal Nodal Officer (Ms. I James, IDFC FIRST Bank Ltd. Building No.2, Raheja Mindspace, MIDC Industrial Area, Shiravane, Juinagar, Nerul, Navi Mumbai - 400706, Maharashtra, India, Landmark: Raheja Universal or Honda Service Center) to examine issues and provide an impartial resolution, you may escalate by sending an email at PNO@idfcFIRSTbank.com or call @1800 209 9771 (toll free) between 9:30 AM to 6:00 PM all 7 days.

Please escalate your concerns within 30 days of receiving a response from you and quote your Service Request number.

In an event that the Cardmember does not receive any response within one month from the date of complaint lodged at the above mentioned channels, or if the Cardmember is dissatisfied with the response given, he/she may write to the Banking Ombudsman for an independent review. Further details are available on the Grievance Redressal web page on www.idfcFIRSTbank.com. The details of the Banking Ombudsman for your location are also displayed at the branches.

12. Right of Lien

- i) The Bank, at any time without notice, will have lien and right to set-off on all monies belonging to the Company and/or Cardmember of IDFC FIRST Bank standing to their credit in any account/facility/custody of the bank, if upon demand by the bank or otherwise outstanding against any account/facility/custody of the bank, the balance amount on the Card Account or any credit facility is not repaid within the prescribed time.
- ii) During settlement of redemption in case the available Reward Points balance is lesser than Points required for the transaction, the bank reserves rights to debit the differential amount on the Customers Card/Account.

13. Default

If the Cardmember fails to pay the Minimum Amount Due by the date indicated in the billing statement, it shall be treated as default. Company and/or Cardmember will need to pay Late Payment Charges, Finance Charges and other applicable charges as given in the Schedule of Charges. The Card will be reported as delinquent in the monthly submissions to the Credit Information Companies (CICs), authorized by the Reserve Bank of India (RBI). The time period between the payment due date and the billing date indicated on the billing statement is considered as the notice period for reporting a Company and/or Cardmember as a defaulter. In the event of default, the Company and/or Cardmember will be sent reminder from time to time for settlement of any outstanding on the Card Account, by post, fax, telephone, e-mail, SMS messaging and/ or engaging third parties to remind, follow up and collect dues. Any third party so appointed, shall adhere fully to the code of conduct on debt collection. Bank's customer assistance specialists, engaged through the authorized agencies may contact the Company and/or Cardmember to remind on the outstanding dues. If the Bank is unable to contact the Cardmember, a message may be left with third parties such as spouse / parent / other direct adult family member / relative / secretary / accountant/colleague/other adult known person of Cardmember available at the residence/ office/phone.

In the event that the Company and/or Cardmember commits an instance of default, the Bank at its sole discretion, will be entitled to:

- a) Withdraw all Credit Card facilities to the Company and/or Cardmember.
- b) Ask the Company and/or Cardmember to immediately pay all outstanding balance on his Card.
- c) Exercise the Bank's right to lien and set off the amount outstanding against any monies/deposits /accounts maintained in the Company and/or Cardmember name with the Bank. The procedure for withdrawal of a default report and the period within which the default report would be withdrawn after the settlement of dues. In the event of death or permanent disability of a Cardmember, the Bank reserves the right to pursue all courses available to it under law and equity at its discretion, to recover any Card Account(s) outstanding, including recovery of the Card outstanding from any applicable insurance cover and/or the Corporate. Bureau reporting of Bank is carried out on monthly basis. On settlement of any outstanding dues after being reported as a defaulter in a particular month, the update of the status shall be done basis the next report submitted by the bank carrying the updated status.

14. Termination/Revocation/Transfer of the Card Membership

- i. A Cardmember may terminate the Card Membership with IDFC FIRST Bank at any time by writing to the Bank at banker@idfcFIRSTbank.com or by calling the helpline number 1800 10 888 through the Corporate Authorized Signatory(ies). To avoid misuse, it is advised to destroy the Card by cutting it into several pieces ensuring that the hologram, EMV Chip and magnetic strip are destroyed permanently. The entire Card's outstanding dues and loans / EMI facilities linked to Credit Card (if availed) will immediately become due. The Card termination shall only be effective once IDFC FIRST Bank receives the payment of all amounts due and outstanding in respect of the said Card Account. No annual, joining, renewal fees or any other charges billed to the Cardmember shall be refunded.
- ii) In case, IDFC FIRST Bank notices unusual and abnormal transaction patterns in the use of the Card, the Bank will try to establish contact with the customer on the registered phone number of the customer available on its records to verify whether the Card transaction is bonafide. Failure on the part of the Bank to establish contact with the customer, the Bank may restrict / terminate the use of the Card without any further notice, if the Bank reasonably believes it necessary in the interest of the Cardmember and for security reasons.
- iii) IDFC FIRST Bank may also terminate the use of the Card at any time without prior notice, if it considers it necessary for business or security reasons, which may include but not limited to delay in payments, usage beyond the credit limit, returned cheque, improper use of Credit Card (for Foreign Exchange trading, etc.,) misleading or incorrect information/documents given along with Card application or otherwise, failure to furnish information or documents as required by relevant laws/regulations (including identification documents) as may be required under the Bank's/ RBI's Know Your Customer (KYC)/ Ant Money Laundering (AML)/ Combatting of Financing Terrorism (CFT) guidelines, if the Cardmember is involved in any civil litigation or criminal offence / proceedings by any authority, court of law or professional body or association.
- iv. With a view to ensure that the Credit Card is being used as per the regulatory guidelines, Terms and Conditions and applicable policies of IDFC FIRST Bank, Bank shall have a right to run periodic checks on the Credit Card usage to identify whether there is excessive utilization of credit limit beyond the sanctioned limit in one statement cycle, unusual or excessive utilization at few select merchants, possible collusion with merchant overuse/misuse of features/ offer/programs towards accumulation of undue Reward Points/cashback/other benefits amongst other. Based on the usage patterns, if any of these is suspected by the Bank, Bank may take restrictive action on the Credit Card. Such action can be with immediate effect and may include but not be limited to withdrawal of features/ benefits as well as complete termination of the Credit Card. If any such action is taken by the Bank onus will be on the customer to provide satisfactory proof of bonafide usage to reinstate the Credit Card and attached features/ benefits as may be deemed fit by the Bank. IDFC Bank's decision in this regard shall be final and binding on the customers.
- v. Under any circumstance of termination/ cancellation/ revocation of the Card, the entire Card outstanding dues will immediately become due. The outstanding will include all amounts due to IDFC FIRST Bank under the Agreement, including all transactions and other amounts not yet charged to the Account. The Cardmember may continue to receive monthly statements, reflecting the actual outstanding, even after closure of the Card Account.
- vi. Alongside the above, the issuance/termination of the Employee Credit Card will be governed by the Employee Credit Card features and information given on the Bank intranet portal.

15. Loss / Theft / Misuse of Card

- i. IDFC FIRST Bank may also terminate the use of the Card at any time without prior notice, if it considers it necessary for business or security reasons, which may include but not limited to delay in payments, usage beyond the credit limit, returned cheque, improper use of Credit Card (for Foreign Exchange trading, etc.), misleading or incorrect information/documents given along with Card application or otherwise, failure to furnish information or documents as required by relevant laws/regulations (including identification documents) as may be required under the Bank's/ RBI's Know Your Customer (KYC)/ Anti Money Laundering (AML)/ Combating of Financing Terrorism (CFT) guidelines, if the Cardmember is involved in any civil litigation or criminal offence / proceedings by any authority, court of law or professional body or association.
- ii. IDFC FIRST Bank is not liable or responsible for any transaction incurred on the Card Account prior to time of reporting of the loss of the Card, and the Cardmember will be wholly liable for the same. Once IDFC FIRST Bank receives proper notification of the loss, Cardmember is not liable for any future transactions on the Card Account.
- iii. IDFC FIRST Bank will provide the particulars of the Card Account to the statutory authorities, as may be required. If the Cardmember has availed a co-brand Card, offered by IDFC FIRST Bank and its partner, the necessary information including but not limited to that which is required for execution of the rewards programs, portfolio statistical analysis, etc., will be provided to the co-brand partner.
- iv. We also wish to inform the Cardmember that IDFC FIRST Bank will, at its own discretion, record specific conversations between the Corporates and Cardmember and the representative of the Bank, in cases of grievance-related conversation or payments-recovery-related conversations or any other conversations, that the Bank may deem fit.
- v. IDFC FIRST Bank also reserves the right to assign any activities related to the Credit Card operations to any service provider appointed by IDFC FIRST Bank, whether located in India or overseas and whether a IDFC FIRST Bank Group entity or a third party, at its sole discretion, in accordance with the applicable regulatory guidelines. IDFC FIRST Bank can provide/share details of Cardmember application to such service providers for any activities related to the Credit Card operations without any specific consent. IDFC FIRST Bank /Group Companies reserve the right to retain the application forms and documents provided therewith, including photographs, and will not return the same.
- vi. From time to time IDFC FIRST Bank communicates various products/features/promotional offers which offer significant benefits to its Cardmembers and may use the services of third party agencies to do so. If the Cardmember does not wish to receive any direct marketing, SMS, Emails or telephone calls from IDFC FIRST Bank for such services, the Cardmember may call 24-Hour helpline and inform the Bank.
Alternatively, Cardmember could log on to the Bank's website and register for the 'Do Not Disturb' service. The Cardmember will continue to receive communication pertaining to the core features of the Credit Card.
- vii. Select Credit Card variants may have a complimentary insurance cover on the Card. The policy coverage starts from the date of the Credit Card set up. For more information and terms & conditions, please refer to the IDFC FIRST Bank Website.

16. Other Important Information Including FEMA (Foreign Exchange Management Act)

- i. The Credit Card is valid for use both in India as well as abroad. It is, however, not valid for payment in foreign exchange in Nepal and Bhutan.
- ii. International Credit Cards cannot be used 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 drawal of foreign exchange is permitted.
- iii. 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, Cardmember may be liable for penal action.
- iv. Foreign exchange trading through internet trading portals is not permitted. In the event of any violations or failure to comply, Cardmember may be liable for penal action and /or closure of Card.
- v. 100 % payment has to be mandatorily made through Autopay mode from IDFC FIRST Bank NRE / NRO account only for NRI customers. Cash payment will not be accepted for NRI customers.
- vi. Parties agree that any disputes in respect of any issues arising out of terms and conditions herein and/or card usage, shall be referred to the non- exclusive jurisdiction of courts in Mumbai, India and shall be governed by and construed in accordance with the laws of India. The Cardmember further acknowledges that Bank may at its sole discretion, choose to refer the dispute to a sole arbitrator, appointed by the Bank, in accordance with the provisions of the Arbitration and Conciliation Act, 1996 as may be amended, or its re-enactment. The arbitration proceeding shall be conducted in English language. The award passed by the arbitrator shall be final and binding on the Parties. The arbitration proceedings shall be held at Delhi/ Mumbai/ Chennai/ Kolkata and/or such other place as may be notified at the sole discretion of the Bank. OR The Arbitration proceedings may also be held through Video conference. To attend any hearing ordered by the tribunal, the following shall apply:
 - a) Any such hearing shall be held via video conference upon the order of the tribunal;
 - b) The parties agree that no objection shall be taken to the decision, order or award of the tribunal following any such hearing on the basis that the hearing was held by video conference
- vii. The Cardmember agrees that if at any time it is discovered that there are any amounts due to the Bank against any Credit facility, then the Bank shall have the absolute right to hold the No objection certificate (NOC) against any/all such facilities, without any prior notice.
- viii. IDFC FIRST Bank, its employees, agents or contractors shall not be liable for, and in respect of 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, howsoever, arising from or relating to any delay, interruption, suspension, resolution or error of the Bank in receiving and processing the request and in 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 as is necessary to provide the facility.
- ix. IDFC FIRST Bank is a member of the Banking Codes 6. Standards Board of India (BCSBI). Details of the BCSBI code is available on our website.