

## Contact Particulars

- **Customer Care:**

1800 233 5577 or 1800 209 5577 or 1800 103 5577 (toll free numbers) accessible from any landline or cell phone in India.

+91-22-27648000 (not a toll free number) accessible from outside India

- **E-mail:**

**Signature Cardmembers:**

signature.service@axisbank.com

**Platinum Cardmembers:**

platinum.service@axisbank.com

**All other Cardmembers:**

customer.services@axisbank.com

## Grievance Redressal

Mr. Dilawar Khan, Axis Bank Ltd., 6th floor, C wing, Solaris Premises, Saki Vihar Road, Opp. L&T Gate no.6, Powai, Andheri (East), Mumbai - 400072.

E-mail: Grievancecell.Card@axisbank.com

## Escalations

Head Customer Service, Axis Bank Ltd., 6th floor, C wing, Solaris Premises, Saki Vihar Road, Opp. L&T Gate no.6, Powai Andheri (East), Mumbai - 400 072.

E-mail: Kingshuk.Ghosh@axisbank.com

# MOST IMPORTANT TERMS AND CONDITIONS



## **Most Important Terms and Conditions**

### **Schedule of Charges:**

Fee/Charge	Charge details
Joining Fee	Infinite/Wealth Signature/Signature/Easy Platinum/Easy Gold/Silver/Easy Silver: Nil Platinum Advantage/Easy Platinum Advantage: Rs. 1000 Platinum: Rs. 500 Titanium/Gold: 250
Annual Fee	Infinite/Wealth Signature/Signature/Easy Platinum/Silver/Easy Silver: Nil Platinum Advantage/Easy Platinum Advantage: First Year: Rs. 500; Second Year onwards: Rs. 500 Platinum: First Year: Nil; Second year onwards: Rs. 200 Titanium/Gold/Easy Gold: First Year: Nil; Second year onwards: Rs. 100
Joining Fee (Add-on)	Nil
Annual Fee (Add-on)	Nil
Condition for fee waiver	Joining Fee waiver condition: Retail spends in the first 45 days of card issuance - Platinum: Rs. 5,000; Titanium/ Gold: Rs. 2,500 Annual Fee waiver condition: Retail spends in the preceding year - Platinum: Rs. 100,000; Titanium/Gold: Rs. 50,000

Fee/Charge	Charge details
	No waiver of Joining or Annual Fee would be provided on Platinum Advantage /Easy Platinum Advantage Credit Card
Finance Charges	Wealth Signature/Signature/Platinum Advantage/Platinum/Gold: 2.95% p.m. (41.75% p.a.) Titanium/Silver: 3.25% p.m. (46.78% p.a.) Easy Platinum Advantage/Easy Platinum/Easy Gold/Easy Silver: 1.95% p.m. (26.08% p.a.)
Fuel Transaction Surcharge	All Products (except Silver / Easy Silver): 2.5% of transaction amount or Rs. 10 whichever is higher (Refunded for fuel transactions between Rs. 400 and Rs. 4000) Silver/Easy Silver: 2.5% of transaction amount or Rs. 10 whichever is higher
Cash Advance transaction Fee	All Products (except Easy Cards): 2.5% of cash withdrawal amount (Min. Rs. 250) Easy Platinum Advantage/ Easy Platinum / Easy Gold / Easy Silver: Rs. 100 at domestic Axis Bank ATMs. 2.5% (Min. Rs. 250) at International or Non-Axis Bank ATMs
Overdue Penalty / Late Payment Fee	Rs. 300 if Total Payment Due is up to Rs. 2000; Rs. 400 if Total Payment Due is between Rs. 2001 and Rs. 5000; Rs. 600 if Total Payment Due is Rs. 5001 or more
Dial a Draft Fee	1% (Min. Rs. 75)

Fee/Charge	Charge details
Over-limit Penalty	3% of the over-limit amount (Min. Rs. 500)
Cheque Return / Auto debit failure fee	Rs. 300
Fee for Cash Payment	Rs. 50
Surcharge on Purchase/ Cancellation on Railway tickets	As prescribed by IRCTC / Indian Railways
Foreign Currency Transaction charge	3.5% of the transaction amount
PlusPoint Redemption Fee	Rs. 30

i) Service tax at prescribed rates will apply on all fees, interest and other charges. No refund shall be provided for Service Tax charged on Fuel Transaction Surcharge.

ii) All charges and fees, as applicable from time to time, are payable by Cardmember(s) towards the services provided by the Bank to the Cardmember(s) and / or for defaults / delays committed by the Cardmember(s) towards payments or otherwise of their respective Card Account(s).

iii) The Bank exclusively retains the right to alter any/all charges or fees from time to time or to introduce any new charges or fees, as it may deem appropriate, upon issuing at least a 30 day prior notice to the Cardmember of such change/alteration in the charges or fees. It is clarified that

the said change may be indicated to the Cardmember through any media, including Axis Bank website, chosen exclusively by the Bank on its sole discretion. These charges and conditions are subject to change at the sole discretion of the Bank and also under various marketing programs.

#### **A) Cash Withdrawal/Advance Fees**

The Cardmember can use the Axis Bank Credit Card to withdraw cash from ATMs in India or overseas in accordance with the compatibility of the Axis Bank Credit Card at the said ATM(s). A transaction fee shall be levied on all such withdrawals and would be billed to the Cardmember in the next statement. The cash withdrawal transaction attracts a fee of 2.5% (subject to a minimum of ₹ 250 for domestic or International ATM withdrawal). For Easy Credit Cards, the Cash withdrawal transaction fee applicable is ₹ 100 at domestic Axis Bank ATMs and 2.5% (subject to a minimum of ₹ 250) at International or Non-Axis Bank ATMs. Further all cash withdrawal transactions shall also carry a finance charge from the date of withdrawal until the date of full and final payment.

#### **B) Finance Charges**

- i) Finance charges are payable at the monthly percentage rate on all charges including cash advances. Finance charges also accrue on following:
  - a. Cash withdrawal from ATMs and ordering demand drafts.
  - b. For purchases, the finance charges accrue only if the total outstanding is not paid in full by the payment due date.
  - c. Late payment fees / Interest levied, if minimum amount due is unpaid after payment due date
  - d. In case of balance transfer from other credit card accounts, finance charges accrue immediately from the date of issue of banker's cheque on the transferred amount and on any purchase amount

outstanding on your card account.

- ii) The finance charges as above will continue to be payable even after the closure of the Card account till the outstanding on the card is cleared fully.
- iii) For the finance charges applicable to your card account, please refer to the Schedule of Charges. These charges can be revised under different marketing programs / promotions. The marketing promotions vary from time to time and any changes will be communicated by the Bank to you.

**C) Free Credit Period**

The interest free grace period could range from 20 to 50 days, however, this is not applicable if the previous month's balance has not been cleared in full or if you availed of cash from an ATM or if you have any outstanding towards Balance Transfer.

**How is Cash different from retail purchase?**

Cash transactions always accrue interest from transaction date unlike retail purchases where interest accrual depends on the payment of 100% balance payment by payment due date. Interest is also charged on all fees and interest levied by the Bank.

**Example for Interest Computation - Wealth Signature/ Signature/ Platinum Advantage/ Platinum/ Gold Credit Cards**

Assume that you have paid all previous dues in full and do not have any amount outstanding in your Credit Card account and your monthly statement is generated on 20th of every month. You have purchased household goods for `25,000.00 on 12th June and withdrawn cash from ATM for `5,000.00 on 15th June. Your monthly statement generated on 20th June shall have the following entries:

Date	Transaction Type	Amount ( ` )	Explanation
<b>Opening Balance</b>		<b>0.00</b>	Balance carried forward from previous statement
12th June	Purchase	25,000 Dr	Purchase made on Credit Card
15th June	Cash Withdrawal	5,000 Dr	Cash withdrawal done using Credit Card
20th June	Interest	29.50 Dr	5,000.00*6 days* 2.95%*12 months/ 360 days = ` 29.50
20th June	Service Tax	3.04 Dr	29.50*10.3%= 3.04
<b>Closing Balance</b>		<b>30,032.54 Dr</b>	Total Payment Due

Actual interest calculation would vary based on the individual purchase and revolve behaviour and the applicable interest rate.

- For Easy Credit Cards, finance charge calculation would be done at 1.95% p.m. and the total interest charge would be ` 19.50 for the above example.
- For Titanium/Silver Credit Cards, finance charge calculation would be done at 3.25% p.m. and the total interest charge would be ` 32.50 for the above example.

Your due date for 20th June statement is 10th July. If you pay ` 5,000.00 on 10th July and you also make a fresh purchase of ` 10,000.00 on 11th July. Your monthly statement generated on 20th July shall have the following entries:

Date	Transaction Type	Amount ( ` )	Explanation
<b>Opening Balance</b>		<b>30,032.54 Dr</b>	Balance carried forward from previous statement
10th July	Payment	5,000 Cr	Payment towards previous statement dues
11th July	Purchase	10,000 Dr	Purchase made on Credit Card
20th July	Interest	1,156.40 Dr	Breakup of 1156.40 given below:
	a) Interest on 25,000 @ 2.95% p.m. from 12th June to 20th July (39 days) $[25000 \times 2.95\% \times 39 \text{ days} \times 12\text{months} / 360 = \text{ ` } 958.75]$ b) Interest on ` 5,000 @ 2.95% p.m. from 21st June to 10th July (20 days) $[5000 \times 2.95\% \times 20 \text{ days} \times 12 \text{ months} / 360 = \text{ ` } 98.33]$ c) Interest on ` 10,000 @ 2.95% p.m. from 11th July to 20th July (10 days) $[10000 \times 2.95\% \times 10 \text{ days} \times 12 \text{ months} / 360 = \text{ ` } 98.33]$ d) Interest on ` 32.54 (Interest + Service Tax levied in last statement) @ 2.95% p.m. from 20th June to 20th July (31 Days) $[32.54 \times 2.95\% \times 31 \text{ days} \times 12 \text{ months} / 360 = \text{ ` } 0.99]$		
20th July	Service Tax	119.11 Dr	$1156.40 \times 10.3\% = 119.11$
<b>Closing Balance</b>		<b>36,308.05 Dr</b>	Total Payment Due

Actual interest calculation would vary based on the individual purchase and revolve behaviour and the applicable interest rate.

- For Easy Credit Card, finance charge calculation would

be done at 1.95% p.m. and the total interest charge would be ` 764.18 for the above example.

- For Titanium/Silver Credit Card, finance charge calculation would be done at 3.25% p.m. and the total interest charge would be ` 1274.12 for the above example.

Please note that making only minimum payment due every month, on your outstanding balance of ` 10,000 would result in the repayment stretching over:

- 10 years and 5 months with consequent interest payment for Wealth Signature/ Signature/ Platinum Advantage / Platinum / Gold Credit cards
- 12 years and 5 months with consequent interest payment for Silver Credit card
- 6 years and 11 months with consequent interest payment for Easy Platinum Advantage / Easy Platinum / Easy Gold / Easy Silver Credit card

#### D) Late Payment Fee Calculation

Late payment Fee is charged to the Cardmember if there has been no payment or a payment less than Minimum Amount Due is received by the payment due date.

#### Credit and Cash Withdrawal Limit

- The Bank at its sole discretion will determine your Credit Limit and Cash Withdrawal Limit and notify you of the same from time to time. You may however request for a lower limit. The limit so fixed shall be Credit Limit for the Card Account. Credit Limit and available credit limit will also be shown on the monthly statement. Bank may at its discretion and/or on your request, revise the Credit Limit from time to time.
- The outstanding on the Card Account must not exceed the Credit Limit at any time, failing which you will be charged applicable fee irrespective of the amount exceeding the Credit Limit. Excess amount must be paid immediately.

- C. Credit Limit and Card Account will be terminated if Card is cancelled.
- D. In the event you make payment over and above the amount due as per the monthly statement, you shall not be entitled to interest on the credit balance and the same shall be adjusted against the amount due in subsequent monthly statement.

### **Default**

In the event of default (if the minimum amount due is not paid by the payment due date or breach of any clause of the Card Member Agreement, the cardmember will be sent reminders from time to time by post, fax, telephone, email, 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. In case credit facility/ies is not repaid on demand, the Bank may take all steps necessary to prematurely encash the Fixed / Term Deposit/s to itself and appropriate the net amounts towards discharge of all liability.

### **Recovery of dues in case of Cardmember's death**

The complete outstanding balance (including unbilled transactions) will become immediately due and payable to Axis Bank. Axis Bank will be entitled to recover the total outstanding from the estate of the Card Member. The Bank will also be entitled to recover the total outstanding from the Fixed / Term Deposit/s held as security with the Bank against which the secured/Easy Credit card has been issued to the customer.

### **Surrender of Card**

You can surrender the card at any time by returning to us the Axis Bank Credit Card, cut in 4 piece through the magnetic stripe with a written request to terminate all facilities and benefits here to associated with the card, at the address as mentioned under the "Grievance Redressal" section of this form. However, termination will

only be effective when we receive the Axis Bank Credit Card and payment of all amounts outstanding in respect of the CardAccount(s).

### **Loss/Theft/Misuse of Cards**

You must notify the Bank immediately on phone, in the event the card is lost, stolen, or is being used without your permission. A police complaint/First Information Report (FIR) must be lodged immediately with the nearest police station and a copy of which must be submitted to the Bank. In case of misuse, Bank's liability will be limited to the amount covered under Lost Card Liability, subject to fulfillment of policy terms and conditions. Cardmember will be solely liable for any misuse of cards for ATM and Internet transactions.

### **Insurance Cover for Cardmembers**

**Air Accident Cover:** Air Accident Cover is valid only if the Axis Bank Credit Card has been used at Merchant Establishment or at an ATM for Cash withdrawal at least once in 90 days preceding the incident. The Cardmember's nominee shall not be entitled to any amount under Air Accident insurance Policy unless and until all the dues to Axis Bank are settled. Axis Bank shall have the first charge/lien on the insurance amount for adjusting the outstanding amount. (Signature Cards only)

**Zero Lost Card Liability:** Protection against fraudulent purchase transaction is available from the moment the loss of card is reported to Axis Bank. The cover is valid only for fraudulent payment transactions. The insurance is not valid for internet, mail order, telephone order, ATM transactions, and Pin based transactions. (All Cards)

**Credit Shield:** Covers outstanding up to a specific amount on the Card account in an event of accidental death. (Signature Cards only)

**Delay in Check-in Baggage:** Reimburses cost of necessary items for basic needs in case of baggage delay of more than 12 hours while travelling overseas.

**Loss of Check-in Baggage:** Covers total loss of baggage or damage to baggage in case of overseas travel. (Signature Cards only)

**Loss of Travel Documents:** Covers costs incurred in procuring passport, including application fee for lost passport/ other travel documents while travelling overseas. (Signature Cards only)

**Insurance Disclaimer:** Any grievance with respect to insurance policy /claim shall be taken up with the Insurance Company providing the insurance cover and Axis Bank shall not be responsible / liable for the same.

Insurance cover may vary from Card to Card. The Cardmember understands that he/she is required to check and understand the specific complimentary cover provided to Cardmember under specific Axis Bank Card.

### **Billing and Statement**

- a. The Bank will send at your mailing address, a statement once a month for each billing period (hereinafter "Statement") during which there is any transaction or outstanding of more than ₹ 100 on the Card Account. Non receipt of Statement would not affect your obligations and liabilities under this Agreement and you shall be liable to settle the outstanding balance on the Card within payment due date.
- b. 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.
- c. The Bank may offer the Cardmember a revolving credit facility wherein the Cardmember may choose to pay only the Minimum Amount Due (MAD) as indicated on the Statement. The total payment due from the Cardmember or the MAD should be sent by the Cardmember on or before the Payment Due Date which is also indicated on the Statement.

- d. Non payment of the Minimum Amount Due by the Payment Due Date shall render you liable to risk of withdrawal or suspension (whether temporarily or permanently) of the Axis Bank Credit Card. A fee may be levied for such non-payment as well. The Bank may at its sole discretion also instruct the merchant establishment not to honour the Axis Bank Credit Card and / or to take custody of the Card by hotlisting the Card Number in Card Association system.
- e. You may pay more than the Minimum Amount Due, before the payment Due Date, more than once during the billing period or pay the balance outstanding on the Card Account at any time.
- f. Payments made to your card account will be apportioned in the order of: 1. Fees and charges including taxes; 2. Interest charges; 3. Cash advances; 4. Dial-a-Draft; 5. EMI; 6. Balance Transfer (0% scheme and then 0.75% scheme); 7. Purchases.
- g. The payment may be made by draft, cheque, cash and/or by standing instructions or auto debit instructions to the Bank for crediting the Card Account by debiting any other deposit account maintained with the Bank. Outstation Cheques/drafts i.e. Cheques/drafts payable at cities other than specific cities (list of such specific cities as decided by the Bank from time to time, is available on request) may attract processing fee. The list of such locations and the processing fee may be changed by the Bank at its sole discretion without notice.
- h. Should any payment instructions of yours be subsequently dishonored, the card privileges may be suspended / terminated and a fee, as mentioned in the Schedule of Charges shall be levied to the Card Account, at the sole discretion of the Bank. Such fee amount is subject to change at the sole discretion of the Bank. The Bank also reserves the right to initiate any appropriate legal action.

- i. Duplicate monthly statements of account will be provided by the Bank to you only upto a period of twelve months preceding your request subject to payment of service charge specified in the Schedule of Charges and which can be changed at the discretion of the Bank.
- j. In case of any change in your communication address/email address, you are advised to contact and update the Bank immediately to ensure that you receive Statements regularly and on time.

### **Billing Disputes**

All contents of the Statement(s) will be deemed to be correct and acceptable by the Cardmember(s) unless within 21 days of the issue of Statement, the Cardmember(s) inform the bank of any discrepancies. If the aforesaid discrepancies are found to be legitimate by the Bank, the Bank may reverse the charge on a temporary basis until the completion of subsequent investigations by the Bank to its full and final satisfaction. If the said investigations conducted by the Bank indicate that the liability of such (discrepancies) charge is accruing to the said Cardmember(s), then the charge will be reinstated in the subsequent Statement and fees / charges shall be claimed by the Bank in accordance to the charges indicated in the Schedule of Charges.

### **Disclosure**

Axis Bank may tie up with credit bureaus authorized by 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 pertaining to 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 would be available with credit

bureaus which in turn would impact your credit worthiness for future requirements.

Axis Bank will report customer information to credit bureaus on a monthly basis or such other time period as may be agreed between the bank and the credit bureaus.

In case of any billing dispute notified to Axis Bank, Axis Bank will suspend reporting to credit bureaus till the dispute is resolved.

The card member acknowledges that Axis Bank is authorized to share information relating to card member / add-on card member(s), including information relating to any default committed by the cardholder in discharge of his / her obligation, as Axis Bank may deem appropriate and necessary, with any existing or further credit bureaus as determined by the Bank from time to time. Accordingly the cardholder gives consent and confirms having obtained consent from add-on card member(s) to disclose information to such credit bureaus. Such entities may further make available processed information or data or products thereof to banks /financial institutions and other credit grantors.

Credit Bureaus includes Credit Bureaus, Credit Reference Agencies, Credit Information Companies or any other entity formed and authorized by RBI for the purpose of collecting, collating and disseminating credit information pertaining to borrowers.