

Most Important Terms & Conditions SBI Card

1.FEES AND CHARGES

A.Joining Fees, Annual Fees & Renewal Fees

There are joining fees, annual fees and renewal fees applicable on the SBI Credit Card (SBI Card). These fees may vary from Cardholder to Cardholder, and from offer to offer. These shall be as communicated to the Cardholder at the time of applying for the credit card. The joining and annual fees, as applicable, are directly charged to the Cardholder account and the same would be displayed in the card statement of the month in which it is charged.

B.Cash Advance Fees (if applicable)

The Cardholder can use the Card to access cash in an emergency from ATMs in India or ATMs overseas. A transaction fee would be levied on all such charges and would be billed to the Cardholder in the next statement. A transaction fee of Rs 2.5% or Rs 300 whichever is higher at domestic SBI ATMs and other domestic ATM's and 3% or Rs. 300, whichever is higher at international ATMs will be levied. The transaction fee is subject to change at the discretion of SBI Cards & Payment Services Private Limited (SBICPSL). All cash advances also carry a service charge from the date of withdrawal until the date of settlement. The service charge is currently upto 3.35% per month (40.2% per annum) and is subject to change at the discretion of SBICPSL.

C.Charges

I. Charges and fees, as may be applicable from time to time, are payable by Cardholders for specific services provided by SBICPSL to the Cardholder or for defaults committed by the Cardholder with reference to his Card account.

II.SBICPSL 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 to Cardholders.

D.Interest Free Grace Period

The interest free credit period could range from 20 to 50 days subject to submission of claims by the merchant. However, this is not applicable if the previous month's balance has not been cleared in full or if the Cardholder has availed of cash from any ATM.

E.Finance Charges (Service Charges)

Finance Charges are payable at the monthly percentage rate on all transactions from the date of transaction in the event of the Cardholder choosing not to pay his balance in full, and on all cash advances taken by the Cardholder, till they are paid back. Card₁ finance charge is dynamic and will be based on the cardholder's usage and payment patterns and is subject to periodic review. The rate of finance charges may increase to a maximum of 3.35% per month [40.2% per annum] from the transaction date. Finance charges, if payable, are subject to levy of Service Taxes and are debited to the Cardholder's account till the outstanding on the card is paid in full.

a.Finance charges on cash advances (if applicable) are applicable from the date of transaction until the payment is made in full.

b.Late Payment charges will be applicable if Total Amount Payable is not paid by the payment due date, and are applicable as per the following slabs: Nil for Total Amount Payable upto Rs.500 Rs.100 for Total Amount Payable from Rs.501 - Rs.1,000 Rs. 350 for

Total Amount Payable from Rs.1,001 - Rs.5,000 Rs. 550 for Total Amount Payable from Rs.5,001 - Rs.10,000 Rs.750 for Total Amount Payable above Rs.10,000

c. If usage exceeds credit limit available on the card, on outstanding exceeding the assigned credit limit, certain overlimit charges will be levied and made applicable. Such overlimit charges shall be levied at the rate of Rs. 2.5% of the overlimit amount or Rs. 500, whichever is higher

d.In case of a cheque bounce, a charge of 2% of Cheque Amount (Min Rs. 350 & Max Rs. 500)

e.Payment of any amount lesser than the Total Amount Due in any month results in interest accrual on the balance outstanding amount including any new purchases and cash advances.

For Example - If the Cardholder has his billing statement generated 15th day of every month and he does the following transactions between the period 15th June 2008 and 15th August 2008.

- Retail purchases for Rs.5,000 on 20th July 2008
- Cash withdrawal for Rs.7,000 on 10th August 2008

Assuming No Previous Balance carried forward from the 15th July 2008 statement, the cardholder will get his 15th August 2008, statement showing Rs.12,000 of transactions along with 5 days of finance charges at the rate applicable on the Rs.7,000 cash withdrawal. The cardholder needs to make payment against the outstanding by 5th September 2008, i.e. 20 days from the Statement Date, for anything between the entire amount or 5% of the amount outstanding. Please note that any payment made against your Credit Card outstanding, would first be cleared against your EMI Balance (if any) followed by Balance Transfer Balance (if any), Retail Balance (if any) and would be adjusted against your Cash Balance (if any) last, will be levied finance charges from the previous statement date unless in the case of non-interest levied outstanding retail balance, where the finance charge is levied from the date of the transaction.

Incase the statement outstanding has no cash balance and has not been carried forward from a previous statement and the retail balance outstanding on the statement date is paid in full by the payment due date, No Finance Charges are levied on such balances.

2.LIMITS

Credit Limit and Cash Limit (if applicable) are assigned to Cardholders based on internal SBICPSL credit criteria. These limits are communicated to the cardholder at the time of card delivery. The Credit Limit and Cash Limit (if applicable) are communicated to the Cardholder in every statement. The Available Credit Limit (i.e. the Credit Limit available for use) at the time of the statement generation is provided as a part of the statement. SBICPSL will review the Cardholder account periodically, and increase or decrease the Cardholder credit limit based on internal criteria. Cardholders seeking to have their credit limit increased can do so by writing to SBICPSL and providing financial documents declaring their income. SBICPSL, at it's sole discretion and based on such new documents provided, may increase the Credit Limit of the Cardholder.

3.BILLING AND STATEMENT

a)SBICPSL will send the Cardholder a monthly statement showing the payments credited and the transactions debited to the Cardholder's Account since the last statement, provided the card has been

active during the said period. SBICPSL will either mail a statement of transactions in the card account to the mailing address it has on record, or send a statement through email to the email id on record, on a pre-determined date.

b) SBI Corporate Credit Card is a charge card. It does not offer the cardholder a revolving credit facility. Total outstanding in any particular statement has to be paid in full to avoid any penal charges.

c) Payments made towards the card outstanding are acknowledged in subsequent statements.

d) Payments received against the cardholder's card outstanding will be adjusted against taxes, all EMI on loan plans, charges, purchases and cash advances.

e) Payments towards the Card account may be made in any of the following ways:

By mailing a cheque or draft to the mailing address provided in the reverse of the statement.

By dropping a cheque or draft into any of the SBI Card drop boxes placed in your city or in designated State Bank of India branches.

The cheque/draft should be made payable to "SBI Card Number xxxx xxxx xxxx xxxx".

ECS: Payments can be made through the Electronic Clearing System (ECS) in Bangalore, Delhi, Gurgaon, Hyderabad and Mumbai.

f) Billing Disputes: All contents of statements will be deemed to be correct and accepted by the Cardholder unless within 30 days of the Statement Date the Cardholder informs SBICPSL of any discrepancies, and these discrepancies are found to be true by SBICPSL. In case of any transaction dispute please send a signed dispute form within 60 days from date of transaction to SBICPSL. On receipt of such information, SBICPSL may reverse the charge on temporary basis. If on completion of subsequent investigations, the liability of such charges is to the Cardholder's account, the charge will be reinstated in a subsequent statement, along with Charge slip Retrieval charges of Rs. 125 per charge slip.

g) Customer Grievance Redressal: All grievance escalations should be marked to Divya Dhody, Vice President - Customer Services at PO Bag 28 - GPO, New Delhi - 110001 or e-mail at head.sbicards@ge.com

h) Contact Particulars: The Cardholder can contact SBICPSL for making any enquiries or for any grievance redressal through any of the following ways
SBI Card Helpline:

From BSNL/MTNL Lines - 1860 180 1290
1800 180 1290

From All Other Lines - 39 02 02 02

Through mail, by writing to The Manager - Customer Services, SBI Cards & Payment Services Pvt. Ltd., DLF Infinity Towers, Tower C, 10th Floor, Block 2, Building 3, DLF Cyber City Gurgaon-122002 (Haryana) India www.sbicard.com

Through email by writing in at sbicorporate.services@ge.com

4. DEFAULT

In the event of default, the Cardholder will be sent reminders from time to time for settlement of any outstanding on the card account, by post, fax, telephone, e-mail, SMS messaging and/or engage 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.

The total Outstanding on the Card account, together with the amount of any Charges effected but not yet charged to the Card Account, will become immediately

due and payable in full to SBICPSL on bankruptcy or death of the Primary Cardholder, and the Card Account shall immediately stand cancelled. The Primary Cardholder's estate will be responsible for settling any Outstanding on the Card Account and should keep SBICPSL indemnified against all costs, including legal fees and expenses incurred in recovering such Outstanding. Pending such repayments, SBICPSL will be entitled to continue to levy finance charges at its prevailing rates.

5. INSURANCE (if applicable)

Insurance is optional and a subject matter of solicitation Protection Plus

In the case of death or Total and Permanent Disability of the Cardholder, the Cardholder or his nominee can avail of the Protection Plus Insurance which provides the cardholder a Personal Accident (PA) Insurance cover of Rs. 6,00,000 as well as a Credit Shield cover which insures the outstanding on the SBI Card of up to a maximum of Rs. 1 lakh. This facility can be availed of by the Cardholder at a monthly fee of 0.1% of the monthly SBI Card outstanding balance for Credit shield, Rs.24 p.m. for PA and an administration fee of Rs.20 p.m.

6. TERMINATION/REVOCATION OF THE CARDHOLDERSHIP

a) The Cardholder/Authorized Signatory may end the Agreement at any time by writing to SBICPSL or calling in to the SBI Card Helpline, and by cutting the card(s) diagonally. All the cards including the add-on cards will be terminated basis the written request. Termination will be effective after payment of all amounts outstanding on the card account. No annual, joining or renewal fees shall be refunded on a pro-rata basis.

b) SBICPSL may also restrict, terminate or suspend the use of The Cardholder Account at any time without prior notice if SBICPSL reasonably believe it necessary for business or security reasons. SBICPSL can suspend the facility on the Credit Card, if the Cardholder defaults on the payment due or exceeds the credit limit extended. The Card must not be used after the Agreement ends or while use of Card Account is suspended.

c) In such a situation, the Cardholder must (subject to any default or other notice required by law) immediately pay SBICPSL the total outstanding Balance on the Account. This includes all amounts due to SBICPSL under the Agreement, including all transactions and other amounts not yet charged to the Account. The Cardholder Account will not be considered as closed until the Cardholder has paid all such due amounts.

7. LOSS/THEFT/MISUSE OF CARD

a) The Cardholder should contact SBICPSL as soon as possible at the SBI Card Helpline if the Primary or any Additional credit card is misplaced, lost, stolen, mutilated, not received when due or if he/she suspects that the credit card is being used without the Cardholder's permission. Once a card is reported lost, it should not, under any circumstance be used if found by the Cardholder subsequently, and the Cardholder should cut the card diagonally in half.

b) SBICPSL is not liable or responsible for any transactions incurred on the card account prior to the time of reporting of the loss of the card to SBICPSL and the Cardholder will be wholly liable for the same.

After the receipt of proper notification of the loss by SBICPSL, the Cardholder's subsequent liability is restricted upto a maximum of Rs.1000 (for SBI Gold Cardholders Nil). In addition to notifying SBICPSL about the loss or theft of the Card, the Cardholder must report any theft of the Credit Card(s) to the Police and lodge an FIR.

c)The Cardholder will, however, be liable for all losses when someone obtains and misuses the Card or PIN with the Cardholder's consent, or the consent of an Additional Cardholder.

d) If the Cardholder has acted fraudulently the Cardholder will be liable for all losses. If the Cardholder acts without reasonable care, the Cardholder may be liable for all losses incurred. This may apply if the Cardholder fails to follow the safeguards as specified by SBICPSL.

e)SBICPSL may, without referring to the Cardholder or any Additional Cardholder, give the police or other relevant authorities any information that SBICPSL considers relevant about the loss, theft or misuse of a Card or PIN.

8.DISCLOSURE

The Cardholder acknowledges that as per existing business practices SBICPSL is authorized to share Cardholder information with any existing or future credit bureaus, with sufficient notice of this intent to the Cardholder, and such information may pertain to negative Performance/default by the Cardholder. To avoid any adverse credit history, Cardholders should ensure that they make timely payment of the amount due on the Card account.

The Credit Information Bureau India Ltd. (CIBIL), is an initiative of the Government of India and the Reserve Bank of India (RBI) to improve the functionality and stability of the Indian financial system. This is in line with RBI's efforts to provide an effective mechanism for exchange of information between banks and financial institutions, thereby enabling cardholders to avail of better credit terms from various institutions.

The Cardholder further acknowledges that SBICPSL is authorized to share Cardholder information, including default in payments with Financial Institution, employer and to other third parties engaged by SBICPSL for proper operation of card accounts, verification and other administrative services.

SBICPSL may also share Cardholder information with any parent, subsidiary, affiliate or associate of SBICPSL, for the purposes of marketing and offering various products and services of SBICPSL or its group companies, subsidiaries, affiliates and/or associates.

I am fully aware of and understand the regulations governing the use of the SBI Corporate Card outside India and my obligations under the applicable foreign exchange management regulations and guidelines issued by Reserve Bank of India (RBI) / applicable authority from time to time. I undertake that use of the SBI Corporate Card shall be in strict compliance with applicable foreign exchange management regulations, otherwise the Card may be cancelled at the instance of RBI and/or SBICPSL. In the event that the Company/Corporate I work with or myself are not in compliance with the usage restrictions, foreign exchange entitlements and other applicable regulations, we shall bring the same to the notice of SBICPSL immediately and in writing

9. SCHEDULE OF CHARGES

Fees		
Card Type	Platinum	Signature
Joining Fee (one time)	NIL	NIL
Annual Fee (p.a.)	NIL	Upto Rs. 499
Extended Credit		
Interest Free Credit Period	20-50 days (applicable only on retail purchases and if previous month's outstanding balance is paid in full)	
Finance Charges#	Upto 3.35% p.m. (40.2% p.a.) from the transaction date (It is a charged card and does not offer revolving facility)	
Total Amount Payable	Total Outstanding Due	
Cash Advance (If Applicable)		
Cash Advance Limit (If Applicable)	Variable	
Free Credit Period	Nil	
Finance Charges#	Upto 3.35% p.m. (40.2% p.a.) from the date of withdrawal	
Cash Advance Fees (If Applicable)		
SBI ATMs / Other Domestic ATMs	Upto 2.5% of withdrawal amount or Rs. 300 (WIH) per transaction	
International ATMs	Upto 3% of withdrawal amount or Rs. 300 (WIH) per transaction	
Other Charges & Fees (If Applicable)		
Cheque Bounce/ Invalid Cheque	2% of Cheque Amount (Min. Rs. 350 & Max. Rs. 500)	
Chargeslip Retrieval	Rs. 225 per Chargeslip	
Late Payment	NIL for Total Amount due from Rs.0-Rs.200; Rs.100 for Total Amount due greater than Rs.200 & up to Rs.500; Rs.200 for Total Amount due greater than Rs.500 & up to Rs.1000; Rs.350 for Total Amount due greater than Rs.1000 & up to Rs.5000; Rs.550 for Total Amount due greater than Rs.5000 & up to Rs.10,000; Rs.750 for Total Amount due greater than Rs.10,000;	
Emergency Card Replacement	Complimentary	
Foreign Currency Transaction	Conversion mark up: 3.5%	
Signature		
Annual Priority Pass Fee	Rs 180	NIL
Annual Reward Fee	NIL	Not applicable
Rewards Redemption Fee	NIL	Not applicable
OTC Cash Payment Fees	Rs.100 + GST	
Surcharge		
Railway Tickets - Railway Counters	Rs. 30 + 2.5% of transaction amount	
Railway Tickets -www.irctc.co.in	1.8% of transaction amount + service charge, as applicable	
Petrol & all products/services	0% surcharge for single transaction spend between Rs 500 & Rs 4000. Maximum surcharge waiver of Rs 250 pm per credit card account. For transactions <Rs 500 & > Rs 4000 a surcharge of 2.5% of the transaction amount (or Min Rs. 10) will be applicable on Platinum Corporate card.	
Order of Payment Settlement	Total amount due (which is inclusive of GST), followed by fees and other charges, Interest charges, retail outstanding and cash advance.	

An illustration of the Finance Charge Calculation:

- Statement Date is 2nd of every Month and Payment Due Date is 22nd of every month.
- The interest free period is from the 3rd of every month to 22nd of the next month provided the previous outstanding balance is paid in full.
- Cardholder makes a retail purchase of Rs. 1,200 on 30th April, therefore the Total Amount Due on the statement dated 2nd May is Rs. 1,200 to be paid before 22nd May.
- On 21st May, the Cardholder pays Minimum Amount Due of Rs. 200.
- On 25th May, Cardholder makes a fresh purchase of Rs. 1,000.

Statement dated 2nd June would show the following components

A) Finance Charge calculated= (Outstanding Amount X 3.35% X 12 Months X No. of Days) /365

Finance Charge on Rs. 1,200 from 30th April to 20th May (21 Days)	Rs. 27.75
Finance Charge on Rs. 1,000 from 21st May to 2nd June (13 Days)	Rs. 14.32
Finance Charge on Rs. 1,000 of fresh purchase from 25th May to 2nd June (9 Days)	Rs. 9.91
Total Finance Charge for 2nd June cycle	Rs. 51.98

B) Total Principal Amount Outstanding = Rs. 2,000

(Balance Rs. 1,000 outstanding from last month's billing period + Rs. 1,000 fresh purchase)

Hence Total Amount Due = (A) + (B) + Service Tax as applicable

If Minimum Amount Due of Rs. 200 is not paid by due date of 22nd May, Late Payment charges as applicable would be levied

** Finance charges calculated at 3.35% per month. It is assumed that there are no additional transactions during this period.

All payments made from a cardholder's account will be settled in the order of Total Amount Payable i.e., Total Outstanding Due inclusive of GST + EMI on Loan plans, Fees & Other Charges, Interest Charges, Balance Transfer Outstanding, Retail Outstanding and Cash Advance.

GST is the Government Service Tax which is applicable on all the above Fees, Interest & Charges.

Card Finance Charge is dynamic and will be based on the cardholder's usage and payment patterns and is subject to periodic review.

Service tax as applicable on all above fee, interest and charges.

The Tariff of Charges is subject to change by SBICPSL and the Cardholders shall be informed accordingly.

For any clarification on Tariff of Charges or any other details please call the SBI Card Customer Helpline.

Your continued use of the card will be deemed acceptance of these amendments. Your continued usage of the card will be deemed acceptance of these amendments.

24 Hours SBI Card Priority Helpline

From BSNL/MTNL lines **1860 180 1290**

1800 180 1290

From All Other Lines **39 02 02 02**

All information in this communication is correct as on Mar:10 and is subject to change at the discretion of SBICPSL.

SBI Card Most Important Terms and Conditions are also available at www.sbicard.com

10. I/We declare that the information provided by me in this form is true, correct and complete in all respects and authorize SBI Cards & Payment Services Private Limited ("SBICPSL") / or its affiliates & associates to verify any information at my office / residence, with my employer, financial institution, credit bureau or any third party engaged by SBICPSL. I have read and understood the contents of the SBI Credit Card Application form, Card Member Agreement and the attached Most Important Terms and Conditions and agree and give my consent to all its content.

11. I confirm that I have no insolvency proceedings pending against me nor have I ever been adjudicated insolvent by a court of competent jurisdiction.

12. I and the additional cardholder(s) agree unconditionally to be bound by the terms and conditions of the card holder agreement accompanying each SBI Credit card unless the card is cut in half and pieces returned to SBICPSL.

13. I will be liable for all charges incurred on the primary credit card issued to me.

14. I agree that charge slip or a payment requisition or requisition or an electronic record resulting from or generated by the use of the card will amount to an unconditional undertaking by me to pay SBICPSL the amount stated therein and agree that a copy of my periodic billing statement sent to me by post or e-mail, at the e-mail address provided by me will be final and conclusive evidence of my liability for the charges stated therein.

15. I authorize SBICPSL, at its sole discretion to transfer my outstanding balances on other credit cards and credit facilities availed by me from other companies and financial institutions as provided in the application.

16. I authorize SBICPSL to disclose any information relating to my / our card(s) as mentioned by me in the application form or any information reflected in the documents submitted including any default in payments to a credit bureau, financial institutions, any parent, subsidiary, affiliate or associate of SBICPSL, my employer, co brand partner, third parties engaged by SBICPSL for proper operation of card accounts, verifications and other administrative services.

17. I authorize sharing of any of my information for purposes such as marketing and offering of various products and services of SBICPSL or any of the product(s) of its Group Companies, subsidiaries, affiliated, associates of co brand partner.

18. I also authorize SBICPSL to send me SMS Alerts on marketing / account related information on my mobile phone number. All documents submitted in support of the application shall become the sole and absolute property of SBICPSL and shall be treated in accordance with all applicable Laws and Rules established in India.

19. I am fully aware and understand the regulations governing the use the Card outside India and my obligations under the applicable exchange control / management regulations and guidelines issued by Reserve Bank of India / applicable authority from time to time.

20. I undertake that my and Additional Card members use of the card shall be in strict compliance with applicable exchange control / management regulations, otherwise the card may be cancelled at the instance of RBI and / or SBICPSL in the event the I or the additional card member(s) are not in compliance with the usage restriction, foreign exchange entitlements and other applicable regulations. I/We shall bring the same to the notice of SBICPSL in writing forthwith.

21. I accord the above consent notwithstanding the issuance / non issuance maturity of the card(s) or its discontinuance by me.

22. I accept the fee structure enclosed. I understand that the Joining & Annual fee (if applicable) mentioned below shall be required to be paid by me on receiving the first statement of account. Paid insurance (if applicable) is OPTIONAL and has been clearly communicated to me at the time of selling the credit card.

23. I/We hereby unconditionally agree that SBICPSL may in its discretion consider to use the information supplied by me/us on the application form and sell insurance to me/us at their sole discretion, even in the event of me/us not having been issued the card. Finance charges @ 3.35% per month. Service Tax extra, as applicable.

24. I further state and declare that while sourcing the application of SBI Credit Card : No Cash has been collected from me. No credit limits / gifts etc. have been promised to me. I shall contact the SBI Credit Card Customer Helpline in case I have any doubts / clarifications.

25. I authorize SBICPSL to use my PAN number to verify KYC details submitted by me in the Application form. Any such verification will be from an authorized forum only. The application form will not be processed pending completion of KYC verification. Further, if SBICPSL requires any information on account of compliance with the KYC and AML Guidelines, I will provide the same.

26. I further give specific consent to the blocking and deactivation of any of my credit cards and its aligned accounts in all circumstances where at any instance I commit default in timely payments of my outstanding on any of such credit cards issued by SBICPSL to me.

27. I understand that I may be issued a SBI Card from SBI Card portfolio at the absolute and sole discretion of SBI Card to which I, hereby give my full and free consent and I further undertake that subsequently I shall not raise any demure, protest and/or contest with regard to any matter connected therewith. I confirm that I have been duly communicated and I have fully understood all accompanying terms and conditions of SBI credit cards.

28. In all events of payments not being paid by the due date, SBI Card reserves the right to carry out follow ups by means of personal visits, post, fax, telephone, e-mail, SMS and/or engaging third party to remind, follow-up and collect due payments in any manner deem fit by SBI Card keeping the intent in view.

29. In all events where SBI Card or its authorized representatives are unable to contact me, SBI Card shall be at liberty to leave payment due messages with any third parties which may include without restriction your spouse, parents, other family members, secretary, accountant etc who may be available at your residence, office, mobile number, registered Landline number, address.

30. This is without prejudice to other rights of SBI Card to collect outstanding dues to be exercised in accordance to law. I hereby confirm that I would be the beneficial owner of the SBI Credit Card as understood in the normal business parlance and in accordance to existing regulations. I hereby undertake to comply with all directives from SBICPSL in my capacity of the beneficial owner of the SBI Credit card if and when such credit card is issued by SBICPSL to me based upon approval of my SBI credit card application form.

31. I have read and understood all SBICPSL policies regarding data privacy and security procedures published on its web site www.sbicards.com and acknowledge all its content.