GENERAL TERMS AND CONDITIONS FOR CREDIT CARDS (T & C)

The terms and conditions for the usage/ issuance of the Card ("T& C") apply to the Federal Bank Credit Card. Pursuant to the approval of your application for a Federal Bank Credit Card, you (the customer) are issued with the Federal Bank Credit Card ("the Card"). You are entitled to return the Card within 30 days from the receipt thereof and in case of non-return of the Card within 30 days from the receipt thereof and/or using/ transacting with the Card, you shall be deemed to have read, understood and irrevocably accepted and agreed to the following conditions applicable to the Card:

(a) The use of Federal Bank Credit Card shall be governed by the terms and conditions contained in this T& C and the Most Important Terms & Conditions (MITC) as amended by the Bank from time to time along with the conditions referred to in the application form submitted by you and any additional terms and conditions issued by the Bank from time to time.

(b) If the terms and conditions applicable to the Card are not acceptable to you, you shall inform us in writing thereupon the Card account shall be closed, and you shall destroy the physical Card (by cutting into pieces) and return the same to us within 30 days of receipt of the Card.

(c) The changes made to this T & C will be notified to you by way of e-mail/SMS forwarded to your e-mail- id/phone number registered with the Bank. Failure to withdraw the Credit Card within a period of thirty (30) days from the date of intimation shall be deemed as your acknowledgement/ consent for the same.

(d) The Card is issued relying upon Your declaration that You are a Resident of India. At a later point of time, if it is found that your residential status is Non- Resident Indian (NRI), the Bank reserves its right to cancel the Card issued or take such other action as it may deem fit in accordance with its internal policies. On cancellation of the Card, the entire outstanding balance in the Card Account as well as any further charges incurred by use of the Card, though not yet billed to the Card Account shall immediately become due and payable by you.

Definitions

1. Federal Bank Credit Card or Credit Card, or Card or Card Number shall mean and refer to a valid Credit Card issued by Federal Bank that entitles the Card member to use the Card Account for a pre-defined Credit Limit. "Card" denotes all types of cards irrespective of the form factor, i.e. - Physical card, Virtual/Digital card, Tokenized Card.

2. Additional Credit Card or Add-on Credit Card shall mean a Card issued to the additional Card member at the request of the Primary Card member.

3. Additional Card member shall mean an individual who is a resident Indian/NRI/ Foreign national working in India and a member of the immediate family of Primary Card member viz. Spouse, Brothers, Sisters, Parents, Parent In-laws & Children and is above the age of 18 years to whom an Additional Credit Card has been issued at the request of the Primary Card member and which shall be chargeable to the Card Account.

4. Bank, we, us, our or similar pronouns shall mean The Federal Bank Ltd., its successors, assigns, administrators, liquidators etc. as the case may be.

5. Billing Cycle is the period between the issuance/ generation of two successive billing statements to the Card member.

6. Card member, Primary Card member, Cardholder, member, customer, you, your, him, he, his, or similar pronouns shall mean the individual in whose name the Card has been issued and the Card Account is maintained.

7. Card Account or account shall mean an account maintained by the Bank under these terms and conditions, in the name of Primary Card member.

8. Domestic Transactions / Usage - Transactions using the Card originating in India at merchant outlets, ATM or online transactions

9. International Transactions / Usage - Transactions using the Card made/ done at Overseas merchant outlets, Overseas ATM or on websites originating outside India

10. Credit Limit means the maximum amounts that can be availed under credit by You in the Card Account at any point in time. Credit Limit shall be inclusive of Domestic Limit as well as International Limit. Domestic limit is the value of maximum credit limit assigned for Domestic Transactions. International limit is the value of maximum credit limit assigned for International Transaction.

11. Charges shall mean amounts debited to the Card Account towards Transactions made using the Card (regardless of whether the Card member signs the charge slips or not) and/ or charged to the Card Account towards any fee payable to the Bank in accordance with terms this T & C. This would include but not be limited to the payments made towards the purchase of goods/ services using Card or the cash withdrawals or drafts made from the Card Account using the Card or Card Number, Joining Fee, Annual Fees, Finance Charges, late Payment Fee, service charges, GST and any other fee/charges/ amount including surcharge which the Card member has agreed to pay or is liable to pay to the Bank under this T&C.

12. Cash Limit means the amount of cash or cash equivalent that the Card member may be allowed to withdraw cash from the ATMs in India or overseas and/or may be allowed to utilize for a non-purchase Transaction. Certain ATMs will levy withdrawal charges, which are not linked to the Bank. The Card member shall be liable to pay Cash Advance Fee and Finance Charges as stated in the MITC for Cash Withdrawals

13. Electronic Terminal means branch teller terminals, ATMs, Merchant point of sale terminals or EDC (Electronic Data Capture machine) and other devices in which a Credit Card and/or PIN (personal identification number) can be used for conducting transactions, and which are authorized by the Bank for these purposes.

14. NACH (National Automated Clearing House) or e-NACH, if applicable, would mean the debit clearing services using NACH or NACH e-mandates, as notified by Reserve Bank of India, participation in which has been consented to in writing by the Card member for facilitating payment of outstanding dues in the Card Account subject to the terms and conditions applicable to such services which shall be separately consented to by the Card member.

15. Finance Charges shall mean and include the interest charged on Total Outstanding amount in the Card Account as provided in these Terms and Conditions.

16. Merchant Establishment shall mean any company, corporation, establishment, firm, association, individual or any such entity as may be declared by the Bank from time to time, wherever located, which is designated as a MasterCard/VISA/Rupay merchant and/or with whom there is an arrangement with any MasterCard/VISA/Rupay member bank for a Card member to obtain goods, services or cash advances by use of the Card or Card Number.

17. Purchases shall mean and include purchase of goods and services by the Card member using the Card or Card Number.

18. Payment Due Date shall mean the date on or before which the Card member has to make the payment of any outstanding amounts under the Card, to the Bank.

19. “Smart Credit Card” shall mean the Credit Card being issued by the Bank that shall facilitate the Card member, in viewing and redeeming loyalty points, earned and accumulated at specific point of sale terminals. The Card issued to the Card member is a Smart Credit Card.

20. Total Outstanding shall mean the total outstanding amounts due to the Bank in the Card Account, including, but not limited to transaction amounts, charges, fees and any other amounts that may be payable to the Bank from time to time in a Billing Cycle.

21. Temporary Credit Limit Increase means a credit limit increase requested by a Card member for a specific purpose. Such increase will be done only for a specific time period which shall be cleared by the Cardholder within such time period and thereafter the original Credit Limit shall be reinstated.

22. Valid Card shall mean a Credit Card which has been issued by the Bank and has not expired, has not been damaged and not been cancelled by the Bank.

23. The Bank shall not disclose the Card Member’s PIN or code to anyone, except to you. The Bank has taken suitable precautionary measures, in tune with the industry practice, when issuing the PIN or other authentication codes to the Card Member and the Bank will not disclose the Cardholder’s PIN or code to anyone, except the Card Member. . As a Card Member, you should be aware of the features and impact of the transactions done using Card as you would be responsible for any usage of Card issued to you.

Terms & Conditions

As a cardholder you hereby accept/ agree to the following:

1. You agree to comply with the terms and conditions contained herein and as amended by the Bank from time to time under the instructions issued by the Reserve Bank of India's (RBI) instructions or any statutory bodies or due to the change in Bank's policy.

2. The Card will be honoured only when a Valid Card is presented to a Merchant Establishment by you.

3. The Card is a property of the Bank and must be produced or surrendered to the Bank, without any delay/demur, on demand made by the Bank.

4. The Card is not transferable, and you should safeguard the same from misuse by always retaining it under your personal control/custody.

5. (a) You can use the Card for payments in the currencies other than Indian Rupees only if such payments are in compliance with the laws applicable thereof in India inter alia the Foreign Exchange Management Act, 1999(FEMA). Further, the Card should not be used to conduct any Transaction on the web sites/ applications/ platforms that are prohibited under the laws of India, any such usage that may result in your criminal liability.

(b) You shall not use the Card for making payments in foreign currency in Nepal or Bhutan.

6. The Card Network linked to Your Card shall be the Network (amongst the available Networks) opted by You as stated in the Card application form. Notwithstanding the above, if found eligible, you shall be provided with the option to choose / change the Network (amongst the available Networks) at the time of card renewal. If change of Network is permitted by the Bank, you shall be entitled for the benefits/rights/rates offered by the new Network to which the Card is linked.

7. The Cardholder can choose his/her preferred Card Network from the available options (Visa, MasterCard, RuPay) provided by Bank, while applying for Cards, subject to RBI Guidelines. For the existing Cardholders this option will be available while renewing the existing ones. The Cardholder will be issued with the Card linked to the Card Network chosen by him/her under the applicable Card variant viz. Signet, Imperia, Celesta. The Bank reserves its right for the issuance of any specific card variant (viz. Signet, Imperio, Celesta) based on the eligibility criteria of the Cardholder, subject to its policies, as amended from time to time. The Bank's decision on fixing the card variant (viz. Signet, Imperio, Celesta) shall be at its sole and absolute discretion, final and binding on the Cardholder and shall not be subject to any review, appeal, or dispute. No assurance, warranty, or undertaking is given by the Bank regarding the issuance of specific card variant.

Card Services

The Bank reserves the right to (1) place internal processes (which includes without limitation the obtention of credit bureau report and such other reports related to You) to ascertain the credit worthiness of the Applicant and (2) decline, at its sole discretion, to issue a Card to any applicant

The Card is not transferable, and its usage is subject to the terms and conditions mentioned herein, MITC and any other additional conditions stipulated by the Bank from time to time. The Card member shall sign on the back/flipside of the Card immediately on receipt of the same.

Your grievances shall be suitably addressed by The Federal Bank Customer Care Centre, the address and contact number shall be as stated in this T &C. Subject to the Terms and Conditions herein, the Card members shall be entitled to avail services from the Federal Bank Customer Care Centre including but not limited to any, enhancement of credit limit (if eligible), enquiry on the Transactions, Total Amount Due, Statement details, Payment Due Date, etc. through The Federal Bank Customer Care Centre.

Card Validity, Expiry and Renewal

1. Your Card is valid up to the last day of the calendar month of the year indicated on the face of the Card unless cancelled earlier by the Bank. If you use the Card outside the validity period, the Bank shall not be liable in any manner whatsoever for any consequences that may arise.

2. Upon expiry or earlier cancellation, your Card may be renewed or reinstated at the sole discretion of the Bank. On expiry, the Card must be destroyed by cutting it in half through the magnetic stripe.

3. Without prejudice to the above, unless you are in breach of the T&C or found ineligible by Bank, for any reasons whatsoever as decided by the Bank at its sole discretion, the Bank will automatically renew the validity period of the Card and send to you a new Card before the expiry of the Card currently being used. In case of non-receipt of renewed Card, you may contact the designated Customer Care Centre of the Bank or write to the Bank at the address notified to you from time to time. The renewal /reinstatement of the Card shall be subject to payment of applicable renewal fee.

4. If you do not wish to renew the Card, you must intimate the Bank at least 60 days prior to the expiry of the Card currently being used. If such intimation is not received, the Bank shall renew the Card without any prior notice/ intimation and the renewal fee (as applicable at the time of renewal) shall be charged to your Card Account, which shall be non-refundable.

Fees

- You agree to pay the following fees in respect of the Card:

- Joining Fees: at the prevailing rate at the time of issuance of the Credit Card.

- Annual Fees: at the prevailing rate at the time of issuance of the Credit Card and thereafter annually during the month in which the Credit Card was originally issued.

- Additional Card Joining Fees & Annual Fees: at the prevailing rate for each Additional Card on the Card Account at the time of issuance and hereafter annually during the month in which the Add-on Credit Card was originally issued.

- The fees debited to Card Account are non-refundable and the rate thereof shall be subject to changes at the discretion of the Bank. However, the changes in terms of the applicable Fee (including the upward revision of Fee rate) shall be affected with prior intimation to you via email or SMS. The schedule of fees and charges applicable to the Card will always be available on Your request and is also available on our website www.federal.bank.in

Additional Card

1. A Card Account may have multiple Additional Cards, the maximum number of which shall be determined at the sole discretion of the Bank.

2. Upon receipt of your request/ authorization, the Bank at its sole discretion may issue Additional Card to the Additional Card member subject to the applicable conditions thereof stated herein as well as in Bank's website. Click here for accessing terms and conditions of Add on card.

3. You will be fully responsible and liable for all Transactions and Charges incurred on the Additional Card, which will be included in your statement of account. The Additional Card members shall be jointly and severally liable to the Bank along with you for all the charges, even though the monthly statement of account may be sent only to you. These terms and conditions shall also be binding on the Additional Card members.
4. You may withdraw the facility of Additional Card by requesting the Bank for the same and by returning the Card cut into pieces to the Bank the Additional Card cut into half. On receipt of the same, the Bank will cancel the Additional Card.
5. The Additional Card facility and the privileges thereof will be automatically withdrawn if the Primary Card Account is terminated for any reason.

Credit Limit

1. Your Credit Limit will be as stated in the Welcome Letter issued to You at the time of issuance of the Card. The Bank will, at its sole discretion, reduce the Credit limit and shall notify you of the same upon such revision from time to time. You are also entitled to other Credit for a lower limit for the Card Account and for the Additional Card member. Such lower Credit Limit assigned to a Card member/ Additional Card member shall be restored to the assigned limit after every billing cycle. Any enhancement of Credit Limits shall be affected only upon obtaining Your consent. However, as afore mentioned, the Bank may at its sole discretion reduce the Credit Limit upon intimation to the Cardholder.
2. Use of the Card at Merchant Establishment will be limited by the credit limit assigned to each Card Account by the Bank. Single shared Credit Limit will be set against the primary Credit Card and Additional Card to the effect that the aggregate Credit Limit permissible under both the Credit Cards shall not exceed the Credit Limit in the Card at any point of time. Additional Card Transaction limit will be set at the discretion of the Bank, upon the request of Card. The outstanding balance in the Card Account must not exceed the Credit Limit at any point of time. In the event of breach of this provision, you will be charged a fee at the prevailing rate irrespective of the amount by which you exceed the Credit Limit. You must repay the excess amount immediately. The above-mentioned fee is subject to change at the sole discretion of the Bank.
3. Your Credit Limit and Card Account will be terminated if your Card is cancelled. If you fail to make payment of the Minimum Amount Due on or before the Payment Due Date, the Bank reserves the absolute right to withhold the facility on the Card till such time the payment is made, and the Card Account is regularized.
4. In the event you make payment over and above the amount due as per the monthly statement, you shall not be entitled to any interest on the said credit balance amount and the same shall be adjusted against the amount due for the ensuing months and will be reflected in the subsequent monthly statements.
5. International limit assigned on your credit card indicates the maximum usage limit for an overseas purchase transaction (including online) or ATM usage.

Use of Card

1. On receipt of the Card, you must immediately sign on the signature panel on the back of the Card.
2. The Card may be used only for bona fide personal use i.e. purchase of goods and/ or services for personal purpose/s. You shall not use the Card to purchase anything to resell for commercial or business purpose to derive any financial gains.
3. International Credit Cards cannot be used for purchase of prohibited items, like lottery tickets, banned or proscribed magazines, participation in sweep stakes, payment for call-back services, and/or such items/activities for which withdrawal of foreign exchange is not permitted.
4. You must sign and/or collect the charge slip, cash advance slip or mail order coupon at the time of incurring the Charge. Failure to sign a charge slip will not discharge you from the liability for the payment of Charges. You must retain your copy of the charge slips for at least six months.
5. You agree and accept that the Bank may, at any time without prior notice, or stating any reason whatsoever refuse authorization for a Transaction initiated at a Merchant Establishment and/or restrict or defer the Your ability to use the Card and/or suspend or cancel the Card. The Bank shall have the right to repossess the Card if it reasonably believes that it is necessary for proper management of any credit or business risk or if the Card or Card Account is being misused or likely to be misused. In such case, upon a demand made by the Bank, You shall surrender the Card in the manner prescribed by the Bank including without limitation through the ATM, Merchant Establishment or at any branches of the Bank.
6. Any charge slip, or other payment requisition received by the Bank through any means for any Transactions in the Card Account shall be the conclusive proof that the amount recorded on such charge slip or other requisition was incurred by the use of the Card by you. Where charge slip or voucher is not available viz. i.e. in cases where the Transactions are done by means of mail order or telephone order or electronic commerce and you dispute that transaction, you shall clear the outstanding balance in the Card Account first and thereafter resolve the dispute directly with the concerned Merchant Establishment. The Bank shall not be liable, in any manner whatsoever for the same. You shall not be discharged from the payment obligations under this T &C , on account of any dispute on the transactions.
7. Surcharge may be levied on purchase of certain product and services as notified by the Bank from time to time. Payment of surcharge is mandatory and same may vary from time to time.
8. The monthly statement of account issued to You by the Bank shall be prima-facie the proof of Charges incurred by you. In the event you disagree with any Charge/s indicated in the statement, the same should be communicated to the Bank in writing within 30 (thirty) days of the statement date, failing which the Charges in the statement of account shall be deemed to be accepted by You and You shall be liable to pay the amounts thereunder to the Bank.
9. The Bank will not be responsible if the Merchant Establishment refuses to accept the Card or levies a surcharge on the Card. However, the Card member should immediately notify the Bank

of this complaint at the address notified by the Bank from time to time or at the designated Customer Service Centre.

10. The Bank shall not be in any way responsible and/or liable for the merchandise, price, rate, quality, warranty, privileges, benefits, facilities including deficiency/delay in services, delivery or non-delivery etc. of the goods/services purchased or availed by you from the Merchant Establishment and/or any third party supplier through any means including any mail order or telephone order or electronic commerce (e.g., internet) placed by you. Any dispute arising thereto should be settled directly by you with the Merchant Establishment/third party suppliers as the case may be and failure to do so will not relieve you of any obligation to the Bank.
11. No claim by you against a Merchant Establishment/third- party supplier will be a reason for/ subject of set off or counterclaim against the payments to be made by You to the Bank.
12. The Card may be suspended/withdrawn/terminated by the Bank anytime after its issuance at its sole discretion without being liable in any manner whatsoever to you. Termination of the Card and this T&C shall result automatically in the termination of the privileges, benefits and facilities attached thereto.
13. You must pay for the purchase of goods/services as it appears on the statement issued to You, in order to avoid incurring finance charges or fees even if the purchase has been cancelled subsequently. Credit of refund on account of cancellation will be made to the Card Account (less the cancellation charges, if applicable) only when it is received by the Bank. Refunds will not be given through any modes other than adjustment towards the Credit Limits availed/to be availed. If the credit is not shown in the statement of account within a reasonable time, you must notify the Bank, immediately.
14. You shall not use the Card in contravention of laws, rules, regulations and terms and conditions of this T &C and in case of any such illegal/ unauthorized use, You undertake to indemnify the Bank and to make good any loss, damage, interest, conversion, any other financial charges and outgoing, costs and consequences that the Bank may incur or suffer in this regard and on account of your acts, omission/commission and negligence.
15. You are also liable to pay any statutory dues, taxes, levies levied on the Transactions / Charges / services provided by the Bank to you.
16. In the case of International Transactions, you agree and hereby authorize the Bank to convert the transaction amounts/ Charges incurred by you in foreign currency to Indian Rupee equivalent at such forex rates as the Bank may decide from time to time.
17. You agree that goods purchased through the use of the Card shall remain the property of the Bank till such time the charges pertaining thereto are fully paid by you to the Bank.

Cash Advances

1. Subject to terms and conditions stipulated by the Bank, You can use the Credit Card, for withdrawal of cash from Automated Teller Machines (ATMs) of the Bank, select partner Banks and from other locations/permitted establishments as may be offered by the Bank from time

to time and also for any other cash equivalent transaction such as demand draft facility, permitted by the Bank from time to time. For such cash withdrawals/ cash advances and cash equivalent transactions, you shall comply with the laws, rules, and regulations not limited to Foreign Exchange Law and rules thereunder as notified by RBI and other Government bodies. You shall not disclose ATM code/ PIN provided to you by the Bank for cash withdrawals/ advances to any person and shall take all possible care to prevent its disclosure to/ discovery by any person.

2. You can obtain a cash advance/ cash withdrawal/ cash transactions up to your Cash Limit amount as may be defined and/or communicated by the Bank from time to time, subject to the available Cash Limit and such terms and conditions applicable to cash advance transactions.

3. The charges for the cash advances viz., transaction charges, handling charges etc. and terms and conditions thereto will be communicated in writing to the Card member. Such charges are subject to change at the sole discretion of the Bank and shall be levied in the Card Account from the date of withdrawal until the date of settlement.

Billing & Settlement

1. The Bank will send You, a statement, periodically at monthly intervals for each billing period/Billing Cycle during which any Transaction/ Charges amounting to more than Rs.200 (INR Two Hundred only) is outstanding in the Card Account. The statement of accounts will be sent to Your e-mail id registered with the Bank. The payment due date will be up to a maximum of 18 days from the billing date.

2. The Bank will debit the Card Account for all the Charges incurred in the Card Account and credit the Card Account with all the payments made by you to the Bank in the Card Account and for any credits received from the Merchant Establishments in your favor.

3. The Bank shall render monthly statement of accounts based on the transactions done by the Card member using the Card and/or the payment made and/or credits received therein. The monthly statement for each billing period will identify, inter alia of the Transactions / Charges viz. purchase of goods and/or services, cash advances/cash withdrawals/ cash transactions, fees, GST and other charges, payments and credits received into the Card Account. The monthly statements will show the Total Outstanding amount as well as the Minimum Amount Due required to be paid by you before the due date. You shall make payment for at least the Minimum Amount Due sufficiently early so as to receive such amounts/ payments in the Card Account on or before the Payment Due Date indicated in the statement of account. Your Card Account will be credited only when the Bank actually receives payment of cleared funds from you or your Bank. Any overdue amounts which include any amounts exceeding the Credit Limit shall be payable immediately to avoid levying of late fee/ other Charges applicable.

4. You have the option to pay the Minimum Amount Due as indicated in the monthly statement of account and carry forward the payment of the balance amount to next Billing Cycle. Minimum Amount Due shall be determined by the Bank at its sole discretion. Please note that making payment of Minimum Amount Due every month would result in the repayment

stretching over years with consequent charging of applicable Charges on your outstanding balance.

5. Non-payment of the Minimum Amount Due by the Payment Due Date shall render you liable to risk of withdrawal or suspension (whether temporary or permanent) of the facility on the Credit Card. A fee may be levied for such non-payment as well. The Bank may at its sole discretion also instruct the Merchant Establishments not to honour the Credit Card and/or to take custody of the Card by listing the Card Number in the Warning Bulletin issued by the Bank from time to time or otherwise.

6. Payments made by means of outstation cheque/draft (i.e. cheque/draft payable at cities other than certain specified cities as decided by the Bank from time to time the details of which shall be made available on request) will attract a processing fee. The fee in respect of processing outstation cheques is mentioned in the MITC. The list of such locations and the processing fee may be changed by the Bank at its sole discretion with prior notice of 30 (thirty days) to the Cardholder.

7. Should any payment instrument of yours be subsequently dishonoured, the Card facility may be suspended/ terminated and a fee, as mentioned in the Schedule of Charges shall be levied to the Card Account, at the sole discretion of the Bank. Such fee amount is subject to change at the sole discretion of the Bank. Additionally, the Bank also reserves the right to initiate any appropriate legal action as decided by the Bank at its sole and absolute discretion.

8. Any and all payments received towards the Card Account may be applied or appropriated by us as per the Bank's internal accounting standards and the credit guidelines, notwithstanding any instructions or specific appropriation by you or any other person making the payments.

9. Duplicate monthly statements of accounts will be provided by the Bank to you only up to a period of twelve months preceding your request subject to payment of service charge specified in the Schedule of Charges as amended by the Bank from time to time with prior notice of 30 (thirty) days to the Cardholder.

10. In case you are making payment to your Card Account by way of debit to your NRO Account, you warrant that such payment is made out of balances held in the NRO account which is derived from your legitimate receivables in India and not by the way of borrowings from any other person or a transfer made from any other NRO account. If you violate this warrant, you agree that you shall held liable for penal action under FEMA. Additionally, you confirm and warrant that, the total sum of amount repatriated out of your balance from NRO Account to outside India, amount transferred from NRO account to NRE account, payment towards credit card bill and amount to be transferred vide any other request will not exceed USD 1,000,000- (U.S. Dollar one million) or its equivalent any other currency, through any Bank during a particular financial year.

11. For funds utilised for Credit Card bill settlement by way of debit to NRO account, you confirm that applicable taxes have been paid on earnings charged to tax in India as per the applicable tax laws (including CBDT rules) and the Card holder and NRO account holder is one and same.

Auto Debit Facility / Payments using NACH / e NACH Mandate

You may authorise the Bank, through payment mandates like NACH Mandate or e-NACH Mandate introduced by the Reserve Bank of India, to directly debit your account maintained with the Bank or any other banks, for the payment of amount due under the Statement of Account issued by the Bank for the respective Billing Cycles. If you intend to avail E-NACH services, you shall comply with the stipulated formalities thereof and shall agree for the terms and conditions applicable thereto separately.

The Card member may also avail auto debit facility for making the payments of the outstanding Card dues. On availing the auto debit facility, the bank account of the Card member maintained with Bank (details of which shall be provided to the Bank) will be debited, for the Total Outstanding amount due as mentioned above, on the Payment Due Date as indicated in the Statement of account sent to the Card member. In cases where payments are made using NACH Mandate, the NACH Mandate/ e -NACH shall be presented for the Total Outstanding amounts under the Card on the Payment Due Date. Provided, however, that if the Payment Due Date falls on a date being a non-business day, auto-debit of the bank account or presentation of NACH/e NACH Mandate shall be done on the preceding Business Day .

In the event of the said bank account not having sufficient funds on the Payment Due Date, the Card member shall be liable to pay all the Charges applicable on account of delay, in addition to the Card dues. The Card member agrees and confirms that all the particulars submitted to the Bank by the Card member for availing of the auto debit/ NACH/ eNACH facility shall be correct and complete. The Bank shall not be liable if the e-NACH services/ auto debit transaction is delayed or not effected at all for reasons of due to any incomplete or incorrect information furnished or for any reason whatsoever. The Card member further agrees and undertakes to inform the Card member's bank of the e-NACH / NACH Mandate registration / debit instructions issued in favour of the Bank and not to close the said bank account without the prior written consent of the Bank. Such instructions cannot be withdrawn /cancelled except with the prior written consent of the Bank. The Card member hereby agrees and consents that the outstanding dues may also be recovered from any of the operative accounts of Card member maintained with the Bank as a part of auto recovery process, in exercise of Bank’s right of set-off.

Finance Charges

1. Finance charges are payable at the monthly percentage rate on all charges including cash advances, from the date you incur the transactions until they are fully paid.

2. Finance charges occur on the cash advances and balance transfer from other credit card account immediately from the date of withdrawal of cash or cash equivalent and from the date of issue of the bankers cheque for such balance transfer whereas for Purchases, the Finance Charges accrue only if the Total Outstanding or any part thereof payable by the Payment Due Date is not paid in total and the same is carried forward from the previous Billing Cycle to next Billing Cycle.

3. Finance charges, if payable will be debited to your Card Account on the last date of each Billing Cycle and will be shown on your statement of account.

4. You will pay Finance charges on your Total Outstanding carried forward at the rate stipulated by the Bank and as amended by the Bank and intimated to you from time to time.

5. The rate of Finance charges may vary for certain facilities such as balance transfer facility and the Bank shall specify the said rate from time to time.
6. The Finance charges as mentioned above, will continue to be payable even after termination of this T &C or closure of the Card Account till the outstanding balance on the Card Account is cleared in full.
7. The Bank may at its sole discretion at any time, under intimation to you, vary the Finance Charges for all or some of its facilities.

Charges for Transactions Made in Foreign Countries

The Card member declares that the usage of Credit Card issued to him, overseas/outside India shall be strictly in accordance with the FEMA and/ other relevant exchange control regulations, issued and as amended by RBI from time to time. If the Card member exceeds his entitlements as per the exchange control guidelines of RBI, the Card member shall bring the same immediately to the notice of the Bank in writing. If the passport is required to be endorsed for any such charges incurred as stipulated by RBI, the onus of getting the passport endorsed shall lie entirely on the Card member. In the event of any failure to comply with the prevailing foreign exchange control guidelines issued by RBI by the Card member, he shall be liable for any action under the Foreign Exchange Management Act, 1999 as amended from time to time, and be debarred from the Card facility either at the Bank's instance or by RBI and pursuant cancellation of the card. The Bank shall be under no liability in respect of any loss or damage arising directly or indirectly out of decline of a charge because of exceeding foreign exchange entitlements as prescribed by RBI guidelines issued from time to time,. If a transaction is made in a currency other than Indian Rupees, that transaction will be converted into Indian Rupees. The conversion will take place on the date the transaction is settled with the Bank, which may not be the same date on which the transaction was made. If the transaction is done in foreign currencies other than in US Dollars, the conversion will firstly be made through US Dollars, by converting the charged amount into US Dollars and thereafter by converting the relevant US Dollar amount into Indian Rupees, at the Forex rates provided by the card network on the settlement date for which a Forex markup fee may be levied.

Other Fees/Charges

You agree to pay all costs including but not limited to charges for renewal, replacement, duplicate statement etc.), transaction fee on cash advance, collection charges for outstation fee, legal cost, any other fees/charges etc. incurred and/or charged by the Bank.

Late Payment Fee

In the event, you fail to pay the Minimum Amount Due as shown in the monthly statement by the Payment Due Date, a late payment fee as mentioned in the Schedule of Charges shall be levied to the Card Account. This fee may vary at the discretion of the Bank and shall be intimated to you 30 (thirty) days prior to charging. All the charges applicable to the card shall also be displayed in the website application.

GST

You agree to pay GST at the rate stipulated by the Government in respect of the prescribed fees, Finance Charges, Late Payment Charges, other fees/charges etc., as may be applicable from time to time.

Personal Identification Number / Mobile Personal Identification Number

The Bank has taken suitable precautionary measures, in tune with the industry practice, to ensure that you carry out transactions using secure Card authentication. As a Card member, You should be aware of the features and impact of the transactions done using Card as You would be responsible for any usage of Card issued to you.
To enable the Card member to use the Card, a Personal Identification Number (PIN)/ Mobile Personal Identification Number (M-PIN) will be issued to him/her. This PIN/M-PIN can be digitally set up and subsequently changed by the Card member, at his/her own risk, at an ATM or through The Federal Bank mobile/internet banking or at the Bank Customer Care Centre. The PIN/M-PIN provides access to the Card Account and the Card member accepts the sole responsibility for the use, confidentiality and protection of the PIN/M-PIN, as well as for all orders and information changes entered into the Card Account using such PIN/M-PIN. The Card member shall not record the PIN/M-PIN which may give access of the same to a third party. The Card member hereby authorises the Bank to carry out Transactions and instructions authenticated by the PIN/M-PIN and the Card member shall not revoke the same. The Bank has no obligation to verify the authenticity of the Transaction Instruction sent or purported to have been sent from/issued by the Card member other than by means of verification of the Card member's PIN. The Card member shall at all times take all necessary and appropriate steps, including those mentioned herein, to maintain the security of the PIN. If the Card member fails to observe the security requirements resulting in any loss to the Bank/ Card member he/ she shall not hold the Bank responsible for any such loss and the Card member shall indemnify the Bank for any losses/liability incurred/ to be incurred by the Bank. The Bank may, in its absolute discretion, issue a new PIN on the existing Card subject to the provisions stated herein and as specified by the Bank from time to time. The Card member will not hold the Bank liable in case of any improper/ fraudulent/unauthorized/ duplicate/ erroneous use of the Card and/or the PIN/M-PIN. The Bank will also not be liable for any consequences connected with the use/ misuse of the Card by any third party due to the Card falling in the hands of any third party or the PIN/M-PIN coming to the knowledge of any third party. If any third parties gain access to the services, including the Card Account, the Card member will be responsible and shall indemnify the Bank against any liability, costs or damages arising out of such misuse / use by third parties based upon or relating to such access and use, or otherwise.

Linking of Card with Existing Savings Account

The Card member acknowledges and agrees that his/her Card will be linked with his/her existing Federal Bank savings account, if any, at the discretion of the Bank. In case of multiple accounts, the customer can select the savings account to be linked with the card account. The Card member further acknowledges and understands that this would enable him/her to access their Card Account using the existing User Id provided to him/her under the Bank’s savings account, if any, through Internet Banking services and Fed Mobile facility. The Card member further provides consent to and authorizes the Bank to use the KYC details provided by the Card member for the aforesaid purpose. The Card member understands that he/she may delink his/her savings account from his/her Card by calling the Federal Bank Customer Care.

Alerts

You agree that the Bank shall keep you informed about the status of your Card Account and provide any other information from time to time by sending you messages via SMS and/or E-mail, or any other communication channel and you would have no objection to the same.

Rewards Program

The Federal Bank Rewards Program allows eligible Cardholder/s to accumulate points from spends on their Federal Bank Credit Card as determined by the Bank from time to time. Points accumulated on cards can be redeemed for

- Purchase of Commodities
- Gift Vouchers

Terms & Conditions for Reward Program

1. The Card member needs to register online using his/her Customer ID, Name (as embossed on his Debit / Credit Card) and Date of Birth as per the Bank records to activate the Card account and start using his/her reward points and other program benefits.
2. Card members who use Net Banking Services can register by logging into their Net banking account and navigating through the Rewards option
3. The Rewards Program from the Bank allows eligible Card members to accumulate points for transactions and other actions as may be specified by the Bank from time to time. Points accumulated on such Transactions may be exchanged for a wide variety of rewards as may be offered through the Rewards Program from time to time.
4. Eligibility criteria of Rewards redemption will be reviewed from time to time by the Bank at its sole discretion without prior notice to the Card member.
5. Card Accounts will be identified by the Customer Identification Number (Cust ID) of the Primary Card member as established by the customer records maintained at the Bank.
6. The Bank, at its sole discretion and without prior notice to the Card member, reserves the right to withdraw / discontinue the Cardholder's membership in Loyalty Rewards Program and revoke any accrued Points.
7. In case of the RuPay VALUEMAX fuel Credit Card variant, Cardmembers will earn Reward Points as per the applicable Product Terms & Conditions. However, offline UPI transactions below INR 2,000 carried out at any merchant using the RuPay VALUEMAX fuel Credit Card shall not be eligible for Reward Points.

For further details relating to the Rewards Program, please visit www.FederalRewards.in

Customer Care Services

1. The Bank shall provide you with the facility to access information and carry out transactions on your Card Account through the telephone. Such facilities may be provided by the Bank either manually or through automated systems. However, the Bank may at its sole discretion decide on the nature of the information/transaction that can be given/carried out over the telephone. The Bank also reserves the right to authenticate your identity before processing your request. You may also be given a specific Telephone Personal Identification Number (TPIN) for use of this facility.

2. You agree that you shall not hold the Bank liable on account of the Bank acting in good faith on such instructions provided by you.

3. The Bank may at its sole discretion record such instructions and may rely on transcripts of such telephonic instructions as evidence in any proceedings.

4. At your request the Bank may send to you by fax (at a fax number given by you) financial information (sought by you) regarding the Card Account which may be of private and/or confidential nature, and you shall not hold the Bank liable in any manner should such information come to the knowledge of any third party.

5. In following such instructions, the Bank shall be putting forth its best-efforts basis and will not be held liable on account of any delay or inability on the part of the Bank to act immediately or at all on any of your such instructions.

6. The Bank reserves the right to not carry out such instructions where the Bank has reasons to believe that the instructions are not genuine or to withdraw or suspend the facility at its sole discretion.

7. In case there is a discrepancy in the particulars or details of any transactions carried out by the Bank, you shall be obliged to inform the Bank of the discrepancy within ten days of receiving the advice from the Bank which led to such discrepancy.

8. In consideration of the Bank providing you the said facility you shall indemnify and hereby keep the Bank indemnified from and against all actions, claims, demands, proceedings, losses, damages, costs, charges and expenses that Bank may incur, sustain or suffer as a consequence of or by reason of your using this facility.

Internet Transaction

1. You agree that while making any internet transaction, any outflow of foreign exchange undertaken by you shall only be in accordance with Foreign Exchange Management Act 1999, Information Technology Act 2000 and other applicable Acts including any rules, regulations, thereunder and any other laws as may be applicable from time to time. The Bank may at its sole discretion decline certain Internet transactions by you in order to protect you from unauthorized and illegal use of account information by any person.

2. You may also be given a specific Personal identification Number (PIN) for use of this facility. You shall personally be liable for the security of the said number and shall not share or disclose the said number to any individual.

3. You agree not to use the Card/Card number to visit websites on gaming and obscenity that have been prohibited and declared illegal by the Government of India. By doing so you may be liable for any legal action against you and the Bank shall not be responsible for the same.
4. The information materials contained on the websites are subject to change. Unauthorized use of Bank's website including but not limited to entering into Bank's systems, misuse of Password or misuse of any information posted on the website is strictly prohibited. In doing so you shall be liable for legal action under the provisions of Information Technology Act 2000 and other Acts applicable from time to time.
5. In consideration of the Bank providing you the Internet Banking facility you shall indemnify and hereby keep the Bank indemnified from and against all actions, claims, demands, proceedings, losses, damages, costs, charges and expenses that the Bank may incur, sustain or suffer as a consequence of or by reason of your using this facility.
6. The Bank reserves the right to terminate any user accesses at its sole discretion with or without assigning any causes or without any prior notice whatsoever.

Returned Payments

In case the cheque, or any other payment instrument or instruction given by the Card member, towards payment of his Card dues, is not honoured, it shall not be returned to the Card member. The Bank reserves the right to initiate legal proceedings against the Card member and will levy fee at its sole discretion. The Bank shall, in such cases, to temporarily/permanently cancel the Card, at its sole discretion. The Card member will also be liable to pay the cheque return charges and late payment charges, or any other charges as may be decided by the Bank.

Virtual Credit Card Terms

These terms and conditions (“Terms”) apply to and regulate the provision of Virtual Credit Card facilities offered by the Bank. These Terms and Conditions are in addition to and not in derogation to Terms and Conditions governing Credit Card facilities of the Bank, Terms and Conditions governing Internet Banking services of the Bank and Terms and conditions for Saving Account of the Bank (“Primary Terms”). To the extent of any inconsistency between these Terms and Primary Terms, the Terms specified hereunder shall prevail. All capitalized terms used but not defined herein shall have the respective meanings ascribed to it in the Primary Terms.

- “Account/s” shall mean the definition of Account(s) within the meaning of and as defined in the Terms and Conditions governing Internet Banking services of the Bank and Terms and Conditions for Savings Account of the Bank.
- “Virtual Credit Card” shall mean a digital form of the Card issued to the Primary Card member on his / her existing Card Account. This virtual Credit Card shall be created and stored, as an electronic image, on the logged in section of the Account/s of the Primary Card member.
- Virtual Credit Card member” means the Primary Card member to whom a Virtual Credit Card has been issued by the Bank subject to the Primary Terms and the Terms.
- By agreeing to avail the Virtual Credit Card facility, the Primary Card member shall be deemed to have agreed to and accepted the Terms as are mentioned herein below.

- The Primary Card member will be issued a Virtual card by default. Virtual Credit Card enables the Card member to carry out online Transactions within a credit limit of his/her choice. However, the Card member shall under no circumstances be allowed to set the Credit Limit of his/ her Virtual Credit Card above the Credit Limit on his/her Primary Credit Card at any time.
- The details of the purchase made using Virtual Credit Card will be displayed in the Statement and no separate statement will be sent to the Primary Card member. The Primary Card member has to make a single payment towards the expense incurred using Physical Card and Virtual Credit Card.
- Key details of the Virtual Credit Card like the card number, expiry date of the Virtual Credit Card, CVV etc. will be visible only on the Virtual Credit Card section available in the logged in section of the Account. The credit limit of Virtual Credit Card shall be that of the primary Card. Hot listing / blocking of Virtual Credit Card can be done through clicking relevant options under Virtual Credit Cards section available in the logged in section of the Account. If the Virtual Credit Card member closes the Card Account/s, the Virtual Credit Card facility will continue to exist.
- The use of Virtual Credit Card shall be restricted to online transactions only. The Card member is aware that in case of online transactions, the charge slips will not be signed by the Card member at the time of the purchase made using the Virtual Credit Card. Accordingly, the Card member accepts that, even in the event of any dispute regarding the authenticity or validity of such a purchase or a charge, for any reason whatsoever, the Card member will make payment to the Bank of all out standings due and shall not hold the Bank liable / responsible under any circumstances.
- The Bank shall not be liable if any merchant refuses to accept payment through Virtual Credit Card. The facility of Virtual Credit Card is meant only for the purpose of providing the Virtual Credit Card member with a facility of making online payment and does not ensure quality, safety or legality of the transaction undertaken by the Card member using the Virtual Credit Card.
- The usage of the Virtual Credit Card shall amount to acceptance of these Terms and Conditions. The Virtual Credit Card member shall be bound by/liable under these Terms for payment, and he/ she shall ensure payment of all charges due and payable on the usage of the Virtual Credit Card. The facility of a Virtual Credit Card, being a special facility shall be subject to such fee/rate as may be stipulated by the Bank from time to time.

Secured Credit Card Terms

1. These Terms and Conditions (the “Terms”) apply to and regulate the Secured Credit Card provided by The Federal Bank and are in addition to and not in derogation of the Terms and Conditions governing the Credit Card facilities and the Bank's term Deposit (the “Primary Terms and Conditions”) as available on www.federal.bank.in. In the event of any inconsistency or discrepancy between these Terms and the Primary Terms and Conditions, these Terms shall prevail. All capitalized terms used herein but not defined shall have the same meaning as specified under Primary Terms and Conditions.

2. “Cardholder” shall mean a person who has / places a term deposit with the Bank and applies for the Bank's Secured Credit Card which shall be issued subject to the Primary Terms and Condition and Terms as specified herein. “Secured Credit Card” shall mean The Federal Bank Secured Credit Card issued by the Bank to the Cardholder against the term deposit maintained by the Cardholder with the Bank.

3. In order to be eligible for availing the Secured Credit Card, the Cardholder shall be required to maintain/place a fixed deposit of minimum of Rs. 25,000 (for Resident Customer) amount with the Federal Bank. Bank is not issuing Secured Credit Card for NR customers.

4. The Credit Limit on the Secured Credit Card shall be 80% of the term deposit amount, subject to minimum Credit Limit of Rs. 20,000/- and maximum of Rs. 10,00,000. The minimum Credit Limit may be subject to change at the sole discretion of the Bank from time to time and shall be communicated to the Cardholder through such mode and manner as deemed fit by the Bank. Any enhancement of Credit Limits shall be affected only upon obtaining Your consent.

5. The Cardholder shall be required to place the term deposits in the manner specified and execute relevant documents as specified by the Bank from time to time. The Cardholder shall be required to place term deposit at only the Bank branch, ***through the Bank Website, Fed Mobile**** or such other alternate channel as shall be decided and communicated by the Bank at its sole discretion from time to time. In the event of cancellation of the Card by Cardholder/ the Bank, the term deposit linked to the Secured Credit Card shall continue in accordance with the instructions placed by the Cardholder at the time of placing the term deposit.

6. Closure of Security Deposit
   In the event that the Card Member withdraws the Application or cancels the Credit Card issued to him/her or if the Bank rejects Application or terminates/cancels the Credit Card , for any reasons whatsoever, the Cardholder may request closure of the term deposit opened specifically for securing the Credit Card in accordance with applicable closure norms, through the following channels:
   a. Contact our Customer Service Centre/Support Team at 1800-420-1199 or 1800-425-1199
   b. FedMobile: Investments> Bank Deposit >Close this deposit
   c. Contact the nearest Branch.
   Upon closure of term deposits, the proceeds thereof shall be transferred to the Cardholder’s operative account. The closure request of term deposits shall be processed within 7 business days from the date of submission of the closure request through any of the above channels, provided such requests are in compliance with the closure formalities prescribed.

7. Upon issuance of the Secured Credit Card, the Bank shall mark a lien on the entire amount of the term deposit placed by the Cardholder, including interest earned by the Cardholder, until the termination of the Secured Credit Card. No premature closure of term deposit will be permitted until the termination or closure of Secured Credit Card by Cardholder/the Bank as well as payment of all outstanding fees, charges and any other amounts due to the Bank by the Cardholder.

8. The term deposit lien marked against Secured credit card will be on auto- renewal mode. The prevailing rate of interest applicable at the time of auto - renewal of the term deposit shall be

applicable on the said term deposit account. No manual change in tenure of the term deposit shall be permitted.

9. The Cardholder/s shall not be able to make any part withdrawals from the term deposit linked to the Secured Credit Card.
10. TDS on interest if applicable shall be collected (depending on the scheme i.e., Cash Certificate/FD with Interest pay-out).
11. The term deposit shall be exclusively lien marked against the Card Limit. No other charges/loan shall be charged to the term deposit.
12. Advance against term deposit charged to the Card will not be permitted.
13. In case of any attachment, order or direction is received by the Bank from any statutory, regulatory or investigative authority with respect to the term deposit charged to the Card whereby the Bank’s charge/lien thereon would be adversely affected, the Bank may, at its sole discretion, change the classification of the Card from secured to unsecured and/or suspend further operations in the the Card account and/or demand immediate repayment of all the dues/outstanding in the Card Account.
14. The term deposits opened / placed by HUFs, Partnership firms, minors or opened jointly by applicant/s shall not be entitled for Secured Credit Card. Nomination facilities shall be available for the term deposit facility.
15. The Secured Credit Card shall be activated after the lien is marked on the term deposit.
16. Non-Resident customers are not eligible for Secured Credit Card.
17. At any given point of time only one Secured Credit Card can be issued to a Cardholder.
18. Closure of linked Term Deposit for Recovery of Dues
    - If the Cardholder has outstanding dues on the Secured Credit Card account for a continuous period of 30 days, the term deposit linked to the Secured Credit Card shall be closed on the 31st day to recover the outstanding dues. However, the Cardholder shall be duly intimated about the closure of the linked term deposit via SMS or email to their registered mobile number or email ID
    - The full amount of the linked term deposit shall be credited to the Secured Credit Card account to settle the outstanding dues, irrespective of the actual outstanding dues payable by the Cardholder.
19. Refund of Surplus Amount from linked Term Deposit
    - Any surplus amount remaining in the Secured Credit Card account after the adjustment of outstanding dues shall be refunded to the Cardholder's operative account. The refund shall be processed within two (2) business days from the date of the subsequent month's Secured Credit Card bill generation.
    - Notwithstanding sub-clause (a) above, the Cardholder may request an earlier refund of the surplus amount before the generation of the subsequent month's Secured

Credit Card bill. Such a request shall be processed by the Bank within three (3) business days from the date of receipt of the request.

  - The Cardholder may contact the Bank through the following channels to request a refund: Branch & IVR

20. No Interest on Surplus Amount: The Bank shall not pay any interest on the surplus amount lying to the credit of the Secured Credit Card account, irrespective of the duration for which the surplus amount remains in the account.

Lost or Stolen Cards

1. If your Card is lost, stolen, missing or if you detect any unauthorised usage of the Card, You must immediately notify the Bank. You may also request for blocking the Card by sending an SMS from your registered mobile number, in the format: **FBCCBLOCK <last 4 digits of the Card >** to the dedicated mobile number : **9008915353**. On receipt of this SMS, the Bank will after adequate verification, temporarily suspend the Card Account. The Bank will not be liable for any inconvenience/loss caused to You, in acting upon your request to block the Card account, as above.

2. In addition to the above, You must immediately lodge police complaint/ First Information Report (FIR) regarding the loss/ theft/ missing of the Card . A copy of the complaint / FIR must be attached to the notice sent to the Bank.

3. Upon your specific request and subject to your compliance with additional formalities, the Bank may at its sole and absolute discretion, issue a Duplicate Card.
4. Your liability arising out of any unauthorised use of the Credit Card shall be subject to relevant regulatory guidelines/ applicable law.

5. Even in case of unsigned Cards (i.e. a Card which is not signed by you), you shall be liable for all charges incurred on it as well as the transactions conducted by using the card.

6. You are responsible for the security of the Card and shall take all steps towards ensuring the safekeeping thereof and the Bank shall not in any manner be liable for any misuse of the Card. In the event the Bank determines that the steps taken by you are not adequate, the financial liability on the lost or stolen Card would rest with you and could even result in the cancellation of the Card Account.

7. You will fully cooperate with the Bank, the representative of the Bank, and/or legal authorities in the event of an investigation into any disputed transaction.

8. In the event you subsequently recover the lost/ stolen Card the recovered Card must not be used and must be cut into half through the magnetic stripe and returned immediately to the Bank.

9. You shall not be liable for any transaction/s made on the Card post reporting its loss/theft/damage. However, in case of any dispute relating to the time of reporting such loss/ theft/damage and/or transactions made on the Card post reporting of the loss/theft/damage/ misuse, the Bank reserves the right to ascertain such time and or the authenticity of the

disputed transactions. You shall not be able to use the blocked Card for any transaction/s until you receive a replacement Card.

Collection Agents

The Bank shall be entitled, at the sole risk and cost of the Card member, to engage one or, more person(s) to collect the Card member's dues and/or to enforce any security provided by the Card Member, and the Bank may (for such purposes) furnish to such person(s) such information, facts and figures pertaining to the Card member and the security as the Bank deems fit. The Bank may also delegate to such person(s) the right and authority to perform and execute all acts, deeds, matters and things connected therewith, or incidental thereto, as the bank deems fit.

Quality of Goods and Services

The Bank shall not, in any way, be responsible for merchandise, merchandise warranty or services purchased, or availed of by the Card member from Merchant Establishments, including on account of delay in delivery, non-delivery, non-receipt of goods or receipt of defective goods by the Card member. It must be distinctly understood that the Credit Card is purely a facility to the Card member to purchase goods and/or avail of services, the Bank holds no warranty or makes no representation about quality, delivery or otherwise of the merchandise. Any dispute or claim regarding the merchandise must be resolved by the Card member with the Merchant Establishment. The existence of the claim or dispute shall not relieve the Card member of his obligation to pay all the Charges to the Bank and the Card member agrees to pay such charges promptly

Appointment of Third Party/Service Provider

1. The Bank at its sole discretion may appoint third parties/service providers for providing service over the phone or through any other means. The Bank may also appoint third party/service providers for conducting certain activities such as but not limited to reference checking, credit verification, recovery of any outstanding on the Card or initiate any action allowed by law for recovery of all dues owing to the Bank. All payments made to such third parties/ service provider for collection will be at your cost and risk in addition to all costs, charges and expenses incurred by the Bank to recover the outstanding dues/amounts.

2. You shall be liable for all costs associated with the collection of dues and legal expenses with interest, should it become necessary to refer the matter to any agent or where legal resource for enforcement of payment has been taken.

3. You hereby expressly agree / consent for the sharing of Your data / documents provided to the Bank, with such Third Party / Service Providers. The data / documents will be used for respective limited purpose and the same will be purged once the Card Account is closed.

List of Third Party/Service Providers associated with the Bank:

Entity Name	Role	Description
Hyperface Technologies Pvt. Ltd.	Technology Service Provider (TSP)	Your PII and Transaction data will be shared with to provide access to services.
First Data India Pvt. Ltd.	Card Management System	
Lentra AI Pvt. Ltd.	Eligibility Rule Engine	Your PII details will be shared with Lentra to access your eligibility for the Credit Card.
Karza Technologies Pvt. Ltd.	V-KYC Vendor	Your PII data will be shared to comply with the KYC norms.
The Unique Identification Authority of India	E-KYC	
Loylty Rewardz Management Private Limited	Reward Point Management	Your PII data will be shared with Loylty Rewardz to manage your Reward Points.
M2P Solutions Pvt. Ltd.	ACS (Access Control Server)	Your PII and Transaction data will be shared with M2P to provide access to services.
Mettle Networks Pvt. Ltd.	Communication Vendor	Your PII and Transaction data will be shared with Mettle to send you communication.
Sinch cloud communication services India Pvt. Ltd.		Your PII data will be shared with Sinch for communications.
MCT Cards & Technology Pvt. Ltd.	Printing Partner	Your PII data will be shared with MCT for sending you the physical Welcome Kit.

Delhivery Pvt. Ltd.	Logistics	Your PII data will be shared with Delhivery (Courier partner) who will deliver the Physical Welcome Kit to your address.
Worldline India Pvt. Ltd.	Payment Gateway	Your PII and Transaction data will be shared with Worldline to enable you to pay the outstanding on your Card.
Pine Labs Pvt. Ltd.	EMI merchants of the Bank	Not applicable
Indiaideas.Com Limited (Bill Desk)		
Razorpay Software Pvt. Ltd.		
PayU Payments Pvt. Ltd.		
Ezetap Mobile Solutions Pvt. Ltd.		
One97 communications limited. (PayTM)		
ShopSe Digital Finance Pvt Ltd		
Bajaj Finance Limited (Bajaj Pay)		
Cashless Technologies India Pvt Ltd		
Juspay Technologies Private Limited		

Concentrix Technologies (India) Pvt. Ltd.	Customer support activities	Your PII and Transaction data will be shared with Concentrix to provide customer support/queries.
Experian Credit Information Company Of India Pvt. Ltd.	Credit Bureau	Your PII data will be shared to evaluate eligibility for the Credit Card.
Credit Information Bureau (India) Limited		
		Your PII data will be shared with the Agencies to aid the Bank in collections activities.
Collection and Recovery Agency	Collection and Recovery	List of Agencies associated with the Bank: **Click Here**
Astute Corporate Services Private Limited	Field Investigation	Your PII data will be shared with M/s. Astute Corporate Services Private Limited for conducting Field Investigation for credit card application.
Ubona Technologies Pvt Ltd	Technology Service Provider (TSP)	Your PII and Transaction data will be shared with to provide access to services.
BankBazaar (A&A Dukaan Financial Services Private Limited)	Credit Card Sourcing DSA Partner	The Bank has partnered with this entity for the promotion and sourcing of the Bank's Credit Cards.
MyMoneyMantra (Raaj Khosla & Co. Pvt. Ltd)	Credit Card Sourcing DSA Partner	The Bank has partnered with this entity for the promotion and sourcing of the Bank's Credit Cards.

Credit Card Reissue and Replacement

If your Card becomes defective/gets damaged, mutilated, lost or stolen, you may ask for a replacement Card at any of the Bank's Card Division Centres. All such replacement Cards shall be issued at the discretion of the Bank upon payment of such charges prevailing at the time of replacement. The damaged Card must not be used and should be cut in half through the magnetic stripe and returned immediately to the Bank.

Change of Address and Telephone Number

You shall promptly notify the Bank in writing , of any change in your address (both permanent and communication address) and/or telephone number, at the address notified by the Bank from time to time or designated customer service centre.

Termination

- By the Card member: You can terminate this T & C at any time by returning to us all the Cards, issued for use on the Account, cut in half with a written request to terminate all facilities and benefits hereto associated with the card. Termination will only be effective when we receive all the Cards including Additional Cards and payment of all amounts outstanding (including but not limited to principal monies, interest, fee/ additional fee/ charges) in respect of the Card Account. You can cancel the use of additional Card by notifying the Bank in writing, but you will remain liable for all Charges incurred by use of the Additional Card. No Annual fees or other charges shall be refunded on a pro-rata basis. You may also request for cancellation of credit card through Bank's contact centre. For complaints related to Credit Cards mis-selling or harassment from recovery agents related to Credit cards please write to ccsalessupport@federal.bank.in or call at 0484–6754111.

- By the Bank: The Bank can terminate or revoke the Card immediately at any time at its discretion, restrict the use that the Card member may make of the Credit Card without assigning reason or cause and without any prior notice thereto. Where the Bank terminates/revokes the card, all amounts outstanding on the Card Account (including Charges or Cash advances not yet debited) will become due and payable immediately. The Bank may inform Merchant Establishment of cancelled Credit Cards. If the Credit Card is cancelled, you must cut it in two halves through the magnetic stripe and return both halves to the Bank immediately. No annual fees or other charges shall be refunded on pro-rata basis.

- In the event you change the employment/profession or address or are transferred from your present posting or change your salary account/main bank account etc., the Bank at its sole discretion shall have the right to discontinue the Credit Card facility.

- Occurrence of one or more of the following events shall constitute an event of default and the Bank at its sole discretion may withdraw the Credit Card facility. The events include but are not limited to the following:

- Improper use of the Credit Card (in violation of RBI and Foreign Exchange rules).

- You consistently fail to pay any amount due to the Bank within the stipulated period.

- You fail to perform your obligations as per these terms and conditions.

- Any cheque and/or ECS/standing instructions delivered to the Bank is not encashed/ acted upon for any reason whatsoever on presentation/being made.

- Any representation made by you proves to be incorrect, false, false/ fraudulent or incomplete including but not limited to income and/or identification paper/document forwarded to the Bank as required under the Know Your Customer (KYC)/ Anti Money Laundering (AML)/ Combating the financing of Terrorism (CFT) guidelines.

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

- Upon not activating your card within 30 days of its issuance, the Bank shall give an option to activate the Card on a One Time Password (OTP) based consent. If no such consent is received for activating the Card, the Card account shall be closed within 7 working days from the date of seeking confirmation from you. In case of renewed or replaced Card, such closure/ termination shall be subject to payment of all the dues by the Cardholder.
- You specifically acknowledge that once the Card Account is cancelled/closed and privileges (including all benefits and services) of the Credit Cards stand withdrawn, reinstatement of the same is not automatic and will take place solely at the discretion of the Bank.
- On cancellation of the Card, you:

Must not use the card, cut the Card into two halves through the magnetic stripe and return the same to the Bank.

Are responsible for any use of the Card including payment of charges until the Card is returned to the Bank cut into two halves through the magnetic stripe

Must continue to make payments to the Bank in accordance with the conditions of use.

Interest/finance charges, if any applicable, for a billing cycle will be levied/payable on the next billing cycle and the Card member shall be liable to pay the same notwithstanding the termination/revocation of the Card membership.

Exclusion of Liability

Without prejudice to the foregoing, the Bank shall be under no liability whatsoever to you in respect of any loss or damage arising directly or indirectly out of:

1. Any defect in any goods or services supplied
2. The refusal of any person to honor or accept a card
3. The malfunction of any electronic terminal
4. The giving of transaction instruction other than by you
5. Any statement made by any person requesting the return of the card or any act performed by any person in conjunction
6. Handing over of the card by you to anybody other than designated employees of the bank at the bank's premises

7. The exercise by the bank of its right to demand and procure the surrender of the card prior to the card expiry date, whether such demand and surrender made and/or procured by the bank or by any person or computer terminal
8. The exercise by the bank of its right to terminate any card or the card account or
9. Any injury caused/ alleged to be caused to you on account of theft/ loss of Card and repossession thereof or owing to the steps taken by you for the recovery/ repossession of the Card.
10. Refusal by any merchant /service establishment to accept/honour the Card for the payment transactions.
11. Any misstatement, misrepresentation, error or omission in any details disclosed by the bank. In the event a demand or a claim for settlement of outstanding dues from you is made either by the bank or any person acting on behalf of the bank, you agree and acknowledge that such demand or claim shall not amount to be an act of defamation or an act prejudicial to or reflecting upon your character, in any manner.

Default

1. You accept that upon any default in discharging the obligations under the T&C the Bank shall have the right to exercise any or all rights under this T &C
2. You acknowledge the right of the Bank to terminate the Card facility in the event of default in respect of any other credit facility extended to you by the Bank and vice versa.
3. You accept upon the non-payment of bills due for more than 30 days, under the T & C, the Bank shall have the right to block the transactions.
4. The classification into Substandard/ Doubtful/Loss NPA will be handled based on combined security apportionment across overall exposure with Bank and the ageing rules of the overdue period as specified by Bank from time to time in tune with the RBI guidelines on Prudential Norms on IRAC.
5. Any Dues remaining unpaid for a period beyond 90 (ninety) days shall be classified as Non-Performing Asset (NPA) as per the RBI Master Circular on Prudential norms on Income Recognition, Asset Classification and Provisioning pertaining to advances.
6. In the event of classification of the Credit Card account as NPA, all the other credit facilities standing in your name with Bank will be classified as NPA. Similarly in the event of classification of your other facility/ies in your name as NPA, the Card Account shall be classified as NPA. In such case, the Card Account/ other facilities will not be upgraded as standard asset/s unless and until the you clear the entire arrears / dues in respect of all such accounts (i.e. Arrears/Dues outstanding in all accounts should be zero). You acknowledge that the interdependence/linkage of the classification may adversely impact your future eligibility for credit products/facilities.
7. You acknowledge and agree that if any banking product including but not limited to credit cards, loans or other financial services where you are a co-borrower, co-obligant, or

guarantor, has been classified as a Non-Performing Asset (NPA) within past six (6) months, you will be considered ineligible for any promotional offers in connection with Credit Card.

Breach & Termination/Withdrawal

1. Breach: In the event of breach of any of these Terms and Conditions by any Card member; notwithstanding any other provision of these Terms and Conditions (i) the Card member will remain liable for any loss directly or indirectly resulting from such a breach; and (ii) The Card member will be liable to pay the Bank, upon demand, all amounts outstanding from the Card member to the Bank, whether due and payable to the Bank at the date of such demand or not.

2. Termination / Withdrawal: The customer can raise request for card closure though Fednet /Fedmobile, or a written document at branches or in form of a verbal verification through contact centre or via e-mail to the e-mail id. Email id for this is creditcards@federal.bank.in

3. The aforesaid notice will not take effect till the Card has been defaced by cutting off the top right-hand corner ensuring that both the hologram and magnetic stripe have been cut and has been received by the Bank. Save as aforesaid, neither the Card Account nor any Card be terminated.

4. In the event any Charges are incurred on the Card after the Card member claims to have destroyed the Card, but the Card has not been received by the Bank, the Card member shall be entirely liable for charges incurred on the Card, whether or not the same are the result of the misuse of the Card irrespective of whether the Bank has been intimated of the destruction of the Card.

5. The Bank may at any time, with or without notice at its absolute and sole discretion terminate the Card Account and the Card. The Card member expressly acknowledges and accepts that if the Card member holds two or more Card Account with the Bank, both of which are governed under these Terms and Conditions the Bank has the authority to block the credit limit as made available to the Card member under all the Bank's Credit Card Account/s as well as withdraw such privileges / benefits as made available under all such Card Account/s if there is any default in making payments due to the Bank under one of such Card Account, till such time the defaulting Card Account is regularized by the Card member. The Card member also agrees and acknowledges that the Bank shall not be required to provide any prior/additional notice for the above.

6. On termination of the Card Account and notwithstanding any prior agreement between the Bank and the Card member to the contrary: (A) the total of all the Charges then outstanding, whether or not already reflected in the Statement and, (B) the amount of any Voluntary Charges incurred after termination (with effect from the date of relevant Transaction Instruction), shall become forthwith due and payable by the Card member as though they had been so reflected, and interest will accrue thereon from the date such charges have been incurred, as applicable from time to time.

7. The Bank, at its sole discretion, reserves the right to, either temporarily or permanently, withdraw the privileges on the Card and/or cancel the Card at any time without giving any

notice or assigning any reason therefor. In case of a temporary withdrawal, the privileges may be reinstated by the Bank at its sole discretion. In case of a permanent withdrawal, the Bank has a right to refuse membership to the Card member permanently. However, it is made distinctly clear that withdrawal (temporary or permanent) shall constitute automatic withdrawal of all attendant benefits, privileges and services attached to the Card. In the event of such temporary or permanent withdrawal, the Card member shall continue to be fully liable for all charges incurred on the Card prior to such withdrawal, together with all other applicable charges thereon, unless otherwise specified by the Bank. Card may be withdrawn, and the Card Account may be closed at any time without reference to the validity period embossed on the Card. The Card member agrees to surrender the Card to the Bank, or its representative, upon being requested to do so. Use of the Card after the notice of withdrawal of its privileges is fraudulent and subjects the Card member to legal proceedings.

Notices

All notices or other communications under or in connection with these Terms and Conditions including all amounts due from the Card member shall be given in writing to The Federal Bank Limited Parackal Towers, Parur Junction, Thottakkatukara, Aluva, Ernakulam, Ernakulam, Kerala, 683 102, India and, unless otherwise stated may be made by letter. Any such notice or other communication will be deemed to be effective: (i) if sent by letter, when delivered personally or if dispatched by post and when recall of the letter is outside the control of the sender; and (ii) if sent by facsimile, when sent (on receipt of a confirmation to the correct facsimile number).Provided, however, that no notice or communication shall be recognized as effective unless actually received and acknowledged by the Bank. Notices or communication may be made to: (i) the Card member's address or facsimile number as recorded in

The Bank's records and to which notices / communications are to be sent (as specified in the

Application Form), and (ii) the Bank's zonal / regional / branch /office address or facsimile number (as specified in the Application Form), or to such other address or facsimile number as may be designated by the Card member and the Bank in writing to each other. In the event of any failure by the Card member to notify the Bank in writing of any changes in its contact address or details, service of a notice/ correspondence to the address specified in the Application Form or last given by the Card member shall be deemed as proper and sufficient service on the Card member irrespective of whether or not such notice shall be returned "unserved" to the Bank. A notice published in the newspaper available in the area of residence or work of the Card member shall be sufficient notice to the Card member from the date of its publications; however, a notice in a newspaper shall not be effective against the Bank unless acknowledged by the Bank.

Services Provided by Mastercard Worldwide/ Visa International /Rupay

1. There are certain emergency services provided to you by VISA International/ MasterCard Worldwide/Rupay depending upon the network to which card is associated with. Such services are provided by VISA/MasterCard/Rupay through third party agents. You are responsible for the cost incurred in availing such emergency services provided by/through VISA International/MasterCard Worldwide/Rupay.

2. Assistance is provided on best effort basis by / through VISA International / MasterCard Worldwide/Rupay.
3. The Bank in India or anywhere in the world does not accept the responsibility for the arrangement or use of services provided by / through VISA International / MasterCard Worldwide/Rupay.

Disclosure

The Bank may tie up with credit bureaus authorized by RBI and will share credit information including but not limited to your current balance, payment history, demographic details, etc, such information is being provided in terms of the Credit Information Companies (Regulation) Act, 2005. The credit bureaus do not provide any opinion, indication or comment pertaining to whether credit should or should not be granted. It is in your best interest to maintain a good credit history by paying the necessary dues in a timely manner. With credit bureaus in place, responsible customers can expect faster and more competitive services at better terms from credit grantors. Default by customers would be available with credit bureaus, which in turn would impact your credit worthiness for Future credit requirements. The Bank will report customer information to credit bureaus on a monthly basis or such other time period as may be agreed between the Bank and the credit bureaus. In case of any billing dispute notified to the Bank, the Bank will suspend reporting to credit bureaus till the dispute is resolved. The Card member acknowledges that the Bank is authorized to share information relating to Card member/Add-on Card member(s), including information relating to any default committed by the cardholder in discharge of his/her obligation, as the Bank may deem appropriate and necessary, with any existing or further credit bureaus as determined by the Bank from time to time. Accordingly, the Cardholder gives consent and confirms having obtained consent from Add-on Card member(s) to disclose information to such credit bureaus. Such entities may further make available processed information or data or products thereof of banks/financial institutions and other credit grantors. Credit Bureaus includes Credit Bureaus, Credit Reference Agencies, Credit Information Companies or any other entity formed and authorized by RBI for the purpose of collecting, collating and disseminating credit information pertaining to borrowers.

1. You hereby expressly authorize the Bank for the purposes of credit verification or reference checks, card on-boarding, issuance, protection of its interests etc., to disclose all/any information/documents relating to you/this T & C and/or any other agreement /T & C with other banks, credit bureaus and financial institutions, other third parties, etc.
2. You hereby authorize the Bank or its representatives to contact your employer, banker or any other source to obtain and/or verify any further information that may be required.
3. You further authorize the Bank to disclose such information to Reserve Bank of India (RBI), Income Tax Authorities, Credit Rating Agencies or any other Government or regulatory authorities/bodies/departments as and when so demanded. You further authorize the Bank to verify, share and/or disclose your name to the aforesaid authorities including banks, financial institutions, credit bureau/agencies, data banks, third parties like collections agency in the event you default in payment or compliance of the terms and conditions of this T &C.
4. You hereby authorise and accord consent to the Bank to carry out enquiries for obtaining your latest Personally Identifiable Information ("PII") including but not limited to PAN Card Number

from reliable/authorized information bureaus such as CERSAI/CIBIL or any such companies, on an on-going basis, and update such PII data in Bank's records without any further consent in order to keep your PII data up to date which will in-turn help the Bank to provide suitable services and facilities.

5. You also authorize the Bank to disclose information provided in the credit card account opening form for the purpose of cross selling and any other marketing agent/s and/or contractors with whom the Bank enters, or has entered any arrangement, in connection with providing of services / products, including without limitation, cross selling of various financial products
6. You further acknowledge that the Bank shall also be entitled to disclose all such information/documents etc. to any Court, Tribunal, Arbitrator if so directed/ required.
7. Upon receipt of adverse reports (relating to your credit worthiness or your family members), the Bank may cancel the Card whereupon the entire outstanding balance in the Card Account as well as any further charges incurred by use of the Card, though not yet billed to the Card Account shall immediately become due and payable by you. The Bank is not obliged to disclose the name of the bank, institution or body wherefrom it received such information about you.
8. You specifically waive the privilege of privacy, confidentiality and secrecy with regard to the aforesaid information.

TERMS AND CONDITIONS IN REGIONA LANGUAGES:

The Card Member hereby acknowledges that the Terms and Conditions available in regional languages at www.federal.bank.in is the representative text of the English version of the Terms and Conditions. The Card Member agrees and acknowledges that in the event of any inconsistency between the texts in English and regional languages of the Terms and Conditions, the text in English shall prevail and shall be binding on the Card Member.

***Disclaimer**: The Bank may at its sole discretion, utilise the services of external service provider/s or agent/s and on such terms as required or necessary, in relation to its products. Please note that latest updates on charges and fees will be available on Bank's website.*

Assignment/ Securitization

You expressly recognize and accept that the Bank shall be absolutely entitled to sell, assign or transfer in any manner (including through the drawing of a negotiable instrument or otherwise) in whole or in part and on such terms as the Bank may decide (including reserving a right to the Bank to proceed against you on behalf of any purchase, assignee or transferee) your outstanding and dues to any third party of the Bank's choice without reference to or without written intimation by the Bank to you and any such assignment or transfer shall bind you to accept such third party as a creditor exclusively or as a joint creditor with the Bank, but with the right to the Bank to continue to exercise all power hereunder on behalf of such third party and to pay over such outstanding and dues to such third party or to appropriate the same, as the Bank may decide. Any costs incurred by the Bank towards enforcement of its rights and recovery of outstanding dues shall be debited to your account.

Miscellaneous

1. Where the Bank acts on good faith in response to any oral or electronic instruction or inquiry by you in respect of any matter in relation to the Card, you will not be entitled to claim or allege any loss, damage, liability, expenses etc. attributable directly or indirectly, to any such good faith action of the Bank and you agree to hold the Bank harmless in respect thereof,

2. Your liabilities under this T&C shall not be discharged of till outstanding on the Card Account is cleared in full.

3. 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 the Bank on bankruptcy, insolvency, dissolution or winding up of a corporate body of a Card member or death of the Primary Card member. The Primary Card member's estate will be responsible for setting off any outstanding on the Card Account and should keep the Bank indemnified against all costs including legal fees and expenses incurred in recovering such outstanding. Pending such repayment, the Bank will be entitled to continue to levy Finance Charges at its prevailing rate.

4. The Card Account would also be liable to be suspended on instructions from any Government/Regulatory body. All amount outstanding on the Card shall be deemed to have immediately become due on instructions from Government/Regulatory bodies as the case may be, and the Bank shall be entitled to recover the same in accordance with the relevant laws in force without prejudice to your obligation to forthwith pay all outstanding.

5. The Bank shall from time to time be entitled to add to and/or amend all or any of these terms and conditions, which shall be communicated in writing to you via SMS or email. You will be bound by such amendments unless all the outstanding in the Card Account is paid and the Card is returned to the Bank for cancellation or cut into half before the date upon which any amendment is to have effect.

6. The Bank shall of its sole discretion add any new or withdraw any existing facility or features available to you under these terms and conditions.

7. All published information is correct and complete at the time of printing. The Bank cannot assume responsibility for changes, which occur after printing.

Right to set off/Banker's lien

In the event of you delaying the payment of Outstanding amounts or being unable to settle your Credit Card outstanding dues as provided in this T&C / the MITC for any reason whatsoever, the Bank may exercise its right of General Lien and/or set off and adjust any such outstanding dues against the property or assets (both moveable and immoveable in possession of the Bank from time to time, including but not limited to amounts lying in term deposits and/or in other accounts with any branches of the Bank, property, assets (both moveable and immoveable), securities, stocks, shares, monies, and the like of the Primary Card member and the Add-on Card member(s) that are or may be in the possession of the Bank or may come into the possession of the Bank from time to time, irrespective of them or anyone or more of them being held in safe custody by the Bank or otherwise.

Waiver/Acquiescence

No delay in exercising, or omission to exercise any right, power or remedy accruing to the Bank upon default made by you under this T &C, or any other agreement or document shall impair any such right, privilege, power or remedy nor shall it be construed to be a waiver/forbearance thereof or any acquiescence in such default; nor shall, the action or inaction of the Bank in respect of any default or any acquiescence by it in any default, affect or impair any right, power or remedy of the Bank in respect of any subsequent or similar default.

Arbitration Clause

1. All disputes, differences and/or claim or questions arising out of these presents or in any way touching or concerning the some or as to constructions, meaning or effect thereof or as to the right, obligations and liabilities of the parties hereunder shall be referred to and settled by arbitration, to be held in accordance with the provisions of the Arbitration and Conciliation Act, 1996 or any statutory amendments thereof of Sole Arbitrator or to an arbitral institution or to an institution/platform providing online dispute resolution ('ODR') facility. The arbitration proceedings shall be conducted under fast-track procedure envisaged in Section 29B of the Act. The award given by the Sole Arbitrator/Arbitral Tribunal shall be final and binding on the Cardholder/s

2. Upon occurrence of a dispute, the aggrieved party shall issue a notice to the other party invoking the arbitration clause and providing the name and details of the person proposed by it to act as the Arbitrator or suggest referring the dispute to be administered by an arbitral institution or an institution/platform providing ODR facility, named in the notice. In the event the other party is not agreeable to the proposal of the aggrieved party, the other party shall convey the same in writing to the aggrieved party within 15 days of receipt of notice of invocation, failing which it shall be deemed that other party has agreed to the proposal of the aggrieved party and the person proposed by the aggrieved party shall be appointed as the Arbitrator or the dispute shall be referred to arbitration to be administered by an arbitral institution or an institution/platform providing ODR facility, named in the notice.

3. The term "dispute" for the purpose of Arbitration includes default committed by the Borrower(s) in due repayment of the loan/credit facility as well as any breach of any of the terms of this T&C or the sanction letter and in such an event the Bank shall be the aggrieved party.

4. In the event of the Arbitrator appointed by the parties as above expires or is otherwise unable to act for any reason whatsoever, the Parties shall appoint another person as the Arbitrator in the same manner as specified in this Clause. The Arbitrator so appointed shall be entitled to proceed with the reference from the stage at which it was left by his predecessor.

5. The venue of arbitration proceedings shall be at the respective places provided in the clause below. The arbitration proceedings shall be carried out in English language. Any proceedings to be initiated in any court of law in pursuance of this arbitration shall be instituted and held in the courts of competent jurisdiction situated at the place specified in the Schedule only.
6. The Sole Arbitrator/Arbitral Tribunal shall also be entitled to pass an Award on any securities furnished by or on behalf of the Borrower(s). The Sole Arbitrator/ Arbitral Tribunal is further entitled to pass any interim as may be appropriate to protect the interest of the Borrower(s) and the Bank, pending resolution of the dispute.
7. Notwithstanding anything contained hereinabove, nothing contained in this arbitration clause shall apply to disputes or claims falling within the pecuniary jurisdiction of Debts Recovery Tribunal established under Recovery of Debts and Bankruptcy Act, 1993;

The venue of Arbitration shall be as stated below:

No	**State wherein the customer resides /communication address**	**Place of arbitration**
1	Customer having address in state of Kerala	Ernakulam
2	Customer having address in states Tamilnadu	Chennai
3	Customer having address in states of Karnataka, Andhra Pradesh & Telangana.	Bangalore
5	Customer having address in states of Maharastra, Goa, Gujarat, Daman & Diu & Dadar & Nagar Haveli.	Mumbai
6	Customer having address in states West Bengal, Odisha, Assam, Nagaland, Meghalaya, Jharkhand, Bihar, Chattisgarh,Tripura & Mizorom.	Kolkata
7	Customer having address in states of Punjab,Uttar Pradesh, Rajasthan, Haryana, Delhi, Jammu & Kashmir, Chandigarh, Madhya Pradesh & Uttarakhand.	New Delhi

Jurisdiction and Governing Law

It is agreed by and between the parties that the Courts in Ernakulam will have the exclusive jurisdiction to try cases between the parties, after exhausting the Arbitration clause. However, prior to opting for arbitration, the parties herein are not precluded from exercising any other remedies available to them under Law. This T&C shall be governed by the laws of India.

References

Reference to any gender shall include all genders and reference to single number shall include reference to plural number and vice versa in context thereto.

Acceptance

1. You have read and understood the entire T &C constituting of all clauses and agree to be bound by all the conditions stated herein.
2. You accept that terms and conditions and other documents about Credit Card have been explained in the language understood by you and that you have understood the entire meaning of various clauses.
3. Usages of card indicates acceptance of the terms & conditions laid out in the T &C, MITC and other documents relating to Credit Cards.
4. You shall be responsible for regularly reviewing General Card Terms, MITC and other documents relating to the Credit Cards including any amendments thereto which will be posted on the website of the Bank. You shall be deemed to have accepted such amended terms by continuing the usage of the Federal Bank Credit Card.

TERMS AND CONDITIONS – FEDERAL RUPAY WAVE CREDIT CARD

1. Federal Bank Wave Credit Card ("Federal Wave Credit Card") is an additional Credit Card linked to RuPay Card Payment Network provided by the Bank to Card holder, for operating/utilising the credit limits granted/agreed to be granted under the primary Federal Bank Credit Card already issued and standing in the name of the Cardholder ("Primary Credit Card"). Federal Wave Credit Card shall be supplemental to the Primary Credit Card and enables seamless transactions (including UPI payments) within the credit limits set for the Primary Credit Card account, subject to the Terms and Conditions contained herein.

2. Federal Wave Credit card will be linked to the Primary Credit Card with the single shared Credit Limit for both Wave Credit Card and Primary Credit Card. The Credit Limit applicable for Primary Credit Card shall be shared with the Federal Wave Credit Card. Federal Wave Credit Card and Primary Credit Card are hereinafter collectively referred to as "Credit Card".
3. Issuance of Federal Wave Credit Card will be strictly subject to Federal Bank's internal policy/ guidelines.

4. Cardholders holding Visa or Mastercard as Primary Credit Card only shall be eligible to avail Federal Wave Credit cards. Cardholders issued with RuPay variant cards as Primary Credit Card shall not be eligible for availing Federal Wave Credit Card.

5. The Federal Wave Credit Card shall be issued solely in virtual form and made available to the Cardholder through Federal Bank's Mobile Banking platform, Fed Mobile, subject to the terms and conditions stipulated by Federal Bank from time to time. No physical card shall be issued in connection with the Federal Wave Credit Card, and Cardholders shall not be eligible to request or obtain a physical version of the card at any stage. The usage, maintenance, and applicable fees and charges relating to the Federal Wave Credit Card shall be governed by Federal Bank's prevailing terms, conditions, and schedule of charges.

6. The Bank shall have the sole and absolute discretion on the issuance of Wave Credit Cards in virtual form, based on the options submitted by the Cardholders and subject to such terms and conditions as Federal Bank may stipulate in this regard.

7. The Cardholder shall be eligible for only one Federal Wave Credit Card against the Primary Credit Card. If Federal Bank finds any other Wave Credit Card in the name of the Cardholder, such additional Federal Wave Credit Card will be closed by the Federal Bank, without any prior intimation.

8. All the terms and conditions/ other communications (as amended from time to time) in respect of the Federal Wave Credit Card will be sent to the registered e-mail address/ postal address/ mobile number of the Card holder, which shall be deemed as due notice to the Cardholder.

9. Single shared credit limit will be set against the respective Primary Credit Card and Federal Wave Credit Cards to the effect that the aggregate Credit Limit permissible under both the Credit Cards shall not exceed the Credit Limit set for the Primary Credit Card as specified in the MITC, T&C and KFS. Federal Wave Credit Card transaction limit is set by the Bank, at its sole discretion, upon the request of the Primary Credit Card holder which can be up to the maximum credit limit allowed on Primary Credit Card.

10. For the Cards secured by means of Term Deposits, the Bank will mark lien on such Term Deposits for the amounts/ credit limits granted under both Primary Credit Card and Federal Wave Credit Cards. If the Fixed Deposits offered as security is/are required to be closed for any reasons whatsoever, such closure shall be done/permitted to be done, only upon closure of both Primary Credit Card and Federal Wave Credit cards after paying the entire outstanding dues thereunder. The Bank shall be entitled to adjust/set- off the proceeds under the Term Deposits either wholly or in part, against any outstanding liabilities under both the Primary Credit Card and Federal Wave Credit Card, without any prior notice to the Cardholder. All the terms and conditions in connection with securing of Cards as applicable to the Primary Credit Card, shall apply mutatis- mutandis to the Federal Wave Credit Card, as well.

11. Once the Federal Wave Credit Card is issued, the Cardholder shall not be entitled for any Overlimit Facility. The Over-limit facility, if any, granted/ agreed to be granted by the Bank under the Primary

Credit Card will be cancelled/ revoked for all the Card Accounts viz. Primary Credit Card/Add-on Card issued to the Cardholder, without any further notice in this regard, as and when the Federal Wave Credit Card is issued. (*Overlimit Facility means the temporary overdraft/ exceeding granted by the Bank to the Cardholder upto a pre-determined percentage of the original Credit Limit under Primary Credit Card, subject to such terms and conditions as stipulated by the Bank*).

12. The Billing statements shall be issued separately for Primary Credit Card and Federal Wave Credit Card on same dates intimating the respective Minimum Amount Due (MAD), Total Amount Due (TAD), Due Date for payment etc., as applicable for each Card. The billing cycle / period applicable for both Primary Credit Card and Federal Wave Credit Card shall be the same. Any changes effected in the billing cycle/ period for any of the Cards i.e., Primary Credit Card or Federal Wave Credit Card, shall be squarely applicable for the other.

13. For all the transactions done using the Federal Wave Credit Card, transaction alert and OTP will be sent to the Card holder's registered mobile number / e-mail address.

14. The amounts paid by the Cardholder against each Billing Statement shall be credited to the corresponding Credit Card (Primary Credit Card or Federal Wave Credit Card) account as applicable. The Cardholder shall not be entitled to reverse/ retransfer any payments effected to each Card, in the event of any incorrect/excess payments made in respect of either of the Credit Cards (Federal Wave Credit Card or Primary Credit Card), under any circumstances. Federal Bank shall not be liable for any losses incurred/ to be incurred by the Cardholder, on account of any such incorrect / excess payments made by the Cardholder and adjustment against the respective Credit Cards.

15. Non-repayment of outstanding amounts under each Credit Card(s) (Federal Wave Credit Card or Primary Credit Card) separately, will lead to debiting of applicable charges in the respective Card Accounts in line with the Most Important Terms and Conditions (MITC) for the respective credit cards variants. Cardholder shall not be entitled to claim the benefit of any excess/ surplus amounts credited with or available in one Card for dispensing with the applicable Charges on the other Card.

16. (i)If the Cardholder fails to pay the Minimum Amount Due on or before date indicated in the billing statement with respect to any of the Credit Cards, it shall be treated as a default in respect of both the Credit Cards i.e., Federal Wave Credit Card and Primary Credit Card.

    (ii) In case of default in payment of Dues in respect of any of the Credit Cards, the Bank shall be entitled to report the default along with the details to Credit Information Companies (CIC) or to such other agencies as approved by law. However, before reporting any default, the Bank will inform the Cardholder at least seven days in advance regarding the reporting of default.

    (iii) In connection with default reporting to CICs, following conditions will apply:

    (a) the Days Past Due (DPD) reported shall be the highest Days Past Due reflected amongst the Primary Card Account and the Federal Wave Card Account. *("Days Past Due"* *mentioned herein refers to the number of days from the Payment Due Date indicated in the Billing Statements, for which the Credit Card Account remains overdue i.e., without receipt of at least the Minimum Amount Due)*.

(b) Outstanding Balance (which means and includes the principal, interests, charges, fees and any other amounts payable by the Cardholder under the Credit Card Account/s to the Bank, from time to time) which shall be reported to CIC, shall be the aggregate sum of the total amounts outstanding under the Primary Card Account and the Federal Wave Card Account jointly in a particular billing cycle/period.

(iv) The Bank reports the details of defaulted Credit Card Accounts with CICs, on a monthly basis. In view thereof, the repayment status of the Credit Card Accounts shall also be reported on a monthly basis. Therefore, any settlement of dues made by the Cardholders after reporting to Credit Information Companies in the previous month shall be reported on the due date applicable for the upcoming month only. Further, in case any dispute/s is/are raised on any transactions, the reports pertaining to the defaults will be made only after settlement of such disputes. The Credit Information Companies will upload the submitted data onto their servers in another thirty days. In view of these reasons, removal of Cardholder details from the CIC default reports upon settlement of dues may involve the time gap afore mentioned.

17. Any default in repayment of the outstanding amounts/dues in respect of the Federal Wave Credit Card and classification of the Card Account thereof as Special mentioned Accounts (SMA), or Non-Performing Asset (NPA) as per the terms stipulated in MITC would result in blocking of the Primary Credit Card and Federal Wave Credit Card, without any prior notice and vice versa. The Credit Cards (both Primary Credit Card and Federal Wave Credit Card) will not be upgraded to Standard Asset/s and the cardholder shall not be permitted to utilize the Credit Cards (Primary Credit Card and Federal Wave Credit Card), unless and until the entire arrears /dues in respect of all Card accounts are settled/cleared.

18. Federal Wave Credit Card and the Primary Credit Card will have separate Reward points/other benefits. Interchangeability of reward points/ benefits between the Primary Credit card and the Federal Wave Credit card shall not be permissible.

19. The Federal Wave Credit Card offers the following benefits to the Cardholder:

- 10% cashback only on one UPI transactions Rs. 150/- or above made within the first 30 days of card issuance upto Rs. 100/- (Note-Reversal transactions will not be considered as eligible transaction for cashback). This is applicable w.e.f 01-09-2026.

- 1000 reward points on spending Rs.50,000 in the first quarter after card issuance.

- One reward point for every Rs.200 spend. The reward points are not applicable on restricted categories as mentioned in the MITC.

20. The reward redemption norms as well as the restricted categories shall be as per the terms provided in the MITC.
21. UPI facility will be automatically activated once the Cardholder has been issued with the Federal Wave Credit Card.
22. The Cardholder agrees that the mode of repayment of dues under the Federal Wave Credit Card (which includes the designated account to which auto-debit is linked, whether the amounts to be auto-debited is Total Amount Due or Minimum Amount Due etc.) shall be the same as that of the terms applicable thereof to the Primary Card. If the Cardholder desires to make any changes to the mode of repayment, the Cardholder shall submit specific request to the Federal Bank Contact Centre (e-mail: creditcards@federal.bank.in / toll free 1800 420 1199) which may be sanctioned by Federal Bank at its sole and absolute discretion. Any changes in the mode of repayment made to Primary Card subsequent to issuance of Federal Wave Credit Card shall not be applied/ reflected in the Federal Wave Credit Card. Similarly, any subsequent changes made in the Wave Credit Card repayment terms shall not be applicable for the Primary Card.
23. Federal Bank reserves the right to change the features/benefits of the Wave Credit Card without giving any reasons thereof.
24. For issuance of Federal Wave Credit Card it is mandatory that the Cardholder's account associated with the Primary Credit Card should be in regular status, as per the Bank's norms in accordance with Reserve Bank of India (RBI) guidelines.
25. Federal Bank reserves the right to decline the application for Federal Wave Credit Card without giving any reasons whatsoever.
26. Federal Bank reserves the right to deactivate and/or block Federal Wave Credit Card issued to the Cardholder, without any prior notice and without giving any reasons whatsoever.
27. In case a Cardholder requests closure of the Primary Credit Card, the linked Federal Wave Credit Card shall be closed only after obtaining the Cardholder's explicit consent. This requirement shall not be apply to Secured Credit Cards, where the Bank may close the linked cards as per the applicable product terms and conditions.
28. Any value-added services in relation to Federal Wave Credit Card (including and not limited to EMI facility for transaction amounts etc.) shall be separate from that of the Primary Credit Card.
29. Federal Bank reserves the right at any time, to add, alter, modify, change or vary all or any of these terms and conditions or to replace wholly or in part of this Terms and Conditions. Any change in the terms and conditions shall be intimated to you through SMS or email, at least one month prior to the revised terms and conditions becoming effective.
30. If the Bank has effected any changes in the charges which is favorable to you, we will notify the change/s within 30 days of such change. However, if the change/s is/are adverse to you, prior notice of minimum 30 days will be provided, and you will be provided with options to close the Card account or switch to any other eligible loan product without having to pay the revised charge or interest within 60 days of such notice. Any cashback offered by Federal Bank in respect of various purchases/other transactions and eligible to the Cardholder will be credited to the Card

Account, within 60 days of such transaction, unless withheld by Federal Bank for any specific reasons. The cashbacks offered by merchants will be credited in the Card Account, only upon receipt of such amounts from the Merchant.

31. Federal Bank further reserves its right to modify, alter, withdraw any offer granted under the Federal Wave Credit Card or substitute the offer with another offer, whether similar to the existing offer or not. The Card holder will not hold Federal Bank responsible for, or liable for, any actions, claims, demands, losses, damages, costs, charges, expenses, which the Cardholder may suffer, sustain or incur by such modification/ alteration/ withdrawal of the Offer.

32. Issuance/ maintenance of Federal Wave Credit Card is subject to the T&Cs, MITC and KFS executed for the Primary Credit Card. In the event of any inconsistencies in the terms and conditions mentioned in any of the above documents with the Terms and Conditions herein, these Terms and Conditions shall prevail in respect of Federal Wave Credit Card.

All disputes, if any, arising out of or in connection with or as a result of the Offer or otherwise relating to the Federal Wave Credit Card shall be subject to the exclusive jurisdiction of the competent Courts/Tribunals in Ernakulam only.