

**The Federal Bank One Co-Branded Credit Card  
Most Important Terms and Conditions (MITC)**

**w.e.f 30<sup>th</sup> April, 2026**

**Issued By**



These Most Important Terms and Conditions apply to Federal Bank One Co-Branded Credit Card issued by Federal Bank Limited (**Bank**) in partnership with its co-branding partner Oneconsumer Services Private Limited (**Federal Bank One Co-Branded Credit Card**).

Activating your card from the OneCard app or clicking on '**Submit**' or '**I Agree**' or any similar tab/icon would mean acceptance of the below terms and conditions by the cardholder/cardmember/user ("**You**" or "**you**").

The MITCs are in addition to and are to be read along with the detailed Terms and Conditions and are subject to changes from time to time. The most recent version will always be available on the Bank's website as well as on OneCard app and the OneCard website.

**Welcome to a world of convenience!**

### **The OneCard Mobile App**

You can control the Federal Bank One co-branded Credit Card entirely from the powerful OneCard Mobile App, some of the actions being:

- Set your App PIN
- Activate your Federal Bank One co-branded Credit Card
- Make credit card bill payments
- Manage your virtual credit card
- Control your credit and cash withdrawal limits
- Enable online, domestic and international usage
- Set your Federal Bank One co-branded Credit Card PIN (For use at Point of Sale and ATMs)
- Raise disputes or service queries on any aspect of your Federal Bank One co-branded Credit Card
- Control your over limit transactions

We have ensured that you can do the above transactions only in a secure environment after you authenticate yourself with your preferred authentication mechanism (Fingerprint/PIN). As a cardholder, you should be aware of the features and impact of these transactions as you would be responsible for your actions within the OneCard App.

### **Virtual Credit Card**

In addition to the physical Federal Bank One co-branded Credit Card, you will receive as part of the on-boarding process, a virtual rendition of the same Federal Bank One co-branded Credit Card which will be available on the OneCard App.

This virtual card is also a VISA/RuPay powered credit card so that you can use it for any online or mobile application-based transactions or purchases. The security parameters are set as per industry standards.

### **A) FEES AND CHARGES**

We believe in keeping your life simple and our charges reflect our endeavour in that direction.

As long as you use the Federal Bank One co-branded Credit Card within your approved credit limit, and pay the full outstanding by the due date, we won't charge you any related charges. However, in cases of delays in payments or part payments or using your card beyond the limit, there would be some charges levied.

Here's a list of these charges:

| Schedule of Charges |                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                      |
|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Sr A                | Fees and Charges                                                                                                                                                                                                                                                                                          | Unit Fees                                                                                                                                                                                                                                            |
| 01                  | Joining Fee for Primary or add-on cardholder                                                                                                                                                                                                                                                              | Nil                                                                                                                                                                                                                                                  |
| 02                  | Annual Membership fee for primary or add-on cardholder                                                                                                                                                                                                                                                    | Nil                                                                                                                                                                                                                                                  |
| 03                  | Issuance Fee                                                                                                                                                                                                                                                                                              | <b>Primary Cardholder</b> <ul style="list-style-type: none"> <li>• Metal Card Nil</li> <li>• Plastic Card Nil</li> </ul> <b>Add-on Cardholder</b> <ul style="list-style-type: none"> <li>• Metal Card ₹3000</li> <li>• Plastic Card Nil</li> </ul>   |
| 04                  | Card Cancellation Fee <ul style="list-style-type: none"> <li>• If cancelled within 6 months of the virtual card being activated</li> </ul>                                                                                                                                                                | <b>Primary Cardholder</b> <ul style="list-style-type: none"> <li>• Metal Card ₹3000</li> <li>• Plastic Card ₹500</li> </ul> <b>Add-on Cardholder</b> <ul style="list-style-type: none"> <li>• Metal Card Nil</li> <li>• Plastic Card ₹500</li> </ul> |
| 06                  | <b>Transaction-based service charges</b> <ul style="list-style-type: none"> <li>• Reward redemption fee</li> <li>• Forex Markup fee</li> <li>• Overlimit fee</li> </ul><br><b>Rent Transaction fee</b> <ul style="list-style-type: none"> <li>• Third-party merchants</li> </ul><br>Fuel Surcharge waiver | Nil<br>1% of the transaction amount<br>2.5% of overlimit amount (Min ₹500)                                                                                                                                                                           |
|                     |                                                                                                                                                                                                                                                                                                           | 1% of the transaction amount                                                                                                                                                                                                                         |
|                     |                                                                                                                                                                                                                                                                                                           | 1% of the transaction amount and capped till ₹400 per month                                                                                                                                                                                          |
|                     | Wallet upload/transfer fee on cumulative spends of ₹10,000 per month or more                                                                                                                                                                                                                              | Till 29 <sup>th</sup> May, 2026 1% of the transaction amount                                                                                                                                                                                         |

|      |                        |                                                                                                                  |       |
|------|------------------------|------------------------------------------------------------------------------------------------------------------|-------|
|      |                        | From 30 <sup>th</sup> May, 2026, 2% of the transaction amount                                                    |       |
| 07   | Card Replacement Fee   | First Plastic Card - Nil<br>Second Plastic Card -₹145<br>Third Plastic Card onwards - ₹500<br>Metal Card- ₹3,000 |       |
| 08   | Interest-Free Period** | Up to 48 days                                                                                                    |       |
| 09   | Interest Rate          | 3.75% per month<br>45% per annum                                                                                 |       |
| 10   | Late Payment Charges   | Outstanding Amount                                                                                               | Fee   |
|      |                        | ₹0 – 250                                                                                                         | ₹0    |
|      |                        | ₹251-1000                                                                                                        | ₹250  |
|      |                        | ₹1001-5000                                                                                                       | ₹500  |
|      |                        | ₹5001 - 25000                                                                                                    | ₹1000 |
|      |                        | ₹ 25001 and above                                                                                                | ₹1250 |
| Sr B | Drawal Limits          |                                                                                                                  |       |
| 01   | Credit Limit           | As visible in the OneCard App                                                                                    |       |
| 02   | Available Credit Limit | As visible in the OneCard App                                                                                    |       |
| 03   | Cash withdrawal Limit  | As visible in the OneCard App                                                                                    |       |

#### Federal One Co-branded Credit Card

Goods and Services Tax (GST) is applicable on all fees, interest and other charges and is subject to change as and when notified by the Government of India

#### **\*\* Interest Free Period**

Interest free period could range upto 48 days.

#### Illustration:

For a statement for the period from April 15, 2021 to May 15, 2021 the payment due date would be June 2, 2021. Assuming that you have paid your Total Amount Due of the previous month statement by the payment due date, the grace period would be:

1. For a purchase dated April 24, 2021, the interest-free grace period is from April 24, 2021 to June 2, 2021, i.e. 40 days.
2. For a purchase dated May 14, 2021, the interest-free grace period is from May 14, 2021 to June 2, 2021, i.e. 20 days.

Please remember that this facility of an interest free period will not be available to you if you have not paid the previous month's outstanding amount in entirety.

**\*\*\* Interest Rate**

Interest Charges are paid at monthly percentage rate, as specified in the KFS, on all transactions from the date of transaction in the event of the Card Member choosing not to pay his balance in full, and on cash advances taken by the Card Member, till they are paid back. Interest charges, if payable, are debited to the Card Member's account till the outstanding on the card is paid in full.

When the customer carries forward any outstanding amount or availed Cash Advance, a finance charge calculated using Daily Balance Method will apply to balances carried forward and to fresh billings.

At the end of each day, the current balance/outstanding amount will be multiplied by the daily rate to arrive at the daily interest charges, which then get added to your outstanding balance.

A simple formula would be as below:

$((\text{Number of days} \times \text{Entire outstanding amount} \times (\text{Interest rate per month} \times 12 \text{ months})) / 365 \text{ days})$

Currently, the interest rate on unpaid dues is 45% per annum, or 3.75% per month, for all Federal Bank One co-branded Credit Card members.

**Sample Illustration 1 (dues not paid in full)**

- Purchase: ₹ 10,000 on January 15, 2021
- Statement Date: February 01, 2021
- Total Amount Due: ₹ 10,000
- Payment Due Date: February 18, 2021
- Payment Done: ₹ 500 on February 10, 2021
- No other transactions in February.

As per the formula shared above, the interest will be charged as follows:

| Balance  | Period    | No. of Days | Calculation                                             | Interest (₹) |
|----------|-----------|-------------|---------------------------------------------------------|--------------|
| ₹ 10,000 | 15-31 Jan | 17          | $(17 \times 10000 \times (3.75 / 100 \times 12)) / 365$ | 209.59       |
| ₹ 10,000 | 01-09 Feb | 9           | $(9 \times 10000 \times 3.75 / 100)$                    | 110.96       |

|                         |           |    |                                                        |               |
|-------------------------|-----------|----|--------------------------------------------------------|---------------|
|                         |           |    | $(3.75 / 100 \times 12) / 365$                         |               |
| ₹ 9,500                 | 10-28 Feb | 19 | $(19 \times 9500 \times (3.75 / 100 \times 12) / 365)$ | 222.53        |
| <b>Interest Charged</b> |           |    |                                                        | <b>543.08</b> |

Goods & Services Tax (GST) at the prevailing rate (currently 18%) will be levied on this interest charged, which is ₹97.75.

This will be added to the outstanding amount so in your statement on March 01, 2021, the Total Amount Due will be **₹10,140.84** (₹9,500 + ₹543.08 + ₹97.75)

### **Sample Illustration 2 (Dues revolved, fresh purchase)**

- Statement Date: March 01, 2021
- Total Amount Due: ₹ 9,927.23
- Payment Due Date: March 18, 2021
- Payment Done: ₹ 500 on March 10, 2021
- New Purchase: ₹ 5,000 on March 20, 2021

Interest will be charged as follows:

| Balance                 | Period    | No. of Days | Calculation                                                | Interest (₹)  |
|-------------------------|-----------|-------------|------------------------------------------------------------|---------------|
| ₹ 9,927.23              | 01-09 Mar | 9           | $(9 \times 9927.23 \times (3.75 / 100 \times 12) / 365)$   | 110.15        |
| ₹ 9,427.23              | 10-19 Mar | 10          | $(10 \times 9427.23 \times (3.75 / 100 \times 12) / 365)$  | 116.23        |
| ₹ 14,427.53             | 20-31 Mar | 12          | $(12 \times 14427.53 \times (3.75 / 100 \times 12) / 365)$ | 213.45        |
| <b>Interest Charged</b> |           |             |                                                            | <b>439.83</b> |

Goods & Services Tax (GST) at the prevailing rate (currently 18%) will be levied on this interest charged, which is ₹79.17.

This will be added to the outstanding amount so in your statement on April 01, 2020, the Total Amount Due will be **₹14,910.24** (₹14,427.23 + ₹439.83 + ₹79.17).

*Note: These illustrations are meant to be indicative and to show how interest is calculated and charged. Actual amounts can vary depending on specific cases.*

The Minimum Amount Due is a variable percentage of Net Debits + Full Over the Limit amount + EMI billed for the month inclusive of EMI interest, fees and taxes + Previous statement unpaid minimum amount dues if any.

The Minimum Amount Due variable percentage can range between (5% - 100%) and will be based upon the cardholder's repayment status.

**\*\*\*\* Late Payment Fee**

You are charged a Late Payment Fee if there has been no payment or a payment less than the Minimum Amount Due is received by the Payment Due Date. Late payment fee will be levied based on Cardmember's outstanding amount as per the below mentioned grid.

| Late Payment Fees  |       |
|--------------------|-------|
| Outstanding Amount | Fee   |
| ₹0-250             | ₹0    |
| ₹251-1000          | ₹250  |
| ₹1001-5000         | ₹500  |
| ₹5001-25000        | ₹1000 |
| ₹25001 and above   | ₹1250 |

**Example:**

Consider the Total Amount Due (TAD) is ₹ 5,000 and Payment Due Date is 4 May, 2020. In case the cardholder does not pay the Minimum Amount Due by the Payment Due Date, a Late Payment Fee of ₹ 500 will be billed on the next bill due date. Late Payment Fee is ₹ 500 if the outstanding amount is in the range of 1001-5000 as per fee w.e.f 01.08.2024.

**OverLimit Fee:**

Overlimit Fee of 2.5% of the overlimit amount or ₹ 500 (whichever is higher) will be charged every time the Cardmember breaches the assigned credit limit while transacting or on receipt of actual settlement amount from the merchant.

Transaction over limit will be allowed only if the Cardmember has enabled the overlimit card control from the App.

**Forex Markup Fee:**

When you use your Federal Bank One co-branded Credit Card to transact in a foreign currency, that transaction amount is converted to Indian Rupees ( "INR" / "₹") on the settlement date. This could be different from your transaction date.

If the transaction is not in USD (US Dollars), the amount will first be converted to USD, and then the USD amount will be converted to INR as per rate provided by the card network. On this amount, a forex markup fee will be levied, and GST will be applicable on the markup fee. If this transaction is reversed within 30 days, the markup fee and GST will be reversed to the cardholder.

A forex markup fee will also be levied in case of an Indian Rupee (INR) transaction done at a merchant or payment gateway that is based out of India.

**Fuel Surcharge Waiver:**

When you use the Federal Bank One co-branded Credit Card to pay for fuel domestically, a fuel surcharge is levied by the acquirer (merchant's bank providing terminal). The surcharge waiver will be either 1% of the transaction amount or the actual surcharge levied (excluding of GST), whichever is lower. Maximum fuel surcharge waiver will be capped at ₹ 400 per calendar month per account for the fuel transactions made on Federal Bank One co-branded Credit Card. Surcharge waiver/amounts reversed thereof will not include the applicable tax paid on such purchase. Reward Points will not be accrued on fuel transaction.

**Rent Transaction Fee:**

Rent payments made using Federal Bank One co-branded Credit Card on third-party apps/merchants will attract a transaction fee of 1% over and above the convenience fee charged by these apps/merchants

**Wallet upload/transfer fee:**

Till <date>, a 1% fee applies on total monthly fund transfers via Federal Bank One co-branded Credit Card to wallets or bank accounts, once transfers exceed Rs 10,000 in a month. The fee is charged on the full amount.

From <date>, a 2% fee applies on total monthly fund transfers via Federal Bank One co-branded Credit Card to wallets or bank accounts, once transfers exceed Rs 10,000 in a month. The fee is charged on the full amount.

**B) DRAWAL LIMITS **

Your Credit Limit and Cash Withdrawal Limit are both dynamic. You can request for an increase in your credit limit from the app if you're eligible for this option. Once approved, this revised amount would be your new Credit Limit.

Bank also reserves the right to recommend a credit limit increase to you based on your Federal Bank One Co-Branded Credit Card usage and on the basis of Bank's internal policies, inside the OneCard app. This recommendation and its associated Terms and conditions will be made available to you to consider before accepting the recommendation.

Once you read and agree to the Terms related to credit limit increase displayed inside the OneCard app and provide your consent to increase the limit, the credit limit on your card will be enhanced. Your acceptance of the limit increase recommendation received through electronic means inside the OneCard app where you specifically validate the limit increase will be treated as a consent. Bank and/ or its authorized



service providers will keep the digital records of such consent and will treat it as proof of consent in case of any dispute arising later account of limit increase.

Bank will review your account periodically and reserves the right to decrease your credit limit based on your transaction patterns, repayment behaviour and other internal criteria. This will be informed to you via the OneCard app and/or via email and SMS.

## **C) BILLING**

### **i) Billing statements (periodicity and mode of sending)**

Your billing statement will be generated every month on the billing date shown in the OneCard App and can be modified once as per your convenience from the profile section of the App. You can view the statement in the OneCard App. It will contain a break-up of all purchases, repayments, fees, interest charges, refunds and taxes. In case the Federal Bank One co-branded Credit card was not used in a month, the statement will mention there were no spends in that month. The app also has an option to view the statement in PDF format, which can then be downloaded. The billing statement shall be deemed to be a demand notice for payment and no separate intimation would be made in this regard.

Billing cycle can be modified only once from the profile section of the OneCard app. Billing modification will be enabled only if the Cardholder has paid his/her Minimum Amount Due of the previous billing cycle.

### **ii) Minimum Amount Due**

When you get your Statement, you can choose to pay the Total Amount Due (TAD) or the Minimum Amount Due (MAD) as per your statement. The remaining balance can be carried forward to subsequent months. This Minimum Amount Due will be:

- i) 5% of the outstanding amount or ₹ 100 (whichever is greater) PLUS
- ii) Previous unpaid minimum amount dues, if any; PLUS
- iii) Any overlimit principle amount exceeding the credit limit; PLUS
- 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. Payment should be made before Payment Due Date to avoid Late Payment Charges.

When you make a payment, it is adjusted in this order:

Billed Cash Advance Fees with Interest and Taxes  Billed Purchases with Fees, Interest and Taxes (as applicable)  UnBilled Cash Advance Fees with Interest and Taxes  UnBilled Purchases with Fees, Interest and Taxes (as applicable).

Within these, the payment is further adjusted as below:

Taxes  Fees  Interest  Purchases.

If Total Amount Due is less than ₹100, Minimum Amount Due would be equal to the Total Amount Due, ie. ₹100.

| Be smart. Avoid the debt trap                                                                                                                                            |                                                                    |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------|
| Paying entire outstanding amount or higher than Minimum Amount Due each month                                                                                            | Paying only the Minimum Amount Due each month                      |
| <ul style="list-style-type: none"><li>✓ Clear dues faster</li><li>✓ Pay lesser interest</li><li>✓ Free your spending limit</li><li>✓ Improve your credit score</li></ul> | Could take around 10 years or more to clear the entire amount due. |

### iii) Refunds/Chargebacks/Reimbursements

You must pay for the transactions billed in the Federal Bank One co-branded Credit Card statement to avoid any additional charges being levied. Any refunds, chargebacks or reimbursements which are not shown in the Federal Bank One co-branded Credit Card statement, should not be adjusted or reduced by you from the Total Amount Due (TAD) on your own when making the payment. Refunds/chargebacks/reimbursements if any, will be reflected in your Federal Bank One Co-Branded Credit Card Account, as and when such refunds/chargeback/reimbursement are received and these will be adjusted against your dues in your next Federal Bank One Co-Branded Credit Card statement.

### iv) Method of payment

You can pay the outstanding dues from the App itself, through the following modes:

- a) Debit Card
- b) Netbanking / NEFT
- c) UPI

Bank recommends Cardholders to pay their Federal Bank One co-branded Credit Card dues (if any) via above-mentioned payment methods. Any Federal Bank One co-branded Credit Card dues payment made via 3rd party apps or websites, may have a higher TAT for clearance or settlement of dues. Penal, interest or any other charges, as applicable on the card, will be applicable if funds are not received by the Bank by the due date. For any queries arising from delayed/non-reflection of settlement of payment dues on Federal Bank One co-branded Credit Card made via 3rd party apps or websites, Cardholders may reach out to the concerned 3rd party apps or websites directly.

You can also make the payment via IMPS or NEFT to the unique Federal Bank One Co-Branded Credit Card bank account number provided in the app.

#### **(v) Billing disputes resolution**

All the contents of the statement will be deemed to be correct and accepted if you do not inform us of any discrepancies within 30 days of the statement date. In the event of billing disputes/discrepancies, we shall investigate and confirm the liability for such transactions. For certain disputes, we may offer a temporary credit during the period of investigation, which may be reversed along with applicable charges subject to outcome of the investigation. GST levied will not be reversed on any dispute on fees and charges or interest.

#### **(vi) Contact particulars of card issuer**

Card Issuer Contact Details: Registered Office -  
Federal Towers, Post Box No. 103, Federal Towers, Aluva-683101, Kerala, India,  
Ph: 91-484 2623620-29, Fax: 0484 2622672

In case you need any help, you can:

 Select "Need Help?" from the Profile section in the OneCard App

 Email your query or concern to [fedone@getonecard.app](mailto:fedone@getonecard.app)

 Call us on our helpline number at 1800-268-3111

 Write to us or visit us at: FPL Technologies Pvt. Ltd., West Bay, Survey No. 278, Hissa No. 4/3 Pallod Farm, Phase II, Baner, Taluka Haveli Baner Gaon, Pune - 411045, Maharashtra - India

#### **(vii) Grievance Redressal Escalation**

##### Level 1

In-app Chat support through OneCard App: The customer can chat with an agent in the Mobile App provided to the customers or call the customer care number.  
Email to [fedone@getonecard.app](mailto:fedone@getonecard.app) or call to help line no: 1800-268-3111.

##### Level 2

If you are not happy with the resolution, please contact:

Nodal Officer: Nikhil A.

Associate Vice President

The Federal Bank Ltd. 2nd Floor, Municipal Building, Aluva, Ernakulam, Kerala, India,  
683101 Phone: 0484-2866511

Email: [grievanceescalations@federal.bank.in](mailto:grievanceescalations@federal.bank.in)

[creditcardescalation@federalbank.co.in](mailto:creditcardescalation@federalbank.co.in)

##### Level 3

If your complaint has not been handled properly or there has been a delay in resolving the issue to your satisfaction, please escalate to our Principal Nodal Officer:

Biju K

Executive Vice President- Principle Nodal Officer

The Federal Bank Ltd. Federal Towers, Aluva, Ernakulam, Kerala, India, 683101 Tel: 0484-2866521

Email :- support@federal.[bank.in](mailto:support@federal.bank.in)[bank.co.in](mailto:support@federal.bank.co.in)

#### Level 4

If you are still not satisfied with the resolution of your complaint you can approach Banking Ombudsman. Please take note that the first point for redressal of complaints is the bank itself.

The complainants may approach Reserve Bank Integrated Ombudsman through the link below.

<https://cms.rbi.org.in/> or write to CRPC in the below address: Reserve Bank of India, 4th floor, Sector 17, Chandigarh, 160017 RBI Contact Centre – 14448

#### **viii) Refund of credit balance/excess amount**

- a. Any refund or reversal of a transaction identified basis the network identifiers provided by the merchant will be adjusted as below -
  - If the refund / reversal amount received is for the transaction which is of the current billing cycle where bill has not been generated, the refunded / reversed amount will be adjusted against the current outstanding balance.
  - If the refund / reversal amount received is for the transaction which has already been billed and not paid by the cardholder, the refunded / reversed amount will be adjusted against the billed total amount due (TAD).
  - If the refund / reversal amount received is for the transaction which has been billed and paid by the cardholder, the refunded / reversed amount will be available for transfer to the cardholder's bank account basis the confirmation provided for the transaction in the mentioned time period in the app and subject to no over utilization of the credit limit by the cardholder. If the cardholder does not provide confirmation to transfer the refunded / reversed amount within the mentioned time period in the app, the refunded / reversed amount will be adjusted against the outstanding balance.
- b. Any excess credit arising out of refund / failed / reversed transactions will be transferred back to the account added by the Cardholder in the OneCard app beyond a cutoff (1% of credit limit or ₹ 5000 whichever is lower).
- c. Cardholder must add the bank account in profile section of the OneCard app by entering the bank account and IFSC code.
- d. Refund or reversal transactions which couldn't be identified within the current and previous billing cycle will be considered as repayment on the card.

- e. Due diligence will be done on any suspicious refund/reversal transactions and on validation processing will be done. If the Federal Bank One co-branded Credit Card account stands canceled, the credit balance/excess amount will be refunded to the cardholder's bank account added in the profile section of the app on confirmation from the cardholder.
- f. No interest will be payable on any credit balance/excess amount lying in the Cardholder's Federal Bank One co-branded Credit Card account.
- g. Cardholder must reach out to customer experience team for transfer of credit due to excess repayments made on the Federal Bank One co-branded credit card account

## **D) DEFAULT AND CIRCUMSTANCES 🙄**

### **(i) Procedure including notice period for reporting a cardholder as defaulter**

If you do not pay at least the Minimum Amount Due even 3 days after the Payment Due Date, the Federal Bank One co-branded Credit card will be reported as delinquent by the Bank to the Credit Information Companies (CICs), authorized by the Reserve Bank of India (RBI). Non-payment of Minimum Amount Due may also lead to discontinuation of the credit card services.

### **(ii) Procedure for withdrawal of default report and the period within which the default report would be withdrawn after settlement of dues**

If the Card Member settles dues after being reported as a defaulter, the Bank will update the status to the Credit Information Bureaus or to such other agencies as approved by law within 30 days from the date of settlement. In case any dispute is raised on any transactions, the report pertaining to the default will be made only after the dispute is settled. As aforementioned in Clause A, the bureaus will upload the submitted data onto their servers in another thirty days. Card Member acknowledges the right of the Bank to terminate the Credit Card facility in the event of default in respect of any other loan/ financial/ credit facility extended to the Card Member by the Bank and vice versa. In the event of default in repayment of dues outstanding in the Card Account, Bank shall be entitled to resort to the recovery proceedings/ legal actions as stated in detail in the Card Member Agreement.

### **(iii) Recovery procedure in case of default**

Upon the occurrence of an event of default, the Card Member will be sent reminders from time to time for settlement of any outstanding dues/ amount on the Card Account, by post, telephone, e-mail, SMS messaging and/ or through any third-party service providers (collection/recovery agents) to remind, follow up and collect dues. The Card Member shall be liable to pay the Bank all/any expenses related to collection/recovery of dues and the same shall be debited to Card Account.

### **(iv) Right of lien and set off/ net off**

The Cardholder further agrees that the Bank shall have the right to set-off, transfer, sell, realize, adjust and/or appropriate any moneys / deposits standing to the credit of the Cardholder with the Bank and to combine or consolidate all or any of the accounts of the Cardholder and set off any monies, whether held severally or jointly with others, towards Cardholder liabilities/ dues under the Credit Card, either in full or in part.

The Cardholder expressly acknowledges and accepts that if the Cardholder holds two or more Federal Bank Credit Cards and an Event of Default occurs in respect of one of the Credit Cards, the Bank is authorized to block the Credit Limit as made available to the Cardholder for all his other Credit Cards, as well as forfeit any rights or privileges as made available for all such Credit Cards.

### **(iv) Recovery of dues in case of accidental death of Cardholder**

In case of accidental death of the Primary Cardholder, the complete outstanding balance (including unbilled transactions) will become immediately due and payable to

the Bank. Bank will follow up with the Cardholder's legal heirs, informing them about the outstanding amount and requesting them to clear these dues.

**(v) Recovery in case of natural death of Cardholder**

Recovery of dues in case of natural death / permanent incapacitation of the cardholder: The complete outstanding balance (Including unbilled transactions) will become immediately due and payable to the Bank. The 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 Legal heirs / monies / deposits / accounts maintained in the cardholder's name with any financial institution and the card member's assigns rights of recovery of his dues directly to the Bank.

**E) TERMINATION/REVOCAION OF CARD MEMBERSHIP **

**i) Procedure for surrender of card by Cardholder - due notice –**

a) You can close your Federal Bank One Co-Branded Credit Card account any time by calling the Customer Care team or by emailing [fedone@getonecard.app](mailto:fedone@getonecard.app). The entire card outstanding dues and loans / EMI facilities linked to your Federal Bank One Co-Branded Card Credit Card (if applicable and/or availed of) will immediately become due.

b) Any refund/reversal that is received after the card closure will be intimated to you and refunded electronically to the account number shared with customer care after verifying the ownership.

c) Once the virtual Federal Bank One Co-Branded Credit Card is activated, the physical card will be sent to you. If you choose to cancel Federal Bank One Co-Branded Credit Card membership within 6 months of activating the virtual card, a charge of ₹3,000 will be levied. This would be added to the overall outstanding amount and the card account will be closed once all dues are paid.

d) Upon termination/revocation of Federal Bank One Co-Branded Credit Card membership for any reason whatsoever, whether at the instance of the Cardmember or by the Bank, the Cardmember shall remain liable for all charges incurred by the use of the Federal Bank One Co-Branded Credit Card.

e) You specifically acknowledge that once your Federal Bank One Co-Branded Credit Card account is closed, the privileges (including but not limited to all benefits and services accrued, reward points not redeemed etc) of the Federal Bank One Co-Branded Credit Card stand nullified. Reinstatement of the same is neither automatic nor attendant and will take place solely at the discretion of the Bank.

f) For avoiding misuse, it is advised to destroy the Federal Bank One Co-Branded Card Credit Card ensuring that the hologram, magnetic strip and chip are destroyed permanently.

g) Your Federal Bank One Co-Branded Credit Card account will be closed only once the Bank receives the payment of all amounts due and outstanding in respect of the said Federal Bank One Co-Branded Credit Card account.

h) You can call the customer care via phone on 1800-268-3111 or raise a ticket in the OneCard App for initiating closure of card subject to the outstanding dues being cleared.

**ii) Procedure for revocation of card membership**

Your access to your Federal Bank One Co-Branded Card Credit Card may be cancelled or revoked at any time without prior notice, if the Bank considers it necessary for business or security reasons, which may include but are not limited to:

a) Delayed or dishonoured payments, improper use of credit card (in violation of RBI and Foreign Exchange rules).

b) Misleading or incorrect information / documents given along with card application.

c) Failure to furnish information or documents as required under the Know Your Customer (KYC)/ Anti Money Laundering (AML)/ Combating the Financing of Terrorism (CFT) guidelines.

d) Involvement in any civil litigation or criminal offence / proceedings by any authority, court of law or professional body or association.

e) Changes in credit policy due to prevailing conditions / unforeseen circumstances.

You may continue to get your Federal Bank One Co-Branded Credit Card statements with actual outstanding, even after closure of the card account.

f) In case your Federal Bank One Co-branded Credit Card has not been used for more than one year then we will notify you of the dormancy within 30 days. The cardholder can prevent the account from closure using any of the following methods –

- Making a debit transaction (online or offline)
- Provide consent in the app
- Set or Modify card PIN from the app
- Set or Modify transaction controls from the app
- Set or Modify transaction limits from the app
- Modify overlimit control from the app
- Modify Swipe 2 Pay control from the app
- Opt in for credit limit increase (if the option is provided to the cardholder)

**F) LOSS/THEFT/MISUSE OF CARD **

**i) Procedure to be followed in case of loss/theft/misuse of card**



In case your Federal Bank One Co-Branded Credit Card is lost, stolen, misplaced, or if the credit card PIN has been compromised, report this immediately from the OneCard App or via phone on 1800-268-3111 or email on [fedone@getonecard.app](mailto:fedone@getonecard.app).

If your Federal Bank One Co-Branded Credit Card is misplaced, you can lock the card temporarily from the OneCard App.

If your Federal Bank One Co-Branded Credit Card is lost or stolen, you can block the Federal Bank One Co-Branded Credit Card from the OneCard App and a new card will be sent to you. You can also reset the Card PIN from the OneCard App.

In case the mobile phone with the OneCard App is lost or stolen, inform us immediately by calling on 1800-268-3111. Please also report the theft of the Federal Bank One Co-Branded Card Credit Card or phone to the police by lodging a First Information Report (FIR) and share a copy of that with us when requested.

If you change the registered mobile number or e-mail address, you can intimate us by sending an email to [fedone@getonecard.app](mailto:fedone@getonecard.app).

**ii) Liability of cardholder in case of (i)** above is in terms of RBI circular ref. DBR.No.Leg.BC.78/09.07.005/2017-18 dated July 6, 2017 on 'Customer Protection – Limiting Liability of Customers in Unauthorised Electronic Banking Transactions' as updated from time to time.

A. You will be entitled for Zero Liability where the unauthorized transactions occur in the following events:

1.Contributory Fraud/Negligence/Deficiency on our part.

2.Third Party breach where the deficiency lies elsewhere in the system and you notify us within 3 working days of receiving the communication from us regarding the unauthorized transaction.

B. You shall be liable for the loss occurring due to unauthorized transactions in the following cases:

1.In cases where the loss is due to your negligence such as where you have shared the payment credentials, you will bear the entire loss until you report the unauthorized transaction to us. Any loss occurring after the reporting of the unauthorized transaction shall be borne by us.

2.In cases where the responsibility of the unauthorized electronic banking transaction lies neither with us nor you, but lies elsewhere in the system and when there is a delay( of 4-7 working days after receiving communication from us) on your part in notifying us of such a transaction, your per transaction liability shall be limited to the transaction value or the amount whichever is lower as mentioned in the table below (as per RBI)

3.Further, if the delay in reporting by you is beyond 7 working days, the customer liability shall be determined as per the bank's Board approved policy.

| Maximum Liability of the customer                                              |                                                                                                                     |
|--------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|
| Reporting time of fraudulent transactions from date of receiving communication | Customer Liability                                                                                                  |
| Within 3 working days                                                          | Zero                                                                                                                |
| Between 4-7 working days                                                       | Credit Card limit <= 500000 : Maximum liability <= 10000<br>Credit Card limit > 500000 : Maximum liability <= 25000 |
| More than 7 working days                                                       | As per Bank's approved policy                                                                                       |

**NEVER share your OneCard App PIN and credit card PIN with anyone!**

#### **G) DISCLOSURES**

i) Bank will share credit information including but not limited to the current balance, loans / EMI facilities linked to the Federal Bank One Co-Branded Card Credit Card (if applicable and/or availed of), balance outstanding on the Federal Bank One Co-Branded Card Credit Card / loan, payment history etc. with Credit Information Companies (CICs) authorised by RBI, as per the Credit Information Companies (Regulation) Act, 2005.

ii) Certain activities in relation to your Federal Bank One co-branded Credit Card are outsourced by the Bank to the FPL Technologies Private Limited ("FPL") which is an authorised outsourced & technology service provider of the Bank. FPL Technologies Pvt Ltd in capacity of TSP & OSP supports the Bank in these activities for the Federal Bank One co-branded Credit Card program.

iii) Bank have all responsibility for adherence to all regulatory rules, directions, and guidelines including guidelines on outsourcing of financial services by banks or NBFCs issued by the RBI. We do not provide any services in contravention of the guideline on outsourcing of financial services by banks or NBFCs issued by the RBI.

iv) Bank will provide particulars of the Federal Bank One Co-Branded Credit Card account to the statutory authorities and the Bank, as needed.

v) Transaction alerts received may not be assumed as a confirmation of transaction completion.

vi) If you do not wish to receive any marketing calls/emails from Oneconsumer or FPL as authorized by Bank for other products, you can register for the Do Not Disturb

service and also unsubscribe from promotional emails by clicking on the link which will be provided in such emails.

vii) You will continue to receive communications about transactions and core features of Federal Bank One Co-Branded Credit Card. A copy of this MITC document, Terms and Conditions, and FAQ will always be available on the bank's website, the OneCard app and OneCard website

viii) The arrangement between Oneconsumer Services Private Limited and the Bank for issuance of the co-branded credit card may involve sharing of revenues in respect of such co-brand credit card.

ix) Electronic delivery of documents may occur via email, SMS, instant messaging platforms such as WhatsApp, attachments, or downloadable files from the Website or Mobile Application. The Bank will be deemed to have fulfilled its delivery obligations upon sending such documents electronically. If the Cardholder does not notify the Bank of any issues with opening the document within 24 hours of delivery, acceptance of the document will be presumed. The Cardholder acknowledges and agrees that the Bank may, at its discretion, monitor and record all telephone and electronic communications between the Cardholder and the Bank or its representatives, without prior notice, for the protection of both parties and to resolve any potential misunderstandings.

## **H) Grievance Redressal and Compensation Framework**

i) Grievance redressal and escalation process and Timeline for redressal of grievance

a) Timeline for redressal of grievance

If your grievance is not satisfactorily resolved after reaching out to [fedone@getonecard.app](mailto:fedone@getonecard.app), you can reach out to the Bank as per the channels mentioned in C. (vii) Grievance Redressal Escalation above.

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/>

The Bank shall ensure that all cash backs, discounts and other offers advertised by Federal Bank One Co-Branded Card Credit Card, if any, are delivered to the cardholder on time. The cardholder may approach the bank for any disputes in this regard.

ii) Below compensation framework will be followed in case of delay in resolving

| Sr.A | Description of Incident                                                          | Compensation Payable                                                                |
|------|----------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| 1    | Card closure request subject to no pending dues to be cleared                    | Rs 500 per day of delay beyond T+7 working days                                     |
| 2    | Point of Sale / CNP transaction debited from account but not settled by merchant | Rs 100 per day of delay beyond T+5 days for domestic and T+7 days for international |

### iii) Contact details of the card-issuer are as following

#### Card Issuer Contact Details:

Card Issuer Contact Details: Registered Office -

The Federal Bank Ltd,  
Federal Towers, Post Box No. 103, Federal Towers, Aluva-683101, Kerala, India,  
Ph: 91-484 2623620-29, Fax: 0484 2622672

In case you need any help, you can:

 Email your query or concern to [fedone@getonecard.app](mailto:fedone@getonecard.app)

 Call us on our helpline number at 1800-268-3111

 Write to us or visit us at: FPL Technologies Pvt. Ltd., West Bay, Survey No. 278, Hissa No. 4/3 Pallod Farm, Phase II, Baner, Taluka Haveli Baner Gaon, Pune - 411045, Maharashtra - India

If you are not satisfied with the response from regular channels, you can reach out through the channels mentioned in C. (vii) Grievance Redressal Escalation above.

#### I) REWARD POINTS

By using your Federal Bank One Co-Branded Credit Card, you are automatically enrolled in the Federal Bank One Co-Branded Credit Card Rewards Programme. When you transact with your Federal Bank One Co-Branded Credit Card, reward points are credited to your Federal Bank One Co-Branded Credit Card account depending on the transaction value and the purchase category. These reward points can be accumulated and further used to repay other purchases or redeemed for exciting offers shown in the OneCard App from time to time.

## **J) Classification as Special Mention Account (SMA) and Non-Performing Asset (NPA)**

The Card Member accepts and acknowledges that classification into Substandard/ Doubtful/Loss NPA will be done as per the RBI Master Circular on Prudential norms on Income Recognition, Asset Classification and Provisioning (IRACP) pertaining to advances which inter-alia includes the following:

- The classification into Substandard/ Doubtful/Loss under NPA will be handled based on combined security apportionment across overall exposure with Bank and ageing rules as specified in RBI guidelines on IRACP. As per the present norm, a credit card account will be treated as non-performing asset if the minimum amount due, as mentioned in the statement, is not paid fully within 90 days from the payment due date mentioned in the statement. If any other facilities in the name of the Borrower(s) is classified as NPA, the Facility under the credit card shall also be classified into NPA. In such case, the Facility will not be upgraded as standard asset/s unless and until the Borrower(s) clear the entire arrears / dues in respect of all his accounts (i.e. Arrears/Dues outstanding in all accounts should be zero). If a credit card is classified as NPA due to non-payment of MAD for 90 days, then entire outstanding amount will be treated as overdue and the card holder needs to make payment for the outstanding balance in credit card for coming out of NPA status.
- Further, any account where a restructuring arrangement has been availed will be classified as NPA. Settlement and restructured accounts do not qualify for an upgrade unless as specified by IRACP.
- Classification of borrower accounts as SMA as well as NPA shall be done as part of day end process for the relevant date and the SMA or NPA classification date shall be the calendar date for which the day end process is run. In other words, the date of SMA/ NPA shall reflect the asset classification status of an account at the day-end of that calendar date.

The Card will be classified as Special mentioned Accounts (SMA), when there is amount pending for payment from due date/ outstanding amount due. The norms applicable for the classification of SMA is as follows:

| LOANS IN THE NATURE OF TERM LOANS/CREDIT CARD |                                                                                                       |
|-----------------------------------------------|-------------------------------------------------------------------------------------------------------|
| SMA Sub-categories                            | Basis for classification = Principal or interest payment or any other amount wholly or partly overdue |
| SMA-0                                         | Up to 30 days from payment due date (PDD).                                                            |
| SMA-1                                         | More than 30 days and up to 60 days from payment due date (PDD).                                      |

|       |                                                                  |
|-------|------------------------------------------------------------------|
| SMA-2 | More than 60 days and up to 90 days from payment due date (PDD). |
|-------|------------------------------------------------------------------|

#### Non-performing Asset:

I. A credit card account will be treated as non-performing asset if the minimum amount due, as mentioned in the statement, is not paid fully within 90 days from the payment due date mentioned in the statement.

II. Illustrative movement of an account to SMA category to NPA category based on delay /nonpayment of dues and subsequent upgradation to standard category at day end process:

Example regarding classification of an account as SMA and NPA:

If Payment Due Date ('PDD') of a Credit Card account is 31st March 2021, and Minimum Amount Due ('MAD') is not received before this date then on 31<sup>st</sup> March 2021, the account will be mentioned as SMA – 0. If the account continues to remain overdue beyond 30 days from PDD i.e., beyond 30th April 2021 then this account shall get tagged as SMA-1 on 30<sup>th</sup> April 2021. Similarly, if the account continues to remain overdue, beyond 60 days from PDD i.e., beyond 30th May 2021 then this account shall get tagged as SMA – 2. Further, if the account continues to remain overdue, for 90 days from PDD i.e, 28<sup>th</sup> June 2021, then on 90<sup>th</sup> EOD the account will tagged as NPA, i.e, 28<sup>th</sup> June 2021.

I/we also understand that the aforesaid few examples are illustrative and not exhaustive in nature covering common scenarios, and that, the IRACP norms and clarifications provided by RBI on the subjects referred above will prevail.

#### **IMPORTANT REGULATORY INFORMATION**

i) Your Federal Bank One Co-Branded Credit 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.

ii) Foreign exchange trading through Internet trading portals is not permitted. In the event of any violations or failure to comply, you may be liable for penal action and/or closure of the card.

iii) The Cardholder acknowledges that any encashment, cash withdrawal, or use of the credit card via third-party apps or vendors not authorized by the Bank may incur additional fees, penalties, or charges. Such transactions may be deemed a violation of the Credit Card's intended use, and the Bank reserves the right to apply penalties, suspend services, or take legal action as per RBI guidelines.

#### Declaration and Consent

I hereby acknowledge that I have applied for the Federal Bank One co-branded Credit Card issued by the Bank pursuant to a co-branded partnership with OneConsumer Services Private Limited and declare that I am a resident Indian over 18 years of age. I declare that all the particulars and information given as part of application are true, correct and complete and that Bank is entitled to verify these details directly or through

any authorised third-party agent. I further understand that Bank may at its sole discretion sanction or decline this application for the Card. I undertake to inform Bank regarding any change in my application credentials originally submitted and to provide any further information that they may require to process the Application and/or continued usage on the Federal Bank One co-branded Credit Card. I hereby confirm that I shall abide by all applicable policies of the Bank

I hereby authorize and give express consent to the Bank to disclose, without notice to me, my Personally Identifiable Information (PII) and other Non-Personally Identifiable Information (NII) furnished by me in any application form(s) or related documents executed or furnished by me in relation to the Federal Bank One co-branded Credit Card to other branches of the Bank, subsidiaries or affiliates of the Bank, Credit Information bureaus, rating agencies, service providers, service partners (including any insurance partners) other banks or financial institution, governmental/ regulatory authorities or third parties for KYC verification, bank account statement verification, credit risk analysis, or for other related purposes that the Bank and/or its authorised service provider may deem fit to process my application and/or for continued usage of the Federal Bank One co-branded Credit Card and/ or for any other marketing objectives.