

# **MOST IMPORTANT TERMS AND CONDITIONS**





The Most Important Terms & 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 & ADD-ON CARD FEE**

<b>Credit Card Type</b>	<b>Joining Fee (Rs.)</b>	<b>Annual Fee <sup>2nd year</sup> onwards (Rs.)</b>	<b>Add-on Card</b>
Infinite	Nil	Nil	Nil
Buzz	750	750	Nil
Select (Burgundy only)	Nil	Nil	Nil
Reserve	30,000	30,000	Nil
Axis Bank Vistara Infinite credit card	10,000	10,000	Nil
Axis Bank Vistara Signature credit card	3,000	3,000	Nil
Axis Bank Vistara credit card	1,500	1,500	Nil
Privilege credit card	1,500	1,500	Nil
Miles & More World Select credit card	10,000	4,500	Nil
Miles & More World credit card	3,500	3,500	Nil
Neo	250 (Waived on spends of Rs. 2500 within 45 days of Card set-up)	250	Nil

<b>Credit Card Type</b>	<b>Joining Fee (Rs.)</b>	<b>Annual Fee <sup>2nd year</sup> onwards (Rs.)</b>	<b>Add-on Card</b>
Signature with Travel Benefits	1,500	1,000 (Waived on achievement of spends threshold of Rs. 2.4 lakhs in the preceding year)	Nil
MY Wings	1,200	500	Nil
MY Choice	250 (Fee for an Image Card is an additional Rs. 150)	250	Nil (Image Card Fee is Rs. 150)
MY Zone	500 (Waived on spends of Rs. 5,000 within 45 days of Card set-up)	500	Nil
MY Business	999	499	Nil
Platinum	500 (Waived on spends of Rs. 5,000 within 45 days of Card set-up)	200 (Waived on spends of Rs. 1,00,000 in the preceding year)	Nil
Titanium	250 (Waived on spends of Rs. 2,500 within <sup>45 days of</sup> Card set-up)	100 (Waived on spends of Rs. 50,000 in the preceding year)	Nil
Insta Easy	500	Nil	Nil
MY Zone Easy Card	Nil	Nil	Nil
Pride Platinum	Nil	250 (Waived on spends of Rs. 20,000 in the preceding year)	Nil
Pride Signature	Nil	500 (Waived on spends of Rs. 40,000 in the preceding year)	Nil



## 2. FINANCE / INTEREST CHARGE

Axis Bank Card Variant	Overdue Interest on Extended Credit		Interest on Cash Advances	
	Monthly Rate	Annual Rate	Monthly Rate	Annual Rate
Axis Bank Vistara Infinite Credit Card / Axis Bank Signature Credit Card / Axis Bank Vistara Credit Card / Privilege / Axis Bank Select Credit Card / Axis Bank Reserve Credit Card / Miles & More World Select Card / Miles & More World Card, MY Wings Card, Pride Platinum, Pride Signature Card	2.95% per month	41.75% per annum	2.95% per month	41.75% per annum
MY Business / MY Zone / MY Choice Platinum / Titanium Neo / Buzz	3.25% per month	46.78% per annum	3.25% per month	46.78% per annum
Insta Easy Card / MY Zone Easy Card	2.50% per month	34.49% per annum	2.50% per month	34.49% per annum

### Finance / Interest Charge details:

- 1) Interest will be charged;
  - If the Total Amount Due is not paid by the Payment Due Date, interest will be charged on the Total Amount Due and on all new transactions (from the transaction date) till such



- time as the previous outstanding amounts are paid in full
- On all cash advances from the date of the withdrawal until the date of payment
  - Late payment fees / interest levied, if the Minimum Amount Due is unpaid after Payment Due Date
  - In the case of balance transfers from other Credit Card accounts, Finance Charges accrue immediately from the Date of Issue of Banker's Cheque / NEFT on the transferred amount and on any purchase amount outstanding on your Card Account

2) 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.

### 3. OTHER FEES & CHARGES

Cash Withdrawal Fees**	2.5% (Min. Rs. 250) of the cash amount
Fee for Cash Payment at branches	Rs. 100
Card Replacement (lost or stolen or re-issue)	Waived
Duplicate Statement Fee	Waived
Late Payment Fee*	Nil if total payment Due is upto Rs. 100
	Rs. 100 if total payment due is between Rs. 101 - Rs. 300
	Rs. 300 if total payment due is between Rs. 301 - Rs. 1,000
	Rs. 500 if total payment due is between Rs. 1,001 - Rs. 5,000
	Rs. 600 if total payment due is between Rs. 5,001 - Rs. 20,000
	Rs. 700 if total payment due is Rs. 20,001 and above
Over-limit Penalty***	3% of the over - limit amount (Min. Rs. 500)

Charge slip Retrieval Fee or Copy Request Fee	Waived
Outstation Cheque Fee	Waived
Cheque return or Dishonour Fee or Autodebit Reversal (Bank A/c out of Funds)	Rs. 300
Outstation Cheque Fee	Waived
Cheque return or Dishonour Fee or Autodebit Reversal (Bank A/C out of Funds)	Rs. 300
Surcharge on purchase or cancellation of Railway Tickets	As prescribed by IRCTC / Indian Railways
Fuel Transaction Surcharge	1% of transaction amount (Refunded for fuel transactions between Rs. 400 to Rs. 4,000. Maximum benefits up to Rs. 400 per month; up to Rs. 250 for Pride Platinum only. Refund not applicable on MY Choice, Neo, Buzz, Axis Bank Vistara Credit Card & Axis Bank Vistara Signature Credit Card)
Foreign Currency Transaction Fee****	3.50% of the transaction value
Mobile Alerts for Transactions	Waived
Hotlisting Charges	Waived
Balance Enquiry Charges	Waived

Note: i) GST, as notified by the Government of India, is applicable on all fees, interest and other charges, and is subject to change as per relevant regulations of the Government of India.

ii) The Bank retains 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 customer

**\*Late Payment Fee:** Late Payment Fee is charged to the Cardholder if there has been no payment or a payment less than the Minimum Amount Due is received by the Payment Due Date. Clear funds need to be credited to the Axis Bank Credit Card Account on or before the Payment Due Date, to avoid Late Payment Fees.

**\*\*Cash Withdrawal Fee:** The Cardholder can use the Axis 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, in accordance with the compatibility of the Axis Bank Credit Card at the said ATM(s). The Transaction Fee shall be levied on all such withdrawals and would be billed to the Cardholder in the next statement.

**\*\*\*Over-limit Fee:** The Bank may approve certain transactions attempted by the Cardholder which can breach the Credit Amount exceeds the Credit Limit, an over-limit fee of 3% of the over-limit amount (subject to a minimum of Rs. 500) will be levied. Over-limit status may occur because of fees or interest charges.

**\*\*\*\*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 Axis 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 / MasterCard, as the case may be, on the settlement date, increased by a Currency Conversion Factor assessment (currently 3.50%) on such transactions.



A refund of such a foreign transaction initiated by the customer will also attract an additional 3.5% fee.

**Example for Interest Computation:**

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 the 20<sup>th</sup> of every month.

You have purchased household goods for Rs. 25,000 on 12<sup>th</sup> June and withdrawn cash from an ATM for on 15<sup>th</sup> Rs.5,000 June.

Your monthly statement generated on 20<sup>th</sup> June shall have the following entries:

Date	Transaction Type	Amount	Explanation
12 <sup>th</sup> June	Purchase	Rs. 25,000 Dr	Purchase made on Credit Card
15 <sup>th</sup> June	Cash Withdrawal	Rs. 5,000 Dr	Cash withdrawn on Credit Card
20 <sup>th</sup> June	Interest	Rs. 29.10 Dr	Cash withdrawal done Rs. 5,000* 6 days* 2.95%*12 months/365 days = Rs. 29.10
20 <sup>th</sup> June	Cash Transaction Fee	Rs. 250 Dr	5000*2.5% = Rs. 125 which is less than Rs. 250
20 <sup>th</sup> June	GST on Interest	Rs. 5.24 Dr	29.10*18% = Rs. 5.24
20 <sup>th</sup> June	GST on Fee	Rs. 45.00 Dr	250*18% = Rs. 45
<b>Closing Balance</b>		<b>Rs. 30,329.34 Dr</b>	<b>Total Payment Due</b>

Actual interest calculation would vary based on the individual purchase and revolve behaviour and the applicable interest rate. Your due date for a 20<sup>th</sup> June statement is 10<sup>th</sup> July. If you pay Rs. 5,000 on 10<sup>th</sup> July and you also make a fresh purchase of Rs. 10,000 on 11<sup>th</sup> July, your monthly statement generated on 20<sup>th</sup> July shall have the following entries:

Date	Transaction Type	Amount	Explanation
<b>Opening Balance</b>		Rs. 30,329.34 Dr	Balance carried forward from previous statement
10 <sup>th</sup> July	Payment	Rs. 5,000 Cr	Payment towards previous statement dues
11 <sup>th</sup> July	Purchases	Rs. 10,000 Dr	Purchases made on Credit Card
20 <sup>th</sup> July	Interest	Rs. 1,149.17 Dr	Break-up of Rs. 1149.17 given below:
	a) Interest on Rs. 25,000 @ 2.95% p.m. from 12 <sup>th</sup> June to 20 <sup>th</sup> July (39 days) [Rs. 25,000 x 2.95% x 39 days x 12 months / 365 days = Rs. 945.62]. b) Interest on Rs. 5000 @ 2.95% p.m. from 21 <sup>st</sup> June to 10 <sup>th</sup> July (20 days) [5000 x 2.95% x 20 days x 12 months / 365 days = Rs. 96.99].		
	c) Interest on Rs. 10,000 @ 2.95% p.m. from 11 <sup>th</sup> July to 20 <sup>th</sup> July (10 days) [Rs. 10,000 x 2.95% x 10 days x 12 months / 365 days = 96.99]. d) Interest on 318.17 (Interest + Transaction Fee + Tax levied in last statement) @ 2.95% p.m. from 20 <sup>th</sup> June to 20 <sup>th</sup> July (31 days) [Rs. 318.17 x 2.95% x 31 days x 12 months / 365 days = Rs. 9.57].		
20 <sup>th</sup> July	GST	Rs. 206.85 Dr	Rs. 1,149.17*18% = Rs. 206.85
<b>Closing Balance</b>		<b>Rs. 36,685.36 Dr</b>	<b>Total Payment Due</b>

Actual interest calculation would vary based on the individual purchase and revolve behaviour and the applicable interest rate. Making only the minimum payment every month would result in the repayment stretching over years with consequent interest payment on your outstanding balance. In the given illustration above, making only minimum payment due every month on your outstanding balance of Rs.10,000 would result in the payment stretching over 10 years and 5 months

with consequent interest payments, if the APR is 41.75%.

## **B) Late Payment Fee Calculation**

Late Payment Fee is charged to the Cardholder if there has been no payment or a payment less than the Minimum Amount Due is received by the Payment Due Date. Clear funds need to be credited to the Axis Bank Credit Card Account on or before the Payment Due Date, to avoid Late Payment Fees.

## **C) Credit and Cash Withdrawal / Advance Fees**

- **The Credit Limit:** This is the limit assigned to the Cardholder. The total outstanding, including all transactions, fees and charges should not exceed this limit
- **Cash Limit:** This is the Cash Advance Limit assigned to the Cardholder. This limit is lower than the Credit Limit, and is a subset of the overall Credit Limit.  
A transaction is levied on cash withdrawn from ATMs. Also, cash transactions always accrue interest from the transaction date, unlike retail purchases, where interest accrual depends on the payment of 100% balance payment by the Payment Due Date
- **Available Credit Limit:** The Available Credit Limit at any time is the difference between the assigned Credit Limit and the outstanding balance on the Card at that point of time. The Add - on Cardholder(s) will share this Credit Limit assigned to the primary Cardholder
- **Available Cash Limit:** The Available Cash Limit at any time, is the difference between the assigned Cash Limit & the outstanding cash balance on the Card at that point of time
- **International Limit:** International Limit is the limit assigned to the customer for international usage. It is only applicable for customers who have opted for international usage at the time of Credit Card Application.

This is as per the International Limit mentioned on your Welcome Kit

- The Credit, Cash and International (if any) Limit will vary for each Cardholder. It will be communicated to the Cardholder in the Welcome Letter at the time of delivery of the Card, and will also be disclosed in the monthly statement sent to the Cardholder. The Available Credit Limit at the time of generation of each monthly statement is provided as a part of the said statement.

#### **D) Credit - Free Period**

The interest - free grace period could range from 20 to 50 days, depending on the date of transaction.

**Illustrative example for the calculation of the grace period:** For a statement of the period from 20<sup>th</sup> June to 20<sup>th</sup> July, the Payment Due Date would be 10<sup>th</sup> August. Assuming that you have paid your Total Amount Due of the previous month's statement by the Payment Due Date, the grace period would be:

1. For a purchase dated 24<sup>th</sup> June, the interest - free grace period is from 24<sup>th</sup> June -10<sup>th</sup> August i.e. 47 days.
2. For a purchase dated 14<sup>th</sup> July, the interest - free grace period is from 18<sup>th</sup> July to 10<sup>th</sup> August i.e. 23 days. Thus, the grace period can vary depending upon the date of purchase. However, if the Total Amount Due of the previous month is not paid by the Payment Due Date, then the Free Credit Period will be lost and there will not be any interest - free period. For cash advances, interest is charged from the date of transaction until the date of payment.

#### **E) Billing and Statement**

- i]. Billing Statement - Periodicity & mode of sending: The Bank will send at your mailing address / e-mail address, as per Bank's records, a statement / e-statement once a month for

there is any transaction or outstanding of more than Rs. 100 on the Card Account. Non - receipt of a 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 the Payment Due Date.

- ii]. 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 Cardholder to the Bank and also for any payment in favour of the Cardholder.
- iii]. The Bank may offer the Cardholder a revolving credit facility wherein the Cardholder may choose to pay only the Minimum Amount Due (MAD) as indicated on the Statement. The Total Amount Due (TAD) from the Cardholder or the MAD should be paid by the Cardholder on or before the Payment Due Date which is also indicated on the Statement.
- iv]. Non-payment of the MAD 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 will 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 the Card Association System.
- v]. 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 before the due date.
- vi]. 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

7. Purchases

- vii]. If any payment instruction issued by you is subsequently dishonoured, 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 a 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.
- viii]. Duplicate Monthly Account Statements will be provided by the Bank to you only preceding your request, subject to payment of service charge specified in Schedule of Charges and which can be changed at the discretion of the Bank.
- ix]. In case of any change in your communication address / e-mail address, you are advised to contact and update the same with the Bank immediately to ensure that you receive Statements regularly and on time.
- x]. Billing disputes – All contents of the Statement(s) will be deemed to be correct and acceptable by the Cardholder(s) unless within 21 days of the Issue of Statement, the Cardholder(s) informs the Bank of any discrepancies. If the aforesaid discrepancies are found to be legitimate by the Bank, it 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) a charge is accruing to the said Cardholder(s), then the charge will be reinstated in the subsequent Statement and fees / charges shall be claimed by the Bank in accordance with the charges indicated in the Schedule of Charges.
- xi]. On availing the EMI facility, reward points if any that have been accrued on the original transaction shall be reversed.

**F) Method of payment with clearing Turnaround Time (TAT)**

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

- 1. Cash:** The Cardholder may deposit cash at any of the branches of Axis Bank towards the Card payment. Such payments at branches would attract a fee of Rs. 100 per payment transaction.  
TAT for clearance of cash payment – same day.
- 2. Cheque / Draft:** Draw a cheque or draft favouring “Axis Bank Credit Card No. XXXXXXXXXXXXXXXXXXXX” and drop it in to the collection box of MINC / SKYFIN boxes / over the counter at Axis Bank branches. 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 a processing fee.  
TAT for clearance of Axis Bank cheque – 1 working day. TAT for clearance of another bank cheque – 3 - 5 working days based on realisation (Additional day required for Outstation cheque clearance. Please check with the branch).
- 3. Internet payment through linked Axis Bank Savings Account:** The Cardholder can make an online payment through the Axis Bank website. Just log on to [www.axisbank.com](http://www.axisbank.com). TAT for clearance – 1 working day.
- 4. Auto-Debit:** The Cardholder can pay directly through the Savings Account by giving an instruction in writing to debit the payment from such accounts every month on the Payment Due Date. In case the Payment Due Date falls on a Sunday, the amount would be debited from such account on the next working day. TAT for clearance – 1 working day.
- 5. Click to Pay / NEFT / VMT:** Pay your Axis Bank Credit Card dues from any of your other bank Savings Accounts using Click to Pay / NEFT / VMT.  
TAT for Click to Pay clearance – 3 working days. TAT for NEFT clearance – 1 working day.  
TAT for VMT clearance – 2 working days.
- 6. Payment through ATMs:** Pay your Axis Bank Credit Card dues through your Axis Bank Debit Card at any Axis Bank ATM. TAT for clearance – 1 working day.

**7. IMPS Credit Card Payment:** With IMPS, Cardholders can make a payment to any Axis Bank Credit Card from any other bank mobile application in real - time. Multiple Axis Credit Card Accounts can be registered on your mobile application for making payments. And any one (colleagues / friends / spouse) can make payments to anyone's Credit Card through this facility.  
TAT for clearance – same day.

**H) Loss / Theft / Misuse of Cards**

You must notify the Bank immediately on phone if the Card is lost, stolen, if someone else knows your PIN or other security information or if it being used without your permission.

A Police Complaint / First Information Report (FIR) must be lodged immediately with the nearest police station, a copy of which must be submitted to the Bank. In case of misuse, the Bank's liability will be limited to the amount covered under Lost Card Liability, subject to fulfillment of Policy Terms and Conditions. The Cardholder will be solely liable for any misuse of Cards for ATM or PIN based transactions.

**I) Communication regarding safe-keeping of PIN**

The Personal Identification Number (PIN) issued to the Cardholder for use with the Card or any number chosen by the Cardholder as a PIN should be known only to the Cardholder. It is for the personal use of the Cardholder, and is non-transferable and strictly confidential. A written record of the PIN number should not be kept in any form, place or manner that may facilitate its use by a third party. The PIN should not be disclosed to any third party, either to staff of the Bank or to Merchant Establishments, under any circumstance or by any means, whether voluntary or otherwise. The Bank shall exercise care while issuing the



PIN and shall be under obligation not to disclose the Cardholder's PIN except to the Cardholder.

#### **J) Insurance Cover for Cardholders**

The Insurance covers mentioned below will be applicable depending on the card variant type. Please go through the welcome booklet for applicable insurance covers.

**Air Accident Cover:** Air Accident is valid only if the Axis Bank Credit Card has been used at a Merchant Establishment or an ATM for cash withdrawal at least 90 days preceding the incident and the air ticket is purchased on the Axis Bank Credit Card. The Cardholder's nominee shall not be entitled to any amount under the Air Accident Insurance Policy unless all the dues with Axis Bank are settled. Axis Bank shall have the first charge / lien on the insurance amount for adjusting the outstanding amount.

**Zero Lost Card Liability:** Protection against fraudulent purchase transactions is available, covering 30 days prior to the reporting period from the moment the loss of Card is reported to Axis Bank by the Cardholder. The cover is valid only for fraudulent payment transactions and needs to be mandatorily supported with an FIR. This insurance cover is not valid for ATM and PIN based transactions.

**Purchase Protection:** Protection against fire or burglary within 90 days of purchases made on the Credit Card, needs to be mandatorily supported with an FIR. Gross negligence on the part of the customer leading to a loss will not be covered. Jewellery and other perishable products are not covered.

**Credit Shield:** Covers outstanding up to a specific amount on the Card in the event of an accidental death.

**Delay in Check - in Baggage:** Reimburses cost of necessary items for basic needs in case of baggage delay of more than 6 hours while travelling overseas.

**Loss of Check - in Baggage:** Covers loss of baggage or damage to baggage in case of overseas travel.

**Loss of Travel Documents:** Covers costs incurred in procuring a passport, including the application fee for lost passport / other travel documents while travelling overseas.

#### **K) Default**

- 1) 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 the Card Member Agreement, the Cardholder will be sent reminders 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.
- 2) In the event that the Cardholder commits an instance of default, the 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 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 Cardholdername with the Bank.
- 3) In the case of a default, the 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 billing statement is considered as the notice period for reporting a Cardholder as a defaulter.
- 4) The procedure for withdrawal of a default report and the period within which the default report would be withdrawn after the settlement of dues:

\*The Bank submits the Cardholder's data to CIBIL - Credit Information Bureau (India) Limited every month in the format prescribed by the 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.

- 5) Recovery of dues in case of death / permanent incapacitation of the Cardholder: 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 Cardholder. The Bank will also be entitled to recover the total outstanding from monies / deposits / accounts maintained in the Cardholder's name with the Bank.

#### **L) Disclosure**

Axis Bank may tie - up with credit bureaus authorised 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 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, the Bank will suspend reporting to credit bureaus till the dispute is resolved. The Cardholder acknowledges that Axis Bank is authorised 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 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

consent from Add - on Cardholder(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 include Credit Bureaus, Credit Reference Agencies, Credit Information Companies or any other entity formed and authorised 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 telecalling / telesales calls from Axis 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.

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

#### **M) Arbitration Clause**

All disputes, differences and / or claims or questions arising out of these presents, or in any way touching or concerning the same or as to constructions, meaning or effect thereof or as to the right, 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, of a sole arbitrator to be nominated by the Lender / Bank, and in the event of death, unwillingness, refusal, neglect, inability or incapability of a person so appointed, to act as an arbitrator, the Lender / Bank may appoint a new arbitrator to be a 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 Mumbai only.

## **N) 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 drawal of foreign exchange is permitted.

## **O) FEMA (Foreign Exchange Management Act.)**

- i) 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.
- ii) Credit Card 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 our website.
- iii) 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.
- iv) 100 % payment has to be mandatorily made through Autopay mode from Axis bank NRE / NRO account only for NRI customers.
- v) Cash payment will not be accepted for NRI customers.

## **P) Unauthorized Electronic Banking Transactions in Card account**

1 The liability of the Bank or Customer for any unauthorized transaction shall be:

Zero Liability of a Customer- A customer's entitlement to zero liability shall arise where the unauthorized transaction occurs in the following manner:

- (a) Contributory fraud/ negligence/ deficiency on the part of the bank (irrespective of whether or not the transaction is reported by the Customer)

(b) Third party breach where the deficiency lies neither with the bank nor with the customer but lies elsewhere in the system, and the customer notifies the bank within three working days of receiving the communication from the bank regarding the unauthorised transaction.

Limited Liability of a Customer- A Customer shall be liable for the loss occurring due to unauthorised transactions in the following cases:

(c) In cases where the loss is due to negligence by a customer, such as where he has shared the payment credentials, the Customer will bear the entire loss until he reports the unauthorised transaction to the Bank. Any loss occurring after the reporting of the unauthorised transaction shall be borne by the Bank.

(d) In cases where the responsibility for the unauthorised electronic banking transaction lies neither with the Bank nor with the Customer, but lies elsewhere in the system and when there is a delay (of four to seven working days after receiving the communication from the bank) on the part of the Customer in notifying the Bank of such a transaction, the per transaction liability of the customer shall be limited to the transaction value or Rs 10,000/- whichever is lower.

In case the Customer notifies the Bank after seven working days of receiving the communication from the Bank regarding the unauthorised transaction, the customer liability shall be determined as per the Bank's board approved policy. Bank shall evaluate and determine the same as per the Bank's board approved policy

**DISCLAIMER:**

The 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. Axis Bank may at its sole discretion, utilise the services of external service provider/s or agent/s and on such terms as required or necessary, in relation to its products.





## Contact Channels

- **Customer Services**

1860 500 5555 or 1860 419 5555 accessible from any landline or cell phone in India.

For premium cards: Vistara Infinite, Reserve, Select, Miles&More World Select and Infinite, please contact at: 1800 419 0065

+91 - 22-27648000 accessible from outside India.

E-mail ID: [axisbank.com/support](mailto:axisbank.com/support)

- **Grievance Redressal**

To,

Mr. Ashok Ramakrishnan, Nodal Officer

Axis Bank Ltd., NPC1, 5<sup>th</sup> Floor, "Gigaplex", Plot No. I.T.5, MIDC, Airoli Knowledge Park, Airoli, Navi Mumbai - 400 708.

E-mail ID: [nodal.officer@axisbank.com](mailto:nodal.officer@axisbank.com), Ph. 91-22-71315288.

Timings: 9:30am to 5:30pm (Monday to Friday)

9:30am to 2:00pm (Saturday) Except Banking Holidays

- **Escalations**

Axis Bank Ltd., NPC1, 5<sup>th</sup> Floor, "Gigaplex", Plot No. I.T.5, MIDC, Airoli Knowledge Park, Airoli, Navi Mumbai - 400 708.

