FEDERAL BANK

USER GUIDE

FOR

FedNet

CREDIT CARD MODULE

Credit Card Module in FedNet

We are delightful to inform our beloved customers that Credit Card module is now available in FedNet. This will serve as an additional platform through which you can perform credit card life cycle management activities. All the functionalities which are currently available in FedMobile's credit card module will be available in FedNet as well.

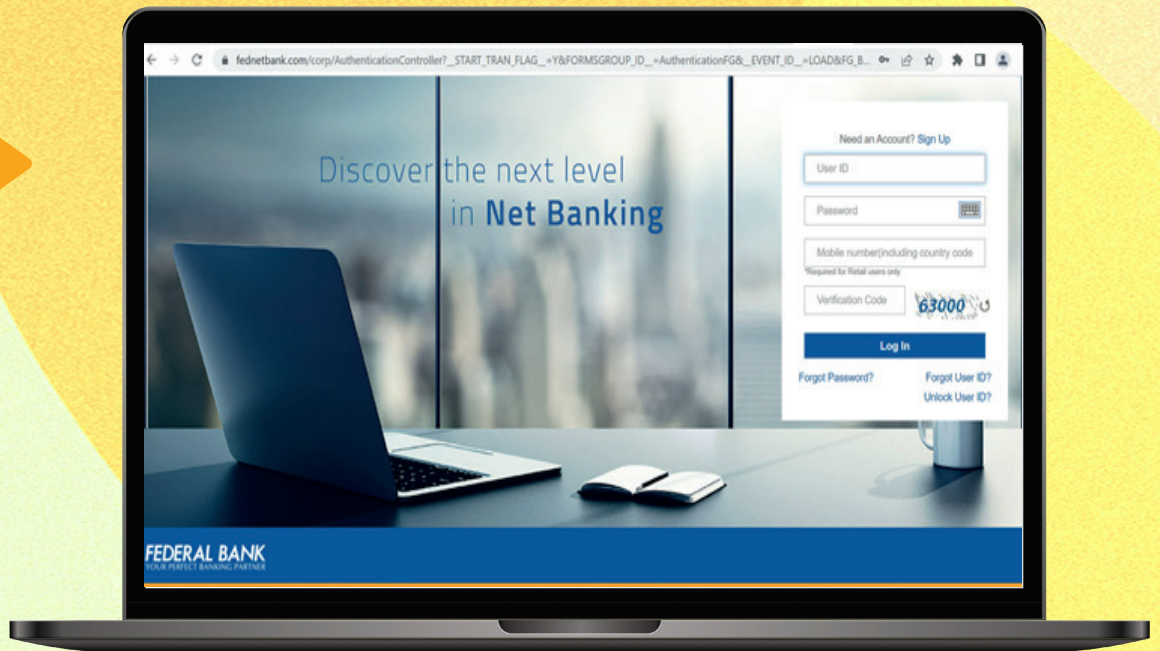## Hero feature of our Bank's Credit Card – Virtual card, will be now accessible in FedNet as well.

CREDIT CARD MODULE FUNCTIONALITIES IN FEDNET:

- View card details – Card Number, CVV, Expiry date – virtual card
- Set/Reset Credit card PIN
- Manage Credit Card
- Manage Transaction Limits
- View Credit Card statement
- Report Lost/Stolen Card
- Pay Credit Card bill
- Help and support section

*T & C apply

Detailed Process Flow - Credit Card Module in FedNet
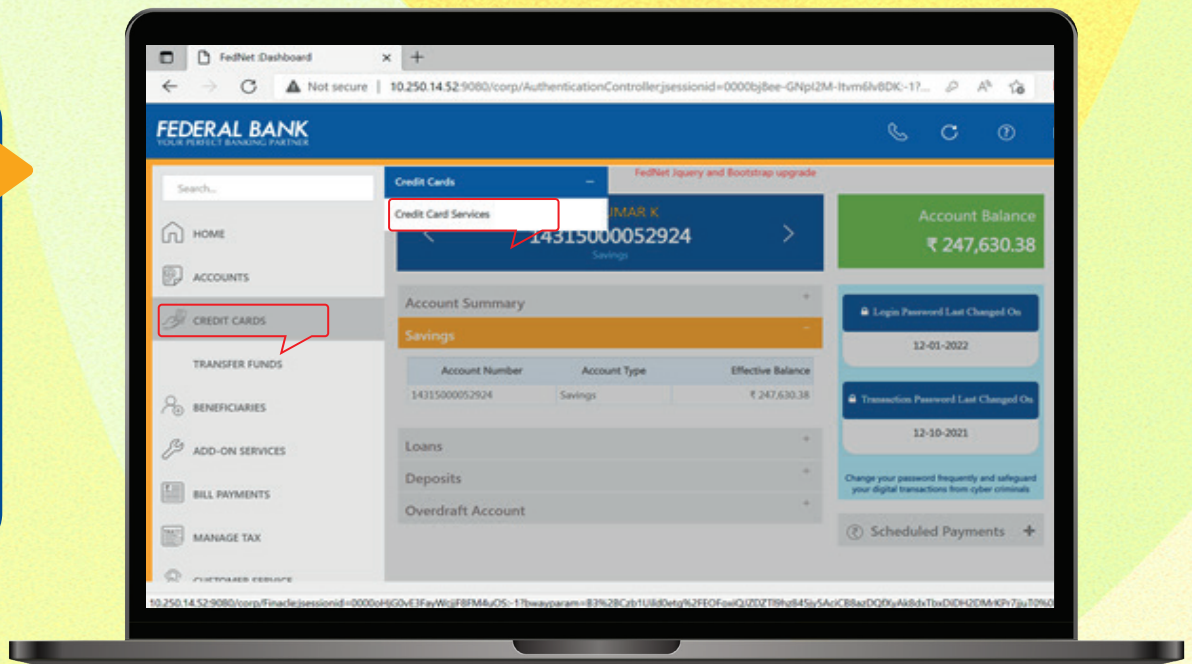
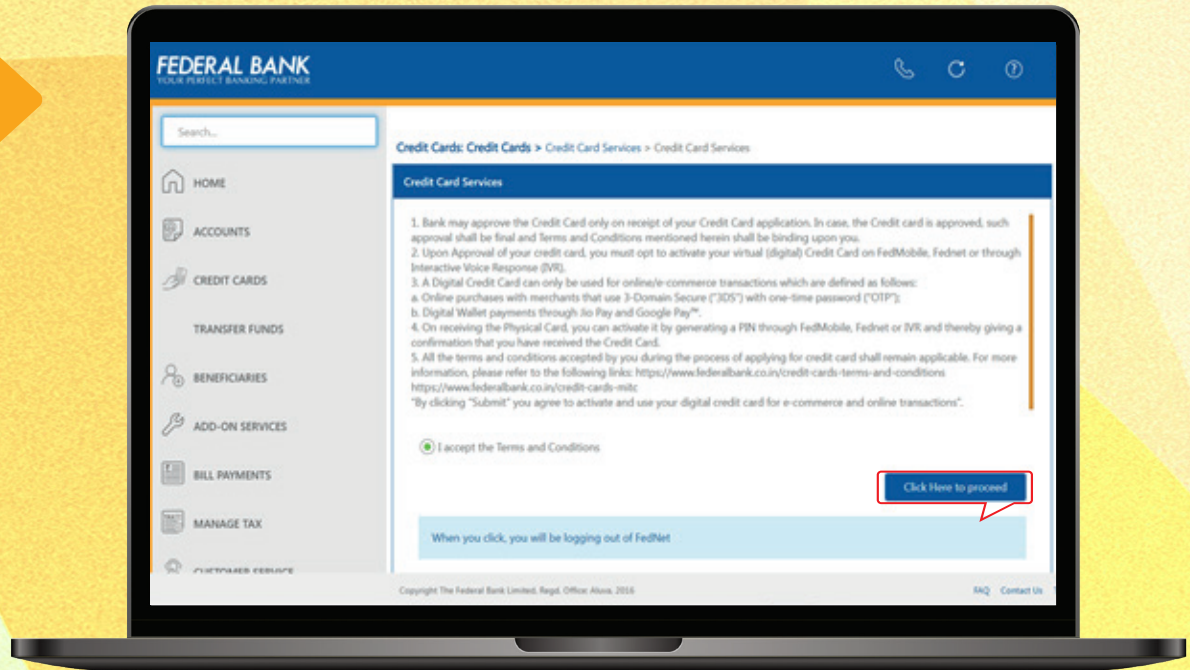**Step 1: Login** to FedNet using valid credentials

Step 2: Select Credit Cards

You have to select Credit Cards module from the Home screen to perform credit card life cycle management activities.
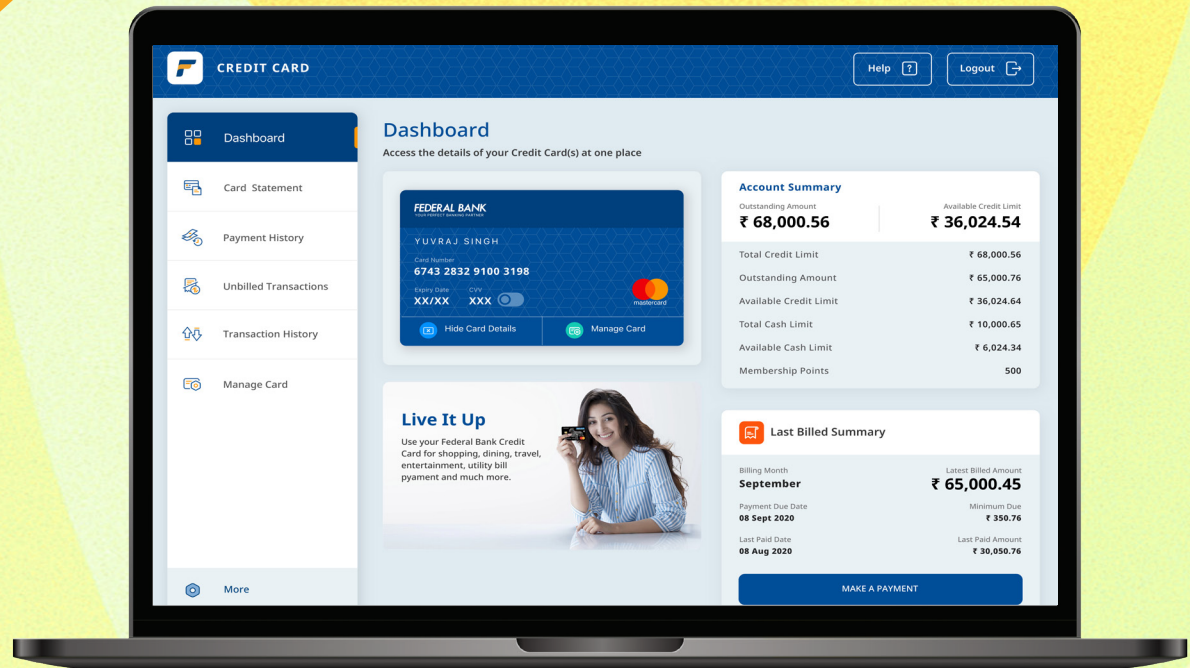

*T & C apply.

Step 3: Welcome Screen

You have to accept the T&C while landing first time in the module. OTP (Mobile based OTP, SMS based OTP, Hard token OTP) will be authenticated and you will land on the dashboard.

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YOUR PERFECT BANKING PARTNER

Search...

HOME
ACCOUNTS
CREDIT CARDS
    TRANSFER FUNDS
BENEFICIARIES
ADD-ON SERVICES
BILL PAYMENTS
MANAGE TAX
CUSTOMER SERVICE

Credit Cards: Credit Cards > Credit Card Services > Credit Card Services

Credit Card Services

1. Bank may approve the Credit Card only on receipt of your Credit Card application. In case, the Credit card is approved, such approval shall be final and Terms and Conditions mentioned herein shall be binding upon you.
2. Upon Approval of your credit card, you must opt to activate your virtual (digital) Credit Card on FedMobile, Fednet or through Interactive Voice Response (IVR).
3. A Digital Credit Card can only be used for online/e-commerce transactions which are defined as follows:
a. Online purchases with merchants that use 3-Domain Secure ("3DS") with one-time password ("OTP").
b. Digital Wallet payments through Jio Pay and Google Pay™.
4. On receiving the Physical Card, you can activate it by generating a PIN through FedMobile, Fednet or IVR and thereby giving a confirmation that you have received the Credit Card.
5. All the terms and conditions accepted by you during the process of applying for credit card shall remain applicable. For more information, please refer to the following links: https://www.federalbank.co.in/credit-cards-terms-and-conditions https://www.federalbank.co.in/credit-cards-mitc
"By clicking "Submit" you agree to activate and use your digital credit card for e-commerce and online transactions".

⦿ I accept the Terms and Conditions

Click Here to proceed

When you click, you will be logging out of FedNet

Copyright The Federal Bank Limited, Regd. Office: Aluva, 2016   FAQ   Contact Us
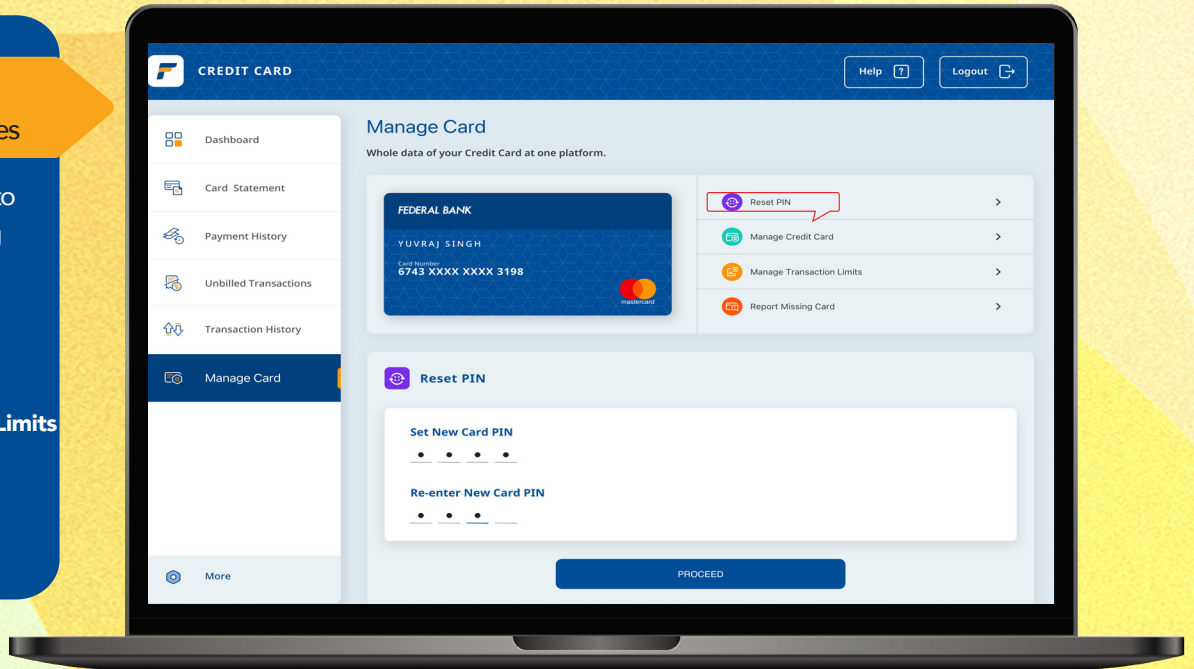
Step 4: Credit Card dashboard

The dashboard comprises of the Credit Card details, access to manage card section, the entry points for payment history, transaction history, and unbilled transactions. The account summary, last billed summary, outstanding amount and the available credit limit will be displayed in the dashboard.
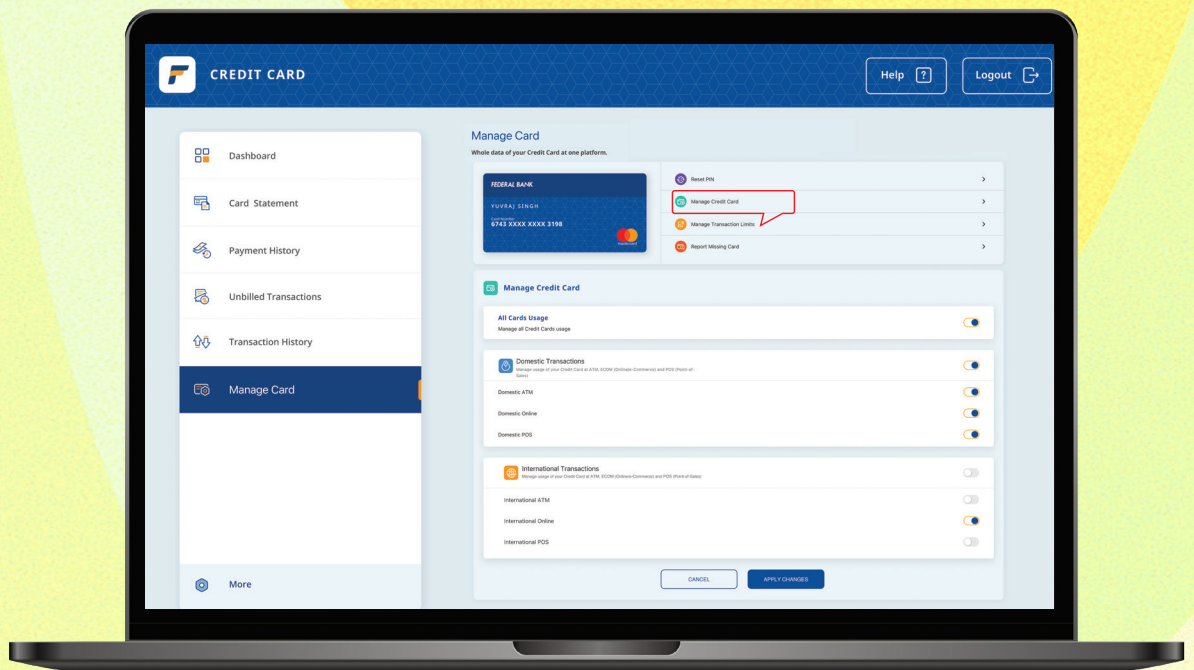
CREDIT CARD   Help ?   Logout ⟶

Dashboard
Card Statement
Payment History
Unbilled Transactions
Transaction History
Manage Card
More

Dashboard
Access the details of your Credit Card(s) at one place

FEDERAL BANK
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YUVRAJ SINGH
Card Number
6743 2832 9100 3198
Expiry Date   CVV
XX/XX   XXX
mastercard
Hide Card Details   Manage Card

Account Summary
Outstanding Amount   Available Credit Limit
₹ 68,000.56   ₹ 36,024.54

Total Credit Limit   ₹ 68,000.56
Outstanding Amount   ₹ 65,000.76
Available Credit Limit   ₹ 36,024.64
Total Cash Limit   ₹ 10,000.65
Available Cash Limit   ₹ 6,024.34
Membership Points   500

Live It Up
Use your Federal Bank Credit Card for shopping, dining, travel, entertainment, utility bill pyament and much more.

Last Billed Summary

Billing Month   Latest Billed Amount
September   ₹ 65,000.45

Payment Due Date   Minimum Due
08 Sept 2020   ₹ 350.76

Last Paid Date   Last Paid Amount
08 Aug 2020   ₹ 30,050.76

MAKE A PAYMENT

*T & C apply

Step 5: Credit Card Management services

Here you will be able to carry out the following options –
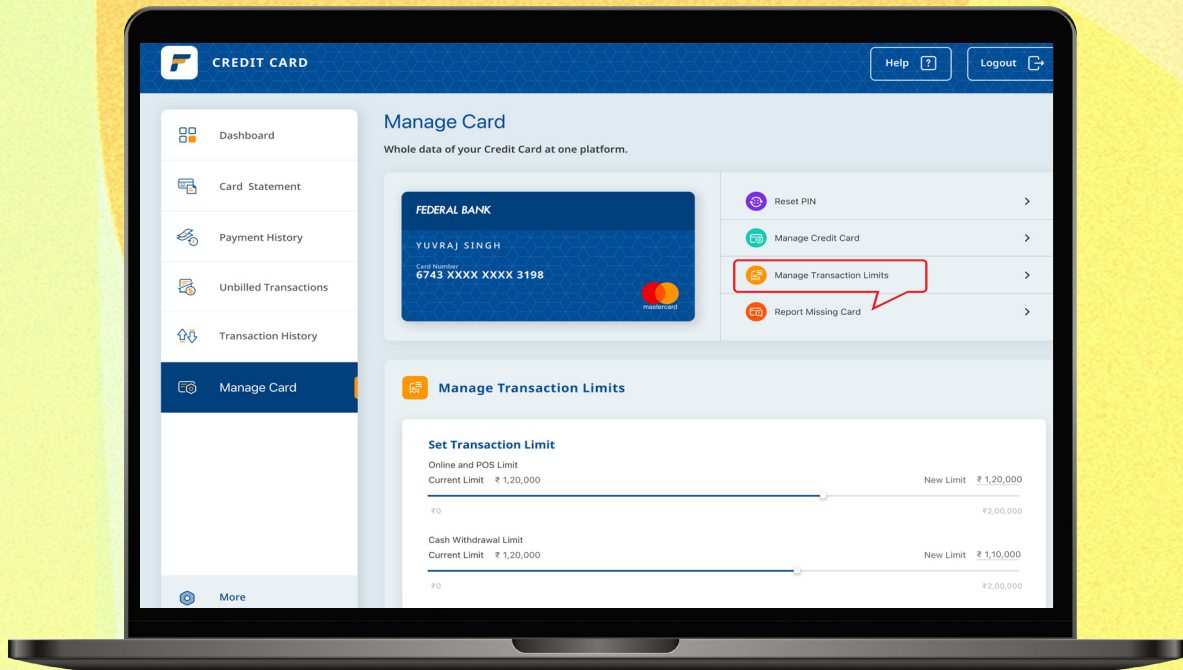
- **Reset PIN**
- **Manage Credit Card**
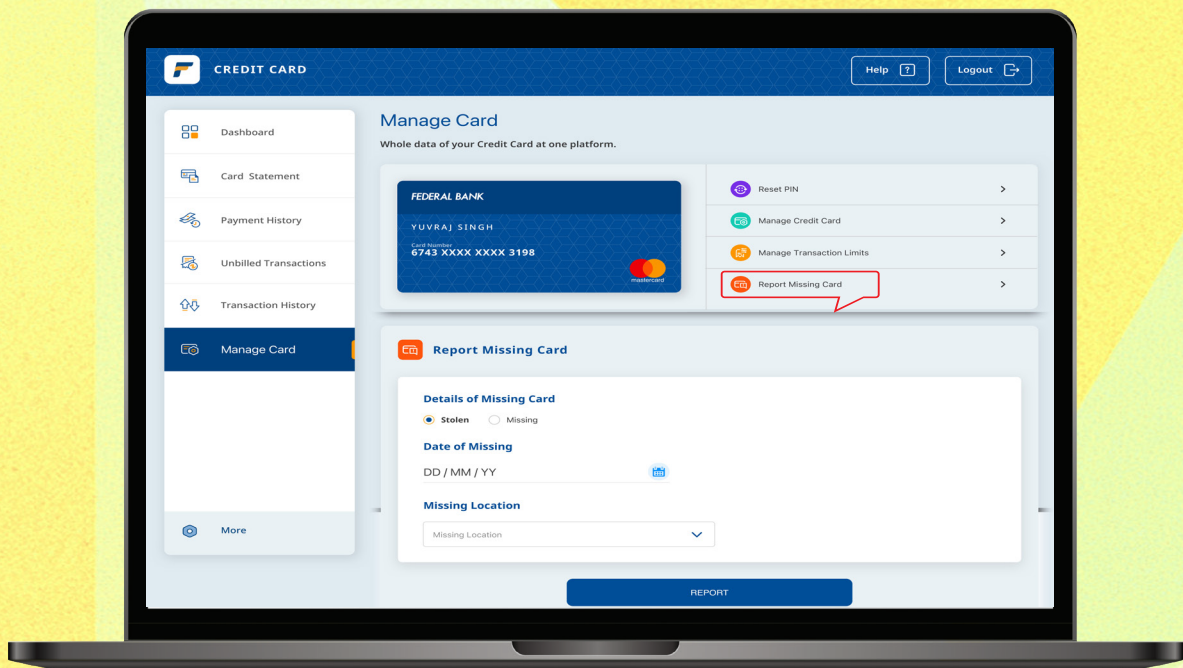- **Manage Transaction Limits**
- **Report Missing Card**

• Can Manage Online, POS, ATM and contactless transactions for both Domestic and International channels. You can enable/disable Online, Contactless and International transaction functionalities from "Manage Card" section.

• Manage Online,POS,ATM and contactless transactions Limit for both Domestic and International channels. After enabling channels, you have to set transaction limits for these enabled channels so that transactions above the set limit will not be processed.
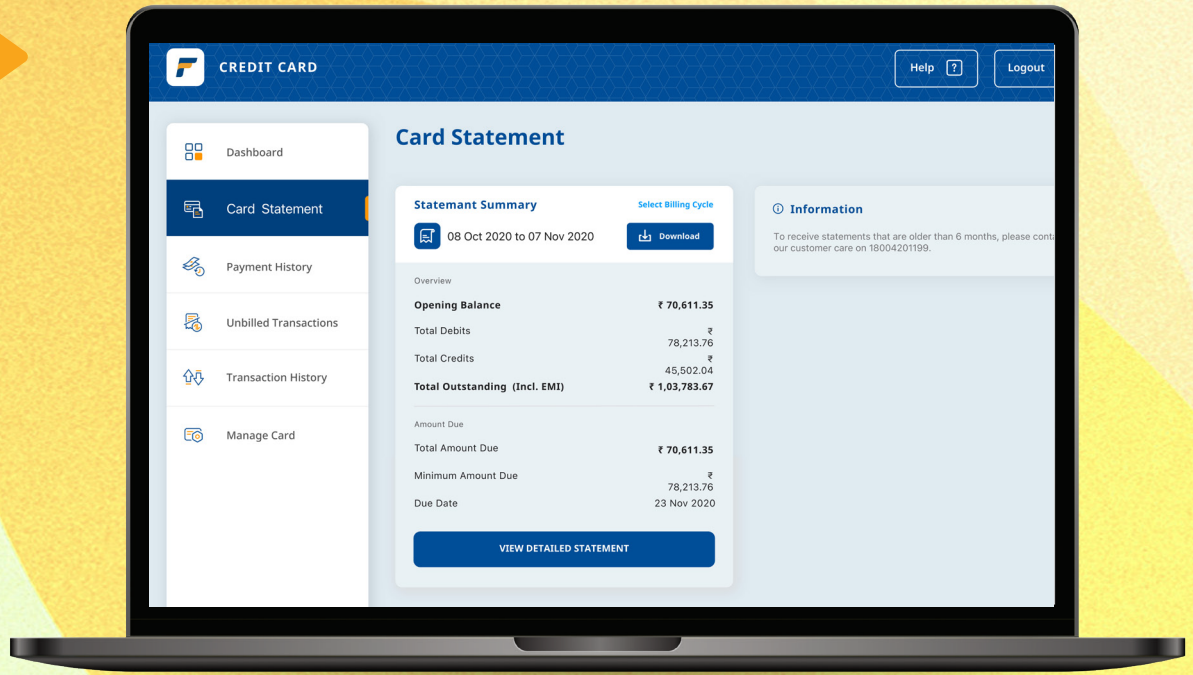

• Can report a lost/stolen card and apply for a new card

*T & C apply

24x7
1800 420 1199
1800 425 1199
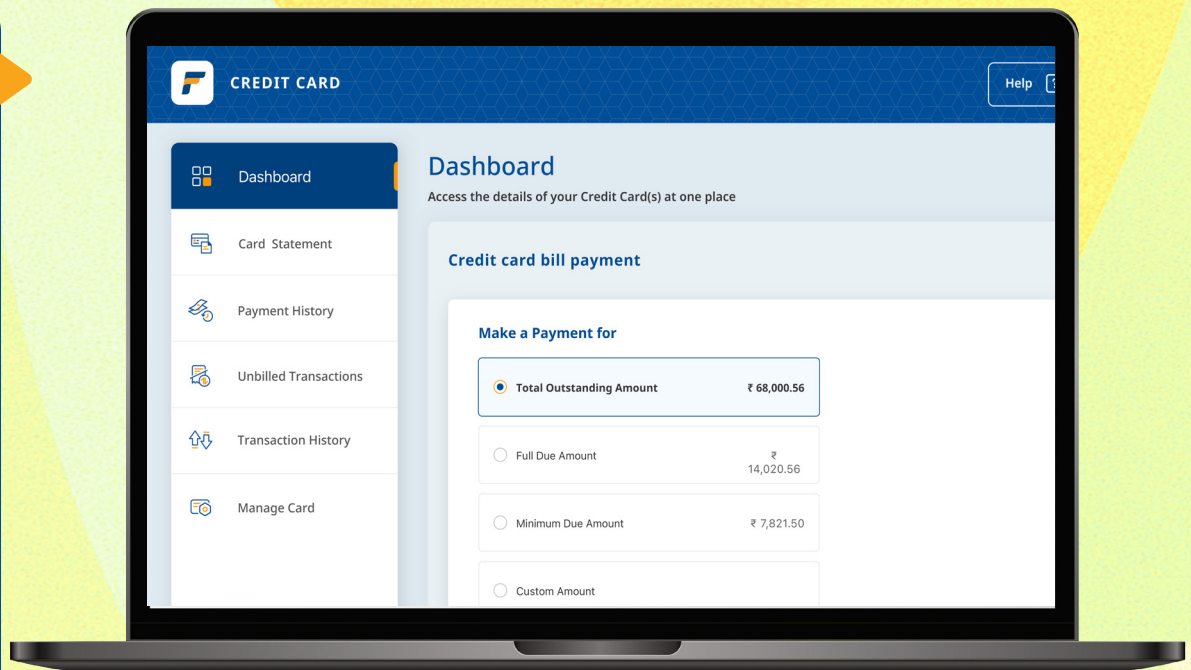+91 484 2630994/5 (NRI)

www.federalbank.co.in

Step 6: Credit Card Statement

The customer will be able to view the credit card statement according to the billing cycle, the customer will be able to view the Opening balance, total debits, total credits, Total outstanding, Total amount Due, Minimum amount due and the Due date.

CREDIT CARD

Help [?]　Logout

- Dashboard
- Card Statement
- Payment History
- Unbilled Transactions
- Transaction History
- Manage Card

Card Statement

Statemant Summary　　Select Billing Cycle
08 Oct 2020 to 07 Nov 2020　　⬇ Download

Overview

Opening Balance	₹ 70,611.35
Total Debits	₹ 78,213.76
Total Credits	₹ 45,502.04
Total Outstanding (Incl. EMI)	**₹ 1,03,783.67**

Amount Due

Total Amount Due	₹ 70,611.35
Minimum Amount Due	₹ 78,213.76
Due Date	23 Nov 2020

VIEW DETAILED STATEMENT

ⓘ **Information**
To receive statements that are older than 6 months, please conta... our customer care on 18004201199.
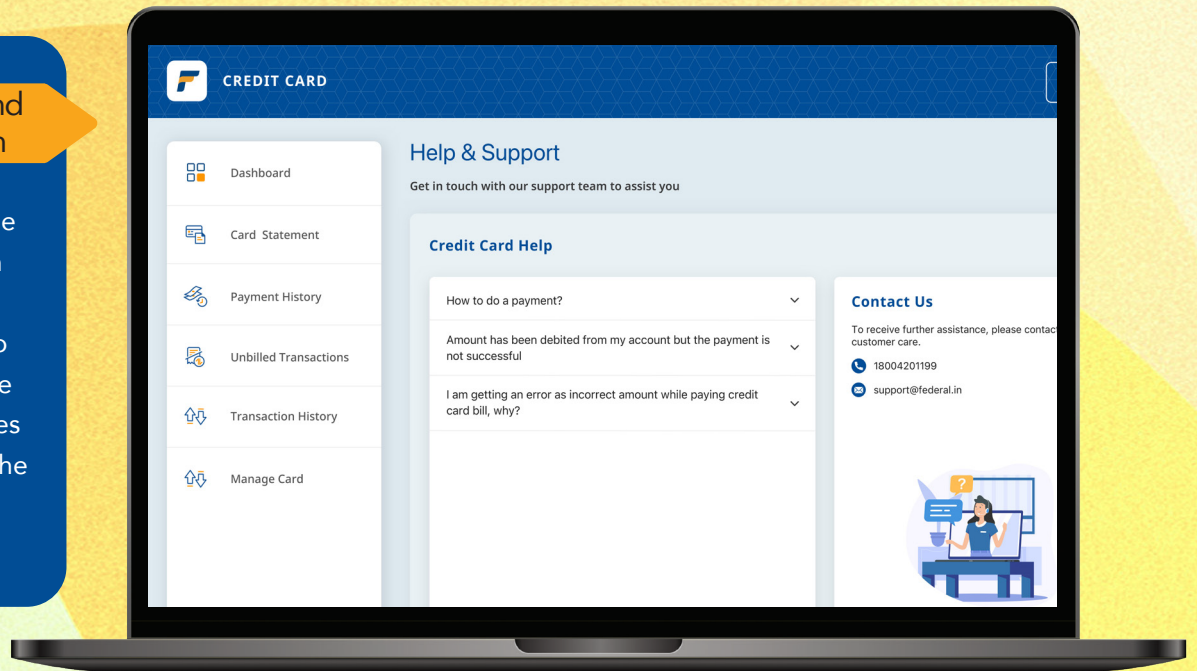
Step 7: Credit Card Bill payment

You will be able to carry out bill payment for credit card using FedNet Payment Gateway, the bill can be paid for either of the following, total amount due, minimum amount due, total outstanding amount or a custom amount.

CREDIT CARD

Help [?]

- Dashboard
- Card Statement
- Payment History
- Unbilled Transactions
- Transaction History
- Manage Card

Dashboard
Access the details of your Credit Card(s) at one place

Credit card bill payment

Make a Payment for

● Total Outstanding Amount	₹ 68,000.56
○ Full Due Amount	₹ 14,020.56
○ Minimum Due Amount	₹ 7,821.50
○ Custom Amount	

*T & C apply

Step 8: Help and support section

Customers will be able to chat with an agent in the contact center to aid them with the respective queries with respect to the credit card module.

CREDIT CARD

Help & Support

Get in touch with our support team to assist you

Credit Card Help

| Dashboard |
| Card Statement |
| Payment History |
| Unbilled Transactions |
| Transaction History |
| Manage Card |

How to do a payment? ⌄

Amount has been debited from my account but the payment is not successful ⌄

I am getting an error as incorrect amount while paying credit card bill, why? ⌄

Contact Us

To receive further assistance, please contact customer care.

📞 18004201199

✉ support@federal.in

To know more about the card features and benefits, visit

https://www.federalbank.co.in/credit-card-home

If the customers have any queries, around credit cards, please request customers to contact Bank's contact center 1800 420 1199 or creditcards@federalbank.co.in.

*T & C apply

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