

KEY FACT STATEMENT- Fees & Charges

Please note that the entire Schedule of Fees and Charges (as mentioned below) benefits and features may change at any point of time at the discretion of SBM Bank. A notice and/or intimation, in this regard, shall be provided to the card holder prior to 30 days of implementation of such change.

| SBM Kredit.Pe Credit Card | |
|---|--|
| Fees/Interest/Min Due | |
| Membership Fee (Rs.) | 0 |
| Annual Maintenance Fee (Rs.) | Rs 199+GST (Applicable for credit limit under ₹4,500) |
| Interest Rate for Cash Transactions | 3.5 % per month or 42% Per annum |
| Interest Rate for POS/ECOM after credit free period | 3.5 % per month or 42% Per annum |
| Cash Advance Fee/ ATM Withdrawal Fee | 2.5% of the amount withdrawn or Rs 100 whichever is higher |
| Free physical statements count | 0 |
| Physical statement Fee | 0 |
| Late payment fee (Rs.) | 5% of the outstanding (Min Rs 50/- Max Rs1000/-) |
| Min Due percentage for CASH transactions | 5% |
| Min Due percentage for POS/ECOM transactions | 5% |
| Min Due percentage for Interest | 100% |
| Min Due percentage for Fees | 100% |
| Card Replacement Fee (Rs.) | Rs 299+ GST |
| Card Renewal Fee (Rs.) | Nil |
| Card Cancellation (Rs.) | Rs 499+ GST (First six months) |
| Surcharge Fee | 1% |
| Rental Payment Fee | 1% |
| | |

| | |
|---|---------------------|
| Add on Card Fee | N/A |
| Forex Fee | 3.50% |
| Card Configuration | |
| Max Card Limit to Customer | 90% of FD amount |
| Max Cash Limit | 50% of Credit limit |
| Credit Free Period (days) | 45 Days |
| Statement Generation Configuration | |
| Due Date after statement generation | 15 |
| Margin / Grace days for customer | 3 |
| Forex Fee | 3.50% |

Draw Limits

1. **Credit Limit:** The Credit limit shall be 90% of the fixed deposit amount. The said Credit Limit may be subject to change at the sole discretion of the Bank from time to time.

2. **Available Credit Limit:** Available credit limit is communicated to the Cardmember at the time of card delivery and in the monthly statements. The available credit limit at the time of the statement generation is provided as a part of the monthly statement. Available Credit limit is also available for reference in Kredit.Pe App.

3. **Cash Withdrawal Limit:** 50% of the available credit limit

****Goods and Service Tax** is applicable on all fees, interest and other charges, which is currently 18%.

*****In case of Cash withdrawal**, there is no interest free period. The interest will be charged from day 1.

**** Illustration on Interest Free (grace) period**

An interest free period will not be available if you have not paid the previous month's outstanding amount in entirety. Interest free period from the start of the billing cycle date shall not exceed 45 Days. Payment Due Date on your Card is 15 days after the Statement Date (Please check your statement for your exact Payment Due Date). Therefore, free credit period can range upto 48 days depending on your Payment Due Date which includes 3 days of grace period.

Illustrative Example for Interest Free Period Calculation: For a statement for the period 14th April to 13th May, the payment due date is 1st June. Assuming you have paid Your previous month's dues in full, the interest free period would be:

For the purchase dated 14th April, interest free grace period is from 14th April to 31st May = 48 days and for the purchase dated 2nd May, interest free grace period is from 2nd May to 31st May = 30 days.

Internal

Billing Statement: Your billing statement will be generated every month (bill date is visible in the app and can also be changed once from the profile section of the app as per your convenience). It will contain a break-up of all purchases, repayments, fees, interest charges, refunds and taxes. In case the card was not used in a month, the statement will mention there were no spends in that month.

Mode of sending statement: Intimation of the billing statement generated will be sent to you monthly via email. The statement can also be accessed & downloaded from Kredit.pe App.

*****Minimum Amount Due:** When you get your SBM Kredit.pe co-branded Credit Card statement, you can choose to pay the full amount (Total Amount Due) or pay just 5% of the Total Amount Due. This is known as Minimum Amount Due (MAD), and at least this amount must be paid before the Payment Due Date. Please check your statement for your exact Payment Due Date. The remaining balance can be carried forward to subsequent months. This Minimum Amount Due will be: i) 5% of the outstanding amount or Rs.100 (whichever is greater) PLUS ii) Total sum of any card fee, overdue minimum payment iii) Any amount exceeding the credit limit iv) Entire amount of any instalments (EMI) due (if/as applicable)

You can also pay the Total Amount Due or an amount between the Minimum Amount Due and Total Amount Due. For the sake of clarity, the late payment charges shall be charged on the outstanding amount.

Method of payment

You can pay the outstanding dues from the Kredit.Pe app itself, through the following modes:

- UPI
- Net Banking

Additionally, you can also make repayment through below SBM Website - <https://pay.billdesk.com/cardnet-instapay/sbmcards>

Billing Disputes Resolution : In case of any query or a dispute on any transaction, you must inform us within 30 days of receipt of the statement, by using any of the contact particulars stated below. We will assist you by providing information in relation to charges to the card account. A temporary suspension would be applied on the disputed transaction while under investigation. This would be resolved within a maximum of 90 days.

Complete Postal Address of card issuer: SBM Bank (India) Limited, 1st Floor, Raheja Center, Free Press Journal Marg, Nariman Point, Mumbai, Maharashtra, India, 400021

Grievance Resolution

i. Grievance redressal and escalation process:

If you are not satisfied with the response from regular channels, you can refer to the below details –

| | Level 1 | Level 2 | Level 3 |
|----------------------------|--|---|--|
| Toll Free / Contact number | 1800 2099 335 , 1800 1033 817 | 022 4302 8888 | 022 4302 8888 |
| Mail Id | customercare@sbmbank.co.in | Ms. Reema Dalvi - nodal.officer@sbmbank.co.in | principalnodalofficer@sbmbank.co.in |

The registered office of our bank is - SBM Bank India, 1st Floor, Raheja Centre, Free Press Journal Marg, Nariman Point, Mumbai, Maharashtra 400021.

In the event of a dispute, the Bank will make suitable amends to the reporting procedure before reporting the card holder as defaulter. However, it may also be noted that such disclosure/release of information would be contingent on time available to investigate and settle such disputes raised.

Beyond this level, you can reach out to the bank as per their escalation matrix.

<https://www.sbmbank.co.in/aboutus/grievance-redressal-mechanism.php> If the issue remains unresolved beyond 30 days even after reaching out to the above channels, or if the response is unsatisfactory, you may write to the Banking Ombudsman for an independent review. Details of the Banking Ombudsman Scheme are available on the Reserve Bank of India (RBI) website at <https://www.rbi.org.in/>

ii. Timeline for redressal of grievances:

Customer Grievance will be addressed within a period of 30 days, if your issue still remains unresolved or if you have not received response within 30 days of lodging a complaint, you may approach the Banking Ombudsman appointed by the Reserve Bank of India. Details of the Banking Ombudsman Scheme are available on the Reserve Bank of India (RBI) website at <https://www.rbi.org.in/> / <https://cms.rbi.org.in/cms/indexpage.html#eng>

iii. Compensation framework for unsuccessful / failed transactions, delay in redressal of grievance, delay in closing of account / blocking of lost or stolen cards, etc.

Failed / Unsuccessful Domestic transactions: In case of unsuccessful transaction / failure, as per harmonization of TAT, the Bank will reverse blocked amount within 5 days if merchant claim does not arise. In case if the merchant claims such transaction, the regular dispute process will be followed as per franchise guidelines.

- Where it is established that the Bank had issued and activated a credit card without written consent of the recipient, the Bank would reverse the charges

immediately and pay a penalty without demur to the recipient amounting to twice the value of charges reversed in this regard.

- Transactions reported as erroneous by customers, which require specific reference to a merchant establishment will be handled as per chargeback rules laid down by card networks (VISA / MasterCard / RuPay). The Bank will provide explanations and, if necessary, documentary evidence to the customer within a maximum period of sixty days.
- Failure on the part of the card-issuers to complete the process of closure of credit card within seven working days shall result in a penalty of 500 per calendar day of delay payable to the customer, till the closure of credit card, provided there is no outstanding in the credit card account.