

# **MOST IMPORTANT TERMS AND CONDITIONS FOR CORPORATE CARD**

## **Key Fact Statement**

ELEMENT / KEY FACTS	REMARKS / DESCRIPTION
Joining Fee	Not applicable
Annual / Renewal Fee	Not applicable
Finance Charges (Retail Purchases)	Up to 3.99% p.m. (47.88% p.a.) of total amount due + over limit amount if any
Cash Withdrawal Fee	Not Applicable
Card Replacement (Lost/ Stolen/ Re- issue/any other replacement)	Rs.200/-
Duplicate Statement Fee	Rs.100/-
Charges in case of default / Late Payment Fee	12.5% of Total amount due + over limit amount if any (Min. Rs. 5/-, Max. Rs. 1300/-)
Over Limit Penalty	Rs.600/-
Charge Slip Retrieval / Copy Fee	Rs.100/-
Outstation Cheque Fee	Rs.100/-
Cheque Return/ Dishonour fee Auto debit Reversal-Bank Account out of funds	Rs. 500/-
Cash Payment at branches	Rs.100/-
Surcharge on Purchase / Cancellation of Railway Tickets	- IRCTC Service charges + Payment Gateway charges. - Refer IRCTC website for details of charges.
Fuel Transaction Charge-for transaction made at petrol pumps to purchase fuel*	Surcharge of 1% of Fuel transaction value or Rs. 10/-, whichever is higher.
Foreign Currency Transaction**	3.50% of transaction value

Method of payment	Periodic payment through Standing Instruction (NACH) OR One time payment via NEFT/ Cheque/Online
Billing Disputes resolution	Card member may email or send RBL Bank signed dispute form available on website within 30days of issuance of statement ( <a href="http://www.rblbank.com/download-forms/creditcards">http:// www.rblbank.com/download-forms/creditcards</a> )
Complete postal address of card-issuer	Card Services, RBL Bank Ltd., Unit 306-311, 3rd floor, JMD Megapolis, Sohna Road, Sector-48, Gurugram, Haryana-122018
Contact details of Customer Care Service	Toll free number: 022-62327777 Email: <a href="mailto:corporatecard.support@rblbank.com">corporatecard.support@rblbank.com</a>
Contact details of Grievance Redressal Official	Mr. Vikas Nigam- Call at 022-71432700 or email: <a href="mailto:principalnodalofficer@rblbank.com">principalnodalofficer@rblbank.com</a>

## **MOST IMPORTANT TERMS & CONDITIONS (MITC) FOR CORPORATE CARDS**

The Most Important Terms and Conditions (“MITC”) and all information herein is applicable to all Corporate Cards/Cardholders/applicants of Corporate Cards Customers of the Bank/members of the general public evincing interest in the Corporate Card product of the Bank, with immediate effect. The MITC are subject to change. The said MITC are in addition to and are to be read along with the terms and conditions of the Cardholder Agreement of the bank.

## SCHEDULE OF CHARGES

### SCHEDULE OF CHARGES (For T&E and Purchase Card)

PARTICULARS	CHARGES
Joining Fee	Not applicable
Annual / Renewal Fee	Not applicable
Finance Charges (Retail Purchases)	Up to 3.99% p.m. (47.88% p.a.) of total amount due + over limit amount if any
Cash Withdrawal Fee	Not Applicable
Card Replacement (Lost/ Stolen/ Re- issue/any other replacement)	Rs.200/-
Duplicate Statement Fee	Rs.100/-
Charges in case of default / Late Payment Fee	12.5% of Total amount due + over limit amount if any (Min. Rs. 5/-, Max. Rs. 1300/-)
Over Limit Penalty	Rs.600/-
Charge Slip Retrieval / Copy Fee	Rs.100/-
Outstation Cheque Fee	Rs.100/-
Cheque Return/ Dishonour fee Auto debit Reversal-Bank Account out of funds	Rs. 500/-
Cash Payment at branches	Rs.100/-
Reward Redemption Fee	Rs.99+ GST.
Surcharge on Purchase / Cancellation of Railway Tickets	- IRCTC Service charges + Payment Gateway charges. - Refer IRCTC website for details of charges.
Fuel Transaction Charge-for transaction made at petrol pumps to purchase fuel*	Surcharge of 1% of Fuel transaction value or Rs. 10/-, whichever is higher.
Foreign Currency Transaction**	3.50% of transaction value

\*This surcharge is currently waived only for Corporate T&E Card holders on fuel purchases made up to Rs.4000 in a month. However, surcharge will be levied for transactions less than or equal to Rs. 500/-. This waiver is at the sole discretion of the bank and is subject to change.

\*\* Transactions at merchant establishments that are registered overseas, even if the merchant is located in India, attract a cross border charge.

\*\*\*Reward redemption fee will be levied one time for redemptions made in a single day.

- Minimum amount due (MAD) = Total Amount Due + Over Limit amount if any.

- All the above Charges are subject to change under various marketing programs. The corporate will be informed about these changes whenever applicable.

You are requested to refer to the most Important Terms and Conditions section on our website [www.rblbank.com](http://www.rblbank.com) on interest rate and late payment fee calculation.

GST as notified by Government of India is applicable on all fees, interests and other charges. This is subject to change as per Government of India directives. The corporate card is issued at the sole discretion of the RBL bank and the credit limit sanctioned on the corporate card is on basis of various parameters at its discretion and may be reviewed as per bank's policies specified from time to time. The bank reserves the right to revise or unconditionally cancel the limit assigned to the corporate at any given point of time.

## CREDIT LIMIT

- **Credit Limit:** This is the maximum limit assigned to the Cardholder. Your total outstanding including all transactions, fee, and charges should not exceed this limit.
- Cash Limit is not applicable on Corporate Cards
- **Available Credit Limit:** The available Credit Limit at any time is the difference between assigned Credit Limit & Outstanding balance on the Card at that point of time.
- The credit limits will vary for each Cardholder and will be disclosed in the monthly statement sent to the Cardholder
- Credit Limit is basis bank criteria and maybe

changed as per banks discretion though the same would be pre informed to customers (through relevant communication channel)

## **BILLING & STATEMENT**

- The Bank will send at your mailing address, a statement once a month for each billing period (hereinafter "Statement") during which there is any transaction or outstanding on the Card Account.
- The Bank may choose to send the Statement through one or more of the following modes - Post, &/or Email. Non receipt of Statement(s) would not affect your obligations and liabilities under this Agreement and you shall be liable to settle the Total Amount Due (TAD) before the Payment Due Date. The Bank reserves the right to not send physical statements by mail / courier to customers who have an outstanding balance less than Rs.100/-. These customers however, can access their statements online and avail of e-statements. In case of any change in your communication address, you are advised to contact the Bank immediately to ensure that you receive Statements regularly and on time. Monthly Statement of Account 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, subject to change as per the discretion of the Bank, as specified in other fees and charges.
- As per the Mastercard regulation, in case of a discrepancy, it is mandatory to inform the bank in writing to initiate a Charge Dispute on your behalf. We would request you to email or send us the signed dispute form available on our website <http://www.rblbank.com/consumer/creditcard/disputeform.pdf>. If the aforesaid discrepancies are prima facie found to be legitimate by the Bank, the Bank may reverse the charge on a temporary basis until the completion of subsequent investigations by the Bank to its full and final satisfaction. If the said investigations conducted by the Bank indicate that the liability of such (discrepancies) charges

is accruing to the said Cardmember(s), then the charge will be reinstated in the subsequent Statement and fees/charges shall be claimed by the Bank in accordance to the charges indicated herein above. Notwithstanding the provisions herein, the Bank shall not exceed duration of 60 days in informing the said Cardmember(s) of the result of the investigations conducted by the Bank.

## METHOD OF PAYMENT

All payments are to be made in Indian Rupees only. The Cardholder has the benefit of effecting payment to a bank:

- 1) **Online Card Payment:** You can make your Credit Card payment instantly using other Bank accounts to pay your Card outstanding and receive confirmation for your Payment instantly. Pay using Quick Bill Pay option on website
- 2) **NEFT:** You can make your Credit Card Payment online using your account with any other bank. Choose the below Payee details while making NEFT payment:

Payee Name – RBL BANK CORPORATE CARD

Payee Account Number - 2545109940110319

Bank Name - RBL Bank

IFSC Code - RATN0CRCARD (Please note "0" is the number zero)

Branch Location - NOC Goregaon, Mumbai

**Note :** *In case of NEFT/RTGS payments to the above pool account please write a mail to [corporatecard.support@rblbank.com](mailto:corporatecard.support@rblbank.com) with executed transaction details along with an excel confirming the break up for each card for which payment is to be considered (i.e. Card Number and amount to be paid)*

- 3) **Net Banking:** You can use online Net banking option for your existing RBL Bank account to make a payment towards your Card.
- 4) **Payment at RBL Bank Branches :** You can visit



any of the nearest RBL Bank Branches in your city and make a payment towards your RBL Bank Credit Card. AT RBL Bank Branches you can make:

**Cheque Payment:** Please make the cheque in favour of RBL Bank Card <16 digit card number>

**Cash Payment:** Cash Payment towards your RBL Bank Credit Card is accepted at all RBL Bank Branches.

#### 5) **Payment through Standing Instruction/NACH**

Cardmember may opt for Standing Instruction (SI)/National Automated Clearing House (NACH) on their Credit Card. SI/NACH can be for Total Amount Due (TAD). It may be noted that amount applicable for the SI/NACH execution is post accounting for the credits (customer-initiated payments, merchant refunds, reward redemption credit/cash back, charge reversal, etc. if any) and debits(payment reversals) received into the account after the last statement/bill up to a working day prior to the Payment Due Date.

### **CONTACT CHANNELS**

The Cardmember can contact the Bank through any of the following communication channels for any enquiries and/or redressal of concerns.

1. **24 Hours Customer Service Toll free number:**  
1800 102 6222
2. **By email:** Sending an e-mail to [corporatecard.support@rblbank.com](mailto:corporatecard.support@rblbank.com)
3. **By mail:** Writing to the Bank's Credit Card Division at: Manager- Credit Cards Service, RBL Bank JMD Megapolis, Unit No. 306-11, 3rd Floor, Sohna Road, Sector 48, Gurgaon, Haryana – 122 018

### **GRIEVANCE REDRESSAL**

At RBL Bank, it is our constant endeavor to provide you service of the highest order. However, in the event of our services not meeting your expectations, we

would like to hear from you. The following channels are available for grievance redressal:

### **Level 1**

**Customer Service** - Please call our 24-Hrs Toll free Customer Service at 1800 102 6222 and our executives will assist you

**Complaint Form** - Alternatively, you can use our online complaint form to give us your feedback

**E-mail** - If you wish to choose electronic mail for communication with the bank, please email your grievance to [corporatecard.support@rblbank.com](mailto:corporatecard.support@rblbank.com)

**Letter** - For sending any written correspondence, please write to the following address:

**Manager** - Credit Cards Service, RBL Bank JMD Megapolis, Unit No. 306-11, 3rd Floor, Sohna Road, Sector 48, Gurgaon, Haryana – 122 018

We will respond to you within 10 days of receiving your letter or email depending on the nature of your query and the time required for resolution and communication. Please provide us with the following details while writing to us to help us address your concerns.

1. Your full name
2. Your account details, if you are an existing Customer
3. Your contact details (address, telephone number and e-mail)

Please quote the reference number provided to you in your earlier interaction along with your account number / credit card number to help us understand and address your concern.

### **Level 2 (if not satisfied with Level 1)**

In case you are still not satisfied with the resolution provided, you may contact our Principal Nodal officer at the following address:

To

Principal Nodal Officer, RBL Bank- Vikas Nigam  
- Call @ 022-71432700, Mailing Address:

RBL Bank JMD Megapolis, Unit No. 306-11,  
3rd Floor, Sohna Road, Sector 48,  
Gurgaon, Haryana – 122 018  
principalnodalofficercards@rblbank.com

### **Level 3 (if not satisfied with Level 2)**

Banking Ombudsman: In the event you do not receive a “final response” within 60 days from the date you raised your issue, or are dissatisfied with the same, you may approach the Banking Ombudsman for an independent review. For more details on Banking Ombudsman you can visit: <https://secweb.rbi.org.in/BO/precompltindex.html>

(i) Complete postal address of the card issuing Bank:  
Credit Cards Service,  
RBL Bank JMD Megapolis, Unit No. 306-11, 3rd Floor,  
Sohna Road, Sector 48, Gurgaon, Haryana – 122 018

(ii) Toll free number for customer care services:  
The toll free number for customer care services is  
1800 102 6222

### **REWARD POINTS**

RBL Bank Cards Reward Programs allowed eligible RBL Bank Cardmembers to accumulate points by spending on their RBL Bank Credit Cards from time to time. Points accumulated on such Credit Cards can be exchanged for a wide variety of rewards as offered by RBL Bank. Details in relation to the same are provided in the Cardholders Agreement.

### **DEFAULT**

- In the event of default, the Cardholder will be sent reminders from time-to-time by representatives of RBL Bank including third parties appointed by RBL BANK for settlement of any outstanding on the

Corporate Card account, by post, fax, telephone, electronic mail, SMS messaging and/or engaging its representatives to remind, follow up and collect dues. Any third party so appointed, shall adhere to the code of conduct on debt collection as applicable from time-to-time.

- In the event that the Cardholder commits an instance of default, the Bank at its sole discretion will be entitled to:
  - o Withdraw all Corporate Card facilities extended to the Cardholder.
  - o Ask the Cardholder to pay immediately all outstanding balance on the card.
  - o Exercise the Bank's right to lien and set-off the amount outstanding against any monies/deposits/accounts maintained in the Cardholder's name with the Bank.
  - o Proceed independently of any right of lien/set-off to recover all outstanding in a lawful manner deemed fit by the Bank.
  - o Without prior notice to the Cardholder and under confidentiality, disclose to the Reserve Bank of India or any authority, credit bureau or any governmental authority or any other body/person the identity of the Cardholder and the fact that the Cardholder has committed an instance of default.
  - o The Bank shall be entitled to withdraw any default report issued at its sole discretion in case:
    - The defaulter in question has liquidated his entire outstanding dues with the Bank or settled his dues with the Bank.
    - A court verdict has been received instructing the Bank to de-list the Cardholder against the Bank in a legal suit filed by or against the Bank. Decisions are taken on a case-to-case basis upon individual reviews.

- o In the event of death or permanent disability of a Cardholder, RBL BANK reserves the right to pursue all courses available to it under law and equity at its discretion, to recover any card account(s) outstandings, including recovery of the Card outstandings from any applicable insurance cover or from the heirs/executors/administrators of the Cardholder.

### **Termination/Revocation of CARDHOLDERSHIP**

- The Cardholder may terminate this Agreement at any time by way of a written request or by calling RBL Bank Phone Banking with a request to terminate all facilities and benefits there to associated with the Corporate Card.
- Termination will only be effective when the Bank will receive Corporate Card cut diagonally in half and payment of all amounts outstanding in respect of the Corporate Card account.
- The Bank may terminate the Corporate Card facility immediately, at any time at its discretion or at any time restrict its use, without any notice in that behalf. Where the Bank terminates the Corporate Card facility, all amounts outstanding on the Card Account (including Charges or Cash advances not yet debited) will become due and payable immediately.
- In case of an employee changes his/her employment or in case of his death the responsibility lies on the Employer to inform the bank to block/ terminate the card given to that employee

### **LOSS/THEFT OF CARD**

- The Cardholder is responsible for the security of the Card and shall take all steps to ensure the safe keeping thereof.
- Procedure to be followed in case of loss/theft/ misuse of card – mode of intimation to card issuer
  - o The Cardmember must notify the Bank immediately by calling Customer Service at the 24 Hours Toll Free Number in the event

the Credit Card is lost, stolen, not received, swallowed at an ATM of RBL Bank or any other Bank, or is being misused without his/her respective permission. In addition, in case of loss theft misuse, the Cardmember must file the Police Complaint/First Information Report (FIR), a copy of which be forwarded to the Bank.

- o RBL Bank may share all relevant information with Police Department or any such relevant authority without referring to cardmember in case of loss of card or PIN is reported
- Liability of card holder in case of above
  - o The Cardmember's liability arising out of any unauthorised use of the Credit Card prior to notice/ communication to the Bank shall be towards all charges incurred till the notice/ communication to the Bank and shall be "Nil" only after receipt of notice by the Bank.
  - o In case of an unsigned Credit Card, the Cardmember shall be liable for all charges incurred on it.
  - o The Cardmember will fully co-operate with the Bank, the representatives of the Bank and/or legal authorities in the event of any investigation into any disputed transaction.
  - o In the event the Cardmember subsequently recovers the Credit Card (after reporting theft), the recovered Credit Card must not be used and must be cut in half and returned immediately to the Bank.

## **DISCLOSURE**

- a) The Cardmember hereby expressly authorises the Bank, for the purposes of credit verification or reference checks or protection of its interests to disclose all/any information or documents relating to the Cardmember including this Agreement and/ or any other agreements, or to disclose upon default committed by the Cardmember, with Reserve Bank of India, Income Tax Authorities,

tribunals, courts, judicial bodies other banks, credit bureau, financial institutions or any other third party in conformity with the disclosure norms as applicable from time to time.

- b) The Cardmember hereby agrees that, only in case of an explicit consent provided by the Cardmember, the information furnished by the Cardmember in the credit card application form or otherwise may further be used by Bank for marketing purposes to sell Card related offers, including but not limited to, Balance Transfer, EMI offers, cash-related offers and insurance products, from time to time. Further, the Bank may use this information to market other products of Bank from time to time, in conformity with the disclosure norms as applicable. For ensuring that the Cardmember(s) are not inconvenienced, the Bank maintains a "Do Not Call" register and if Cardmember(s) will not like to be called for any marketing offers, they may inform the 24 Hours Bank by Phone or send an e-mail to [corporatecard.support @rblbank.com](mailto:corporatecard.support@rblbank.com) for listing their said contact numbers in such register. The Cardmember(s) can also register at the Bank website for the exclusion of their respective contact details.
- c) In the event that the Bank receives adverse reports (relating to a Cardmember(s)' credit worthiness or something to such effect), the Bank may cancel the Credit Card, whereupon the entire outstanding balance as well as any further charges/fees incurred by use of the Credit Card, though not yet billed in a Statement, shall immediately become due and payable by the said Cardmember(s).
- d) The Cardmember authorises the Bank to share information relating to the Cardmember with third parties to enable the Bank to administer, service and manage the benefits or programs to which the Cardmember is enrolled.
- e) Notwithstanding anything to the contrary, the Cardmember authorizes the Bank to disclose all any information or documents about the

Cardmember including this Agreement and/or any other agreement, transactions or dealings between the Cardmember and the Bank for any purpose to

- a. its head office or to any other branches, subsidiaries or associated or affiliated companies of the Bank
  - b. professional advisers of the Bank;
  - c. Any potential or actual purchaser/assignee of the Bank or of any of its businesses, rights, assets or obligations;
  - d. to any other person where disclosure is required by law.
- f) The Credit Information Bureau India Ltd. (CIBIL) is an initiative of the Government of India and the Reserve Bank of India (RBI) to improve the functionality and stability of the Indian financial system. This is in line with the RBI's efforts to provide an effective mechanism for exchange of information between banks and financial institutions, thereby enabling customers to avail of better credit terms from various institutions.
- g) All banks and financial institutions participating in this initiative are required to share customer data with CIBIL and other credit information bureau. In view of the above, the Bank shall report the data pertaining to Cardmember(s)/ Add on Card member(s) Account to CIBIL and other credit information bureau.
- h) The Cardmember(s) acknowledge that, as per the business practices and applicable provisions, the Bank is authorised to share Cardmember(s)' information with any existing or future credit bureaus as determined by the Bank from time to time. The said information may be shared with the CIBIL or any other credit information bureau approved/ notified by the competent authorities to improve the functionality and stability of the Indian financial system, and such other entities.



- i) In the event that a reported Card member subsequently settles or clears all dues with the Bank to the Bank's satisfaction, the Bank shall make reasonable efforts in ensuring that the updated details of the said Card member are provided to CIBIL or such other credit information bureau to reflect the change.

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[www.rblbank.com](http://www.rblbank.com)

**RBL Bank Limited**

Card Operating Centre: Unit 306-311, 3rd Floor, JMD Megapolis, Sohna Road, Sector - 48, Gurgaon - 122 018, Haryana.  
Registered Office: 1st Lane, Shahupuri, Kolhapur - 416 001, India. CIN: L65191PN1943PLC007308