



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 ZET Credit Card	
Card Configuration	
Max Card Limit to Customer	90% of FD amount
Max Cash Limit	50% of Credit limit
Credit Free Period (days)	45 Days
Fees/Interest/Min Due	
Membership Fee (Rs.)	0
Annual Maintenance Fee (Rs.)	0
Annual Maintenance Fee Waiver Amount (Rs.)	N/A
Interest Rate for Cash Withdrawal 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
ATM Withdrawal Fee	3.5% of the amount withdrawn or Rs 300 whichever is higher
Free physical statements count	0
Physical statement Fee	0
Late payment fee (Rs.)	INR 299
Min Due percentage for CASH transactions	10%
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 249+ GST
Card Renewal Fee (Rs.)	0
Card Cancellation (Rs.)	Rs 499+ GST (if cancelled within the first year)
Surcharge Fee	1%
Add on Card Fee	N/A
Forex Fee	2.49%
Statement Generation Configuration	
Due Date after statement generation	15

Margin / Grace days for customer

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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 ZET 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.

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 ZET App.

*****Minimum Amount Due:** When you get your SBM ZET 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 ZET app itself, through the following modes: UPI to unique SBM Bank.

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

SBM Bank Customer Care Number: 1800 1033 817 / 1800 1033 335

Email Id: care@zetapp.in or customercare@sbmbank.co.in

If you are not satisfied with the response from regular channels, you can send an email to customercare@sbmbank.co.in or call bank's toll free number 1800 1033 817.

Contact details of Grievance Redressal Official:

<https://www.sbmbank.co.in/aboutus/grievance-redressal-mechanism.ph>