Key Fact Statement

Key Fact Statement (KFS) is to be read along with the CARD MEMBER AGREEMENT and The Most Important Terms and Conditions (MITC) of Federal Bank Credit Cards for complete understanding. The KFS is subject to change. Refer www.federal.bank.in for details.

I. Fees and Charges

- **Joining Fee, Annual Fee and Add on Card Fees:**

Federal Bank Card Variant	Joining Fee	Annual Fee	Fee for Add on Card
Signet	NIL*	NIL*	Rs. 100/- per card + GST (Maximum 4 cards)
Imperio	NIL*	NIL*	Rs. 100/- per card + GST (Maximum 4 cards)
Celesta	NIL*	NIL*	Rs. 100/- per card + GST (Maximum 4 cards)
Wave	NIL*	NIL*	NIL
VALUEMAX	499/-	499/-	Rs. 100/- per card + GST (Maximum 4 cards)

*No Joining fee, No Membership fee for customers onboarded with effect from 3rd April 2023

- **Finance Charges:**

<table>
<tr><th>Federal Bank Card Variant</th><th>Interest Charges</th><th>ATM Cash Withdrawal / Cash Advance fees</th></tr>
<tr><td>Signet
Imperio
Celesta
VALUEMAX</td><td><table>
<tr><th colspan="2">Federal Bank Credit Cards (Signet, Imperio, Celesta, Wave & VALUEMAX)</th></tr>
<tr><th>Average Monthly Balance for last Quarter</th><th>Annualised Percentage Rate (%)</th></tr>
<tr><td>less than ₹ 50,000</td><td rowspan="2">45.00% (3.75% per month)</td></tr>
<tr><td>₹50,000 - ₹3,00,000</td></tr>
<tr><td>₹3,00,001- ₹10,00,000</td><td rowspan="2">23.88% (1.99% per month)</td></tr>
<tr><td>More than ₹10,00,000</td></tr>
</table></td><td>2.5% of amount withdrawn or Rs. 500 whichever is higher (NIL for Wave)</td></tr>
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- **Other Charges**

Late Payment Charges	Outstanding balance after the due date	Late Payment Charges (Rs.)
	Rs.0-250	Rs.0
	Rs.251- 1000	Rs.250
	Rs.1001-5000	Rs.500
	Rs.5001-25000	Rs.1,000
	Rs.25001&above	Rs.1,250

Cheque returns or Dishonour or Auto-debit Reversal	2% of Payment amount subject to minimum of Rs. 450/-	
Outstation Cheque Processing Charge	Cheque value up to Rs 5,000 – Fee will be Rs 25/- Cheque value above Rs 5,000 - Fee will be Rs 50/-	
Minimum Amount Due (MAD)	MAD is calculated as sum of Total GST + Current month EMI Debits + [Max of (100% of Fee/ Charges + 2% of (Retail Spends, Cash Advance, Interest)) or INR 200] + previously unpaid MAD (if any) + Overlimit Utilization Amount (if any). If Minimum Amount Due as per the above turns out be higher than Total Amount Due, then Minimum Amount Due would be equal to Total Amount Due.	
Foreign Currency Transactions	**Variant**	**Forex Mark up (%)**
	Signet	3.5
	Imperio	3.5
	Celesta	2
	Wave	3.5
	VALUEMAX	3.5
Loan Processing Pre-Closure Charges	**Mode of Credit Card EMI facility:** **At the time of transaction through merchant outlet (POS machine), online transactions and Post transaction via Fed Mobile/ Fed Net and contact centre:** 1% or Rs. 99, whichever is higher, on the transaction amount plus GST at applicable rates would be chargeable. A foreclosure charge of 3% + GST of the remaining principal amount plus GST at applicable rates will be charged if the Credit Card EMI is closed before the completion of the EMI-tenure. Only However, EMI facility through POS is not applicable for any card in virtual format. **Points to note for pre-closure:** 1. The Card Member may cancel the EMI facility within 7 working days from the date of EMI booking by calling the contact centre. In case of cancellation, the original transaction amount which was	

	converted into EMI shall be debited back to the customer account and all charges relating to such EMI conversion shall be reversed, but only if the Card Member has called up within 7 working days from the date of EMI booking. 2 If the Card Member calls the contact centre after 7 working days of EMI booking date, in such cases the EMI can be cancelled however the associated charges would not be reversed. 3. If the booked EMI is statemented, then in such cases **PF / Foreclosure / any other applicable charges** can be reversed if the same is within 7 working days of EMI. 4. Foreclosure with reversal of all charges (within 7 working days) of only 1 EMI transaction per quarter is permitted per Card Member.
Fuel Transaction Surcharge waiver	1% surcharge waiver on spends between Rs.400/- to Rs.5000/- on all petrol pumps for Imperio and Celesta category up to Rs.150/- per month.
Fee for Cash Payment	Rs. 100/-
Reissue of Lost, Stolen or Damaged Card	Rs. 200/-
Wallet loading charges	A fee of 1% of the transaction amount will be levied on wallet load transactions, along with the applicable taxes.
Rent Payments	A fee of 1% of the total transaction amount will be levied on rental transactions, along with the applicable taxes.

- **Interest Free Period**:

The interest free credit period could range up to 48 days subject to the scheme applicable on the credit card and the submission of claims by the merchant.

For a statement for the period from Jan 15th,2021 to Feb 14th2021 the payment due date would be Mar 2nd, 2021.

Assuming that you have paid your Total Amount Due of the previous month statement by the payment due date, the grace period would be:

1. For a purchase dated Jan 16th, 2021, the interest free grace period is from Jan 16, 2021 to Mar 2nd, 2021, i.e. 46 days.

2. For a purchase dated Feb 14th, 2021, the interest free grace period is from Feb 14th2021 to Mar 2nd, 2021, i.e. 17 days.

Thus, the grace period can vary depending upon the date of purchase. This period will be free of interest only if all previous dues are paid in full and there is no unpaid balance carried over from previous months However, if the Total Amount Due is not paid by the payment due date, then there will be no interest free period. For cash advances, interest is charged from the date of the transaction until the date of payment.

- **Finance Charges:**

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

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

If a card holder avails the revolving credit facility of the Federal Bank Credit Card and hence chooses to pay an amount less than the total amount due reflected in the monthly billing statement, the entire outstanding amount would attract interest charges and all new transactions will also attract interest Charges till such time as the previous outstanding amounts are repaid in full. Revolving credit is a type of credit that does not have a fixed number of payments, in contrast to instalment credit.

The following illustration will indicate the method of calculating interest charges: In the table given below, it has been assumed that the Total Amount Due of the previous month statement has been paid on the payment due date and there is no outstanding amount. The statement date is 15th of every month. Given these assumptions, interest will be calculated as below.

Example:

Particulars	**Amount (₹)**
Purchase on 14-Jan-2021	10,000.00
Total Amount Due on Statement dated 15-Jan-2021	10,000.00
Minimum Amount Due (MAD) on Statement dated 15-Jan-2021	200
Payment Due Date	02-Feb-21
Purchase on 10-Feb-2021	4,000.00
Payment Received on 13-Feb-2021	-7,500.00
Outstanding	**6,500.00**
Interest on ₹10,000 from 14-Jan-2021 to 12-Feb-2021	369.86
Interest on ₹2,500 from 13-Feb-2021 to 15-Feb-2021	9.25
Interest on ₹4,000 from 10-Feb-2021 to 15-Feb-2021	29.59
Late Payment Fee (if applicable)	1,000.00
GST on Interest & Late Payment Fee	253.57
Total Interest	**1,662.27**

Total Amount Due (Outstanding)	**8,162.27**
100% of Interest, Fees & GST	1,662.27
2% of Outstanding Principal (₹6,500)	130
Minimum Amount Due (MAD) for	**1,792.27**

MAD* Computation: ₹1,662.27 (100% of Interest, Fees & GST) + ₹130.00 (2% of Outstanding Principal) = ₹1,792.27.

Charges in case of Default: In case of default, interest charges may increase up to a maximum of 3.75% per month (45.00 % per annum).

II. Credit Limit, Available Credit Limit and Cash Withdrawal Limits

Credit Limit means the maximum limit up to which you are authorized to spend on your Credit Card. If you opt for availing international transactions at the time of applying for the Card, the Credit Limit for international transactions will be the same as the maximum limit. The available Credit Limit at the time of generation of each monthly statement is provided as a part of the said statement. Cash Limit forms a subset of your Credit Limit. The Bank will review your Card Account periodically and may decrease your Credit and Cash Limit based on internal criteria without prior notice to you. If you seek to have your credit limit increased, you can do so by writing to the Bank and providing financial documents declaring your income. If you wish to disable international transactions or increase/decrease the Credit Limit for international transactions, then you can contact the Bank's Customer Contact Centre for the same. Basis your specific request for increase in your Credit Limit, the Bank may consider the limit enhancement/Product upgrade at its sole discretion.

III. Billing:

A. Billing Statement:

Federal Bank will send the Card member a monthly statement showing the payments credited and the transactions debited to the Card member’s account since the last statement. The Bank will mail a statement of transactions in the card account every month on a pre-determined date, to the mailing address on record with the Bank. If balance outstanding is less than Rs. 200/- and there is no further transaction pending billing since the last statement, no statement will be issued.

Periodicity and Mode of sending statement:

All Card Members will be billed on a monthly basis for all charges incurred by the use of the Card and for all charges applicable to the card account. The billing statement will be shared over email, on a monthly basis to customers. If the bill amount is less than Rs 200/-, the statement will not be generated.

B. Minimum Amount Due:

MAD is calculated as sum of Total GST + Current month EMI Debits + [Max of (100% of Fee/ Charges + 2% of (Retail Spends, Cash Advance, Interest)) or INR 200] + previously unpaid MAD (if any) + Overlimit Utilization Amount (if any).In the event the Card Member deposits part of the Total Payment Due or the MAD (not less than the MAD under any circumstance), the balance outstanding amount payable shall be carried forward to subsequent Statements. This amount will attract interest Charges until the date of full and final payment. Please note that paying only the Minimum Amount Due every month will result in the repayment stretching over a long period with consequent interest payment on Card Member's outstanding balance. The interest charges will depend on the balance maintained by customer in the savings account for the last quarter.

C. Method of payment:

- **NEFT/IMPS**: If the Card Member holds a Savings Account with any bank he or she may pay online via Mobile banking or Internet Banking through

1. Federal Bank Website. Just log on to www.federal.bank.in

2. Adding Beneficiary details of Credit number and transferring the amount directly

Name: Name on the card

Bank Name: Federal Bank

Account No.: Card No

IFSC: FDRL00CARDS

Branch Location: Aluva

Auto Debit:

If the Card Member holds a Savings Account with Federal Bank, he/she may pay directly through the Savings Account by giving an instruction in writing to debit the payment from such account every month on the payment due date.

Cheque / Draft:

Draw a cheque or draft favouring "Federal Bank Credit Card No. XXXXXXXXXXXXXXXX" and drop it in to the collection box or give it over the counter at Federal Bank branches. Outstation cheques / drafts i.e. cheques / drafts payable at cities other than specific cities (list of such specific cities as decided by the Bank from time to time, is available on request) may attract a processing fee.

TAT for clearance of Federal Bank cheque – 1 working day.

TAT for clearance of another bank cheque – 3 - 5 working days based on realisation

Cash:

The Cardholder may deposit cash at any of the branches of Federal Bank towards the Card payment. Such payments at branches would attract a fee of Rs. 100 per payment transaction.

D. Termination/Revocation of the Card Membership:

The Card Member may at any time choose to terminate the Card Account with or without giving any prior notice. For avoiding misuse, it is advised to cut the Credit Card into four pieces ensuring that the hologram and magnetic strip are destroyed permanently. The Card Member may terminate the Card membership at any time by writing to 2nd Floor, Parackal Towers, Federal Bank, Operations Department, Parur Junction, Aluva, Ernakulam, Kerala, India, 683108" by indicating the complete Card number. The card member may also request for cancellation of credit card through FedMobile, FedNet or Bank's contact centre. The termination shall only be effective once Federal Bank receives the payment of all amounts due and outstanding in respect of the said Card Account.

In the event of a credit card program closure or at the time of renewal of credit card, Federal Bank Limited at its sole discretion reserves the right to provide a card type that is different from the existing card type held by the card member. The credit limits and cash limits on any credit card at any point in time are as per sole discretion of Federal Bank Limited.

The card application shall continue to be valid for any replacement card provided at the time of closure/renewal.

E. Loss/Theft/Misuse of Card:

In case of loss/theft/misuse of the Card, it must be reported immediately to Federal Bank either by calling Customer Care on 1800 420 1199 or via Mobile Banking/Inter banking from your registered mobile number only. The Bank shall thereupon suspend the Card. The Card Member is advised to file an FIR with the local police station so that the Card Member can produce its copy whenever requested by the Bank. The Card Member shall be primarily responsible for the security of the Card including theft and for the transactions using the Card. The Card Member 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.

Federal Bank reserves the right to block the Credit Card on suspected risk of compromise in order to protect the interest of the Card Member and to avoid misuse in any manner on the Card Account. The Card Member shall not be able to use the blocked Card for any transaction/s and shall receive a replacement Card within 7 (seven) working days. In the event, the Card Member, after being informed by Bank of the probable fraud risk, still requests to unblock the Card, Federal Bank shall not stand liable or responsible in any manner for any fraudulent transactions reported to it thereafter on account of fraudulent usage of the Card or otherwise.

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.

F. Billing Disputes Resolution:

In the event the Card Member disagrees with the charges indicated in the statement, it should be communicated to Bank by calling Customer Care on 1800 420 1199 within 30 days of receipt of the statement, failing which it would be construed that all charges indicated in the statement are accepted by you.

G. Postal Address of the Bank:

The Federal Bank Ltd, 2nd Floor, Parackal Towers, Federal Bank, Operations Department, Parur Junction, Aluva, Ernakulam, Kerala, India, 683 102

H. GRIEVANCE REDERSSAL

In the event you are not satisfied with our services, you may register your grievance through the Bank's grievance redressal mechanism detailed below:

Level- I **Grievance Redressal Officer**	You may contact the Customer Care @ 1800-420-1199/1800-425-1199/ 0484-2630994(from outside India); OR Email to creditcards@federal.bank.in; OR You can submit your complaint using the Customer Grievance form

Level- II **Nodal Officer**	If you are not satisfied with the responses provided or resolution of the complaint through any of the above modes, you can escalate the same within 10 working days to the Bank's Nodal Officer at creditcardescalation@federal.bank.in OR at the address of the Nodal Officer given below hereunder: Nikhil A Associate Vice President The Federal Bank Ltd. 2nd Floor, Municipal Building, Aluva, Ernakulam, Kerala, India-683101 Phone: 0484-2866511
Level- III **Principal Nodal Officer**	If the responses provided or resolution to complaint/grievance is still not to your satisfaction at Level II, you can escalate the same to the Principal Nodal Officer within 5 working days at support@federal.bank.in OR at the address of the Principal Nodal Officer given hereunder: **Biju K** **Executive Vice President - Principal Nodal Officer** The Federal Bank Ltd. Federal Towers, Aluva, Ernakulam, Kerala, India, 683101 Phone: **0484-2866521**
Level- IV **Banking Ombudsman**	If the compliant/grievance is still not resolved or if a satisfactory response is not received within 30 days of lodging the complaint with the Bank through any of the above avenues, then you may approach the Office of the RBI Ombudsman under Integrated Ombudsman Scheme through the official website at https://cms.rbi.org.in/ OR Write to Centralised Receipt and Processing Centre (CRPC) established under the Reserve Bank – Integrated Ombudsman Scheme at the below address Centralised Receipt and Processing Centre (CRPC) Reserve Bank of India, 4th floor, Sector 17, Chandigarh, 160 017 RBI Contact Centre – 14448