





INDUSIND BANK CREDIT CARD
MOST IMPORTANT TERMS & CONDITIONS

IndusInd Bank - your financial partner.
IndusInd Bank has successfully empowered millions of
demanding customers by pursuing excellence,
building long-term relationships, delivering
innovative solutions & leveraging unique insights.

FOR MORE INFORMATION:

-  Please visit our bank branches
-  Call our 24-hour Phone Banking at 1860 267 7777
-  Log on to www.indusind.com
-  E-mail us at premium.care@indusind.com

Note: The stated documentation is subject to change and is at the sole discretion of IndusInd Bank.

Terms and conditions apply.



MOST IMPORTANT TERMS & CONDITIONS INDUSIND BANK CREDIT CARDS

The Most Important Terms and Conditions (MITC) and all information herein is applicable to all Credit Cards/cardholders/applicants of Credit Cards/customers of the bank/members of the general public evincing interest in the Credit 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.

FEES AND CHARGES

| Fee | Joining Fee (Actual Fees will be conveyed at the time of application) | Annual Fee (Actual Fees will be conveyed at the time of application) | Condition for Waiver of Annual Fees # | Add-on Card Fee |
|---|--|---|--|--------------------|
| Platinum Aura Edge | NIL | NIL | NA | NIL |
| Platinum | NIL | NIL | NA | NIL |
| Duo | NIL | NIL | NA | NIL |
| Legend | ₹5,000 | NIL | NA | NIL |
| Nexxt | ₹10,000 | NIL | NA | NIL |
| Pinnacle | ₹15,000 | NIL | NA | NIL |
| Pinnacle for Grandé Customers | ₹5,000* | NIL | NA | NIL |
| Platinum RuPay Credit Card | ₹10,000 | NIL | NA | NIL |
| IndusInd Bank Tiger Credit Card (Co-Brand Credit Card with Tiger Fintech - A Bajaj Capital Group company) | NIL | NIL | NA | NIL |
| Club Vistara IndusInd Bank Explorer Credit Card^ | ₹40,000 | ₹10,000 | NA | NIL |
| IndusInd Bank Avios Visa Infinite Credit Card | ₹10,000 | ₹5,000 | NA | NIL |
| Poonawalla Fincorp IndusInd Bank eLITE RuPay Credit Card | NIL | NIL | NA | NIL |
| EazyDiner IndusInd Bank Platinum Credit Card | NIL | NIL | NA | NIL |
| EazyDiner IndusInd Bank Signature Credit Card | ₹2,999 | ₹2,999 | NA | NIL |

| Fee | Joining Fee (Actual Fees will be conveyed at the time of application) | Annual Fee (Actual Fees will be conveyed at the time of application) | Condition for Waiver of Annual Fees # | Add-on Card Fee |
|------------------------------|--|---|--|--|
| ePay Amex Credit Card | NIL | NIL | NA | NIL |
| Samman Credit Card | NIL | ₹199 | Spend criteria of ₹75,000 or more in last anniversary year | NIL |
| Pioneer Heritage Credit Card | ₹1,00,000 | ₹25,000 | Spend criteria of ₹10 Lakhs or more in last anniversary year | NIL |
| Pioneer Legacy Credit Card | ₹50,000 / ₹5,000* | NIL | NA | NIL |
| Indulge Credit Card | ₹75,000 | ₹10,000 | Spend criteria of ₹10 Lakhs or more in last anniversary year | NIL |
| Celesta Credit Card | ₹25,000 | ₹5,000 | Spend criteria of ₹10 Lakhs or more in last anniversary year | NIL |
| Crest Credit Card | ₹75,000 | ₹10,000 | Spend criteria of ₹10 Lakhs or more in last anniversary year | NIL |
| Indus Solitaire Credit Card | ₹30,000 | ₹10,000 | Spend criteria of ₹10 Lakhs or more in last anniversary year | NIL |
| Pioneer Private Credit Card | NIL | ₹25,000 | Spend criteria of ₹10 Lakhs or more in last anniversary year ₹50,000 annual fee will be charged in case of downgrade from Pioneer Private Status | NIL (Only one add-on card will be issued) |

Discontinued cards - Platinum Aura, Platinum Select, Iconia, Intermiles IndusInd Bank Odyssey Credit Card, Intermiles IndusInd Bank Voyage Credit Card and Platinum Aura Edge Credit Card (For Government Sector).

*Pinnacle for Grandé customers & Legacy customers, Joining fee ₹5,000 will be levied if spends criteria of ₹50,000 are not met in first 90 days of card issuance.

*Spend based annual fee waiver applicable would include Combined spends of Primary and all Add-on Cards, if any. ^No Joining or Annual fee will be charged after 31st March, 2025

OTHER FINANCIAL CHARGES

| Interest Charge | Monthly Rate | Annual Rate |
|--|--|--------------------|
| Platinum Aura, Platinum Aura Edge, ePay American Express, Platinum, Platinum RuPay & Legend, Platinum Select, Samman Credit Card | 3.95% | 47.40% |
| EazyDiner Signature, EazyDiner Platinum, Nexxt, Pinnacle, Pioneer Legacy, Indus Solitaire Credit Card, Iconia, Duo Credit Card, Poonawalla Fincorp IndusInd Bank eLITE RuPay Credit Card | 3.83% | 46.00% |
| Pioneer Heritage, Celesta, Crest, Platinum Aura Edge (For Government Sector) | 2.99% | 36.00% |
| Club Vistara Explorer Credit Card | 2.85% | 34.00% |
| Indulge Credit Card | 1.79% | 21.48% |
| IndusInd Bank Avios Visa Infinite Credit Card | 3.00% | 36.00% |
| IndusInd Bank Tiger Credit Card | 3.50% | 42.00% |
| Pioneer Private Credit Card | 2.00% | 24.00% |
| Late Payment Charges | Outstanding Balance Up to ₹100 - NIL Between ₹101 - ₹500 - ₹100 Between ₹501 - ₹1,000 - ₹350 Between ₹1001 - ₹10,000 - ₹550 Between ₹10,001 - ₹25,000 - ₹800 Between ₹25,001 - ₹50,000 - ₹1,100 Above ₹50,000 - ₹1,300 Waived for Club Vistara Explorer, Pioneer Private, Pioneer Heritage Credit Card | |

OTHER FINANCIAL CHARGES

| | |
|---|--|
| Over Limit Charges | 2.5% of Over Limit Amount subject to a minimum of ₹500 Waived for Club Vistara Explorer, Pioneer Private, Pioneer Heritage Credit Card |
| Returned Payments | ₹250 |
| Cash Advance Charges | 2.5% of the advance amount subject to a minimum of ₹300 Waived for Club Vistara Explorer, Indulge, Pioneer Private, Pioneer Heritage, Pioneer Legacy, Avios Visa Infinite, Platinum Aura Edge (For Government Sector), Samman Credit Card |
| Savings Plan Change for IndusInd Bank Platinum Aura, Platinum Aura Edge Credit Card | ₹250 |
| Balance Enquiry Charges on Non-IndusInd Bank ATMs | ₹25 |
| Railway Booking Surcharge | As applicable for other cards For Samman and Platinum Aura Edge (Government Sector) – Waiver of 1% Railway Surcharge on transaction up to ₹5,000. This is applicable on booking via www.irctc.co.in or IRCTC App. The maximum cap on Railway Surcharge waiver is ₹600 per card anniversary year. |
| Cash Payment Fee at IndusInd Bank Branch | ₹100 |
| Outstation Cheque Processing Fee | Please note that the outstation cheques only from IndusInd Bank locations can be accepted |
| Foreign Currency Mark-Up | Legend, Club Vistara Explorer, Indulge Credit Card - 1.8%, Pioneer Legacy Credit Card - 1.8% for paid cards and 3.5% for complimentary cards, IndusInd Bank Tiger Credit Card - 1.5%, Avios Visa - 1.5% at POS transactions at preferred international destination and 3.5% at all other destinations, Waived for Pioneer Heritage, Pioneer Private, |

| | |
|--|---|
| | Indus Solitaire Credit Card, All other Credit Cards (not specified above) - 3.5 % (GST as per standard rate shall be applicable) |
| Machine Surcharge at ATMs | Passed at applicable rates to customer |
| Fuel Surcharge (Subject to minimum of INR 10) | 1% Fuel Surcharge Waiver* Please visit www.indusind.com for waiver details as per product offerings (GST on fuel surcharge as per standard rate shall be applicable and borne by the customer) |
| GST | At the current rate, as notified by Ministry of Finance, Government of India |
| Duplicate Physical Statement Request | ₹100 per statement (beyond last 3 months) |
| Re-issue/Replacement | All Other Credit Cards - ₹100, Crest and Pioneer Heritage Credit Card - ₹1,000, Indulge and Pioneer Private Credit Card - ₹5,000, Club Vistara Explorer Credit Card - NIL, ePay Amex Credit Card - NA |
| Charge-slip Request | ₹300 |
| Priority Pass Usage Fee | Up to US\$35 per person per visit. (Charges shall be billed to your IndusInd Bank Credit Card). Fees will be applicable after utilization of complimentary visits for Legacy, Celesta, Club Vistara Explorer, Pinnacle, Avios Visa Infinite and Tiger Credit Card. For Pioneer Private Waived for 12 guests lounge visits outside India, otherwise US\$35 per person per visit applicable. Priority Pass membership is available upon request on Legend, Nexxt and lounge usage fees will be applicable up to US\$35 per person per visit. Priority Pass is not available on IndusInd Bank EazyDiner Signature, EazyDiner Platinum, Platinum RuPay, Platinum, Platinum Select, Platinum Aura Edge, Platinum Aura Edge (For Government Sector), Duo, ePay Amex, Iconia, Poonawalla Fincorp IndusInd Bank eLITE RuPay Credit Card and Samman Credit Card. |
| Lounge Key Usage Fee | Up to US\$35 per person per visit. Fees will be applicable after utilization of complimentary visits - only for Crest, Pioneer Heritage MasterCard variant, Solitaire Credit Cards. |

| | |
|---|---|
| Reward Redemption Fee | For Cash Redemption - ₹149 w.e.f 1 st April 2025. For all other category Redemption - ₹100. For 'twid - Pay with Rewards' - 5% + GST of transaction amount paid using Reward Points. (Fee not applicable for Pioneer Private, Pioneer Heritage, EazyDiner Signature, EazyDiner Platinum and Avios Visa Infinite Credit Cards) |
| Dynamic Currency Conversion | 1% Mark-up fee plus taxes on all transactions carried out in Indian Currency at an international location/merchants located in India but registered overseas. Fee will not be levied on IndusInd Bank Club Vistara Explorer, Avios Visa Infinite, Indulge, Celesta, Crest, Pioneer Private, Pioneer Heritage, Pioneer Legacy and Indus Solitaire Credit Cards. |
| Rent payments through third-party merchants | 1% Fee + GST levied on each transaction. Fee will not be levied on IndusInd Bank Club Vistara Explorer, Avios Visa Infinite, Indulge, Celesta, Crest, Pioneer Private, Pioneer Heritage, Pioneer Legacy, Indus Solitaire and Platinum RuPay Credit Cards. |
| Utility payment transactions | 1% Fee + GST on the cumulative spends on Utility payments transactions more than ₹25,000 in a statement cycle |
| Wallet Loading transactions | 1% Fee + GST on the cumulative spends on Wallet Loading transactions more than ₹20,000 in a statement cycle |
| Education Payment transactions | 1% Fee + GST on the cumulative spends on Education payments transactions made through third-party websites and applications more than ₹45,000 in a statement cycle. Fee not applicable on Pioneer Private, Pioneer Heritage, Pioneer Legacy Credit Cards. Please visit www.indusind.com for more details. |
| Fuel Transactions | 1% Fee + GST on cumulative fuel transactions exceeding ₹50,000 in a statement cycle w.e.f. 4 th May 2025. Fee not applicable on Pioneer Private, Pioneer Heritage and Pioneer Legacy Credit Cards. |

For foreign charges converted by American Express – American Express applies a conversion factor of 3.5% of the amount converted, of which 1.5% will be retained by American Express or such other rate as determined by us and notified to you. A charge made in a foreign currency other than US dollars, when the conversion is performed by American Express, will be converted to US dollars before being converted to your billing currency.

STATEMENT CYCLE: 25TH OF EACH MONTH

| Type | Transaction Date | Amount |
|------------------|------------------|---------|
| Shopper's Stop | 14-Jan-24 | ₹10,000 |
| Payment Received | 10-Feb-24 | ₹7,000 |

Example for interest computation: If full payment of ₹10,000 is made by Payment Due Date, no interest would be levied. In the above example interest will be charged as follows in the statement dated 25-Feb-24.

| Type | Transaction Date | Outstanding Balance | Up to Date | Days | Interest Rate | Interest |
|--------------------------------|------------------|---------------------|------------|------|-------------------------|---------------------------------------|
| Shopper's Stop | 14-Jan-24 | ₹10,000 | 25-Jan-24 | 11 | 3.83% p.m./ 46% p.a. | 138.63 (11/365 days* 46%* ₹10,000) |
| Opening Balance on 25-Jan-24 | | ₹10,000 | 10-Feb-24 | 16 | 3.83% p.m./ 46% p.a. | 201.64 (16/365 days* 46%* ₹10,000) |
| Payment of ₹7,000 on 10-Feb-24 | 10-Feb-24 | ₹3,000 | 25-Feb-24 | 15 | 3.83% p.m./ 46% p.a. | 56.71 (15/365 days* 46%* ₹3,000) |
| Total Interest Payable | | | | | | ₹396.98 |

Please note in the above illustration interest has been calculated at 3.83% p.m.

Interest is calculated on a daily basis on the current outstanding balance of the Cardholder. Interest is levied if Total Amount Due is not paid off by due date. Also, interest will be levied on all cash advances from the date of the transaction until the date of payment. Interest rate of 3.83% per month (46% per annum) will be applicable initially. The bank can at its sole discretion change the interest rate depending on factors such as, but not limited to, credit history, purchase patterns, payment behavior, loyalty and vintage of the customer. Interest charges are dynamic and are subject to change based on periodic review by IndusInd Bank.

CREDIT AND CASH WITHDRAWAL LIMITS

- 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: This is the maximum Cash Advance Limit assigned to the Cardholder. This limit is lower than the Credit Limit and is a subset of the overall Credit Limit.
- 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.
- Available Cash Limit: The available Cash Limit at any time is the difference between assigned Cash Limit & Outstanding Cash Balance on the Card at that point of time.
- The Credit and Cash Limits will vary for each Cardholder and will be disclosed in the monthly statement sent to the Cardholder.

BILLING & STATEMENT

- The Bank will send a monthly statement to the Cardholder, e-mail and/or physical, through the delivery mode as specified by the Bank for each billing period during which there is any transaction/payment or any amount outstanding on the Card account.
- Non-receipt of Statement would not affect the Cardholder's obligations and liabilities under this agreement and he/she shall be liable to settle atleast the MINIMUM AMOUNT DUE before the Payment Due Date.
- Minimum Amount Due is calculated as 5% of Total Amount Due or such other amount as may be determined by IndusInd Bank at its sole discretion. Please note that making only the minimum payment every month would result in interest being levied on all subsequent transactions from the transaction date itself & also in the repayment stretching over a period of time with consequent interest payment on your outstanding balance. With effect from 1st August 2025, the calculation for Minimum Amount Due (MAD) will be revised to 2%. Calculation for Minimum Amount Due (MAD) 100% of EMI amount + 100% of GST + 100% of Fees/Charges + 100% of Finance Charges + Overlimit Amount (if any) + 2% of Retail Spends/Cash Advance/remaining balance outstanding.

Illustrative examples for Interest, Charges and Minimum Amount Due calculation:

Illustration 1

The following illustration will indicate the method of calculating various charges in the event Minimum Amount Due is not Paid by the payment due date. Assuming that Cardmember has paid all previous dues in full and does not have any amount outstanding in the Card Account. The statement date is 18th November, and the payment due date is 8th December. The following is the list of transactions done in the Card Account:

| Date | Transaction | Amount | Balance |
|--------|--------------------------------------|---|------------------------|
| 10-Nov | Purchase | ₹15,000 | ₹15,000 |
| 15-Nov | Restaurant Bill | ₹5,000 | ₹20,000 |
| 15-Nov | Purchase | ₹235 | ₹20,235 |
| 17-Nov | Grocery Purchase | ₹6,000 | ₹26,235 |
| 18-Nov | Statement Date | Total Amount Due Minimum Amount Due (2% of Total Amount Due) | ₹26,235 ₹525 |
| 08-Dec | | Payment Due Date | |
| 11-Dec | Late Payment Charges (including GST) | ₹1,298 | ₹27,533 |
| 15-Dec | Payment | ₹20,000 (credit) | ₹7,533 |
| 18-Dec | Statement Date | Total Amount Due Minimum Amount Due (2% of Retail Purchases/ Balance Outstanding + 100% GST + 100% Interest + 100% Late Payment Charges) | ₹8,854.71 ₹2,770.37 |

No further payment is made on the card till 18th December (i.e. next statement date). Overdue Interest rate of 47.40% per annum will be applicable till Minimum Amount Due is cleared i.e. till 15th December in the above illustration. Interest and charges will be levied as follows:

a) Interest charges

| Balance Amount* | From Date | To Date | No. of Days | Interest Charges |
|-------------------------------|-----------|---------|-------------|------------------|
| ₹15,000 | 10-Nov | 14-Nov | 5 | ₹97.40 |
| ₹20,235 | 15-Nov | 16-Nov | 2 | ₹52.56 |
| ₹26,235 | 17-Nov | 14-Dec | 28 | ₹953.95 |
| ₹6,235 | 17-Dec | 18-Dec | 2 | ₹16.19 |
| Total Interest Charges | | | | ₹1,120.09 |

*Eligible balance for Interest Calculations, excluding Fees & Charges.

b) GST @18% of interest charges = ₹201.62

c) Total balance outstanding amount = ₹7,533.00

Hence, Total Amount Due in the 18th December statement will be (a) + (b) + (c) = ₹8,854.71

Minimum Amount Due in the 18th December statement will be 2% of Retail Purchases/Balance Outstanding + 100% GST + 100% Interest + 100% Late Payment Charges = ₹2,770.37

Illustration 2

The following illustration will indicate the method of calculating various charges in the event payment done on or before payment due date equals or exceeds the Minimum Amount Due but is less than Total Amount Due. Assuming that Cardmember has paid all previous dues in full and does not have any amount outstanding in the Card Account. The statement date is 18th November, and the payment due date is 8th December. The following is the list of transactions done in the Card Account:

| Date | Transaction | Amount | Balance |
|--------|---------------------|--|------------------------|
| 10-Nov | Purchase | ₹15,000 | ₹15,000 |
| 15-Nov | Restaurant Bill | ₹5,000 | ₹20,000 |
| 15-Nov | Purchase | ₹235 | ₹20,235 |
| 17-Nov | Grocery Purchase | ₹6,000 | ₹26,235 |
| 18-Nov | Statement Date | Total Amount Due Minimum Amount Due (2% of Total Amount Due) | ₹26,235 ₹525 |
| 08-Dec | | Payment Due Date | |
| 08-Dec | Payment | ₹1,535 (credit) | ₹24,700 |
| 11-Dec | Payment | ₹2,000 (credit) | ₹22,700 |
| 13-Dec | Electricity Payment | ₹1,000 | ₹23,700 |
| 16-Dec | Payment | ₹18,000 (credit) | ₹5,700 |
| 18-Dec | Statement Date | Total Amount Due Minimum Amount Due (2% of Retail Purchases/ Balance Outstanding + 100% GST + 100% Interest) | ₹7,559.49 ₹1,524.56 |

No further payment is made on the card till 18th December (i.e. next statement date). Assuming Interest rate of 47.40% per annum on the Card, interest and charges will be levied as follows:

a) Interest charges

| Balance Amount* | From Date | To Date | No. of Days | Interest Charges |
|------------------------|-----------|---------|-------------|------------------|
| ₹15,000 | 10-Nov | 14-Nov | 5 | ₹97.40 |
| ₹20,235 | 15-Nov | 17-Nov | 3 | ₹52.56 |
| ₹26,235 | 18-Nov | 08-Dec | 21 | ₹715.46 |
| ₹24,700 | 09-Dec | 11-Dec | 3 | ₹96.23 |
| ₹22,700 | 11-Dec | 13-Dec | 3 | ₹88.44 |
| ₹23,700 | 13-Dec | 16-Dec | 4 | ₹123.11 |
| ₹5,700 | 16-Dec | 18-Dec | 3 | ₹22.21 |
| Total Interest Charges | | | | ₹1,195.39 |

*Eligible balance for Interest Calculations, excluding Fees & Charges.

b) GST @18% of interest charges = ₹215.17

c) Total balance outstanding amount = ₹5,700

Hence, Total Amount Due in the 18th December statement will be (a) + (b) + (c) = ₹7,559.49

Minimum Amount Due in the 18th December statement will be 2% of Retail Purchases/Balance Outstanding (2% of ₹5,700 = ₹114) + 100% GST + 100% Interest = ₹1,524.56

Illustration 3

The following illustration will indicate the method of calculating various charges in the event Total Amount Due is Paid by the Payment due date. Assuming that Cardmember has paid all previous dues in full and does not have any amount outstanding in the Card Account. The statement date is 18th November, and the payment due date is 8th December. The following is the list of transactions done in the Card Account:

| Date | Transaction | Amount | Balance |
|--------|--------------------------|---|-----------------|
| 10-Nov | Purchase | ₹15,000 | ₹15,000 |
| 15-Nov | Restaurant Bill | ₹5,000 | ₹20,000 |
| 17-Nov | Grocery Purchase | ₹6,000 | ₹26,000 |
| 18-Nov | Statement Date | Total Amount Due Minimum Amount Due (2% of Total Amount Due) | ₹26,000 ₹520 |
| 08-Dec | | Payment Due Date | |
| 08-Dec | Payment | ₹26,000 | - |
| 16-Dec | Electricity Bill Payment | ₹5,000 | ₹5,000 |
| 18-Dec | Statement Date | Total Amount Due Minimum Amount Due (2% of Total Amount Due) | ₹5,000 ₹100 |

No further payment is made on the card till 18th December (i.e. next statement date). Assuming Interest rate of 47.40% per annum on the Card, interest and charges will be levied as follows:

a) Interest charges - NIL

b) GST charges - NIL

c) Total balance outstanding amount = ₹5,000

Hence, Total Amount Due in the 18th December statement will be (a) + (b) + (c) = ₹5,000

- Interest free credit period is applicable only if all previous dues are paid in full, and there is no unpaid balance carried over from previous month's statement outstanding dues.
- The Cardholder agrees that it is his responsibility to notify the bank in case of non-receipt or discrepancy in his monthly statement within 15 days of his statement billing date. In case the Cardholder does not notify the bank of any such event, the statement will be deemed to have been delivered and conclusive.
- Late Payment Charges will be levied if Minimum Amount Due (exact amount including decimals if any) is not paid on or before the Payment Due Date. Late Payment Charges will also be levied in case of no payment or payment less than the Minimum Amount Due.

Disclaimer: The Minimum Amount Due (MAD) calculation may be different than the stated illustrations above due to system exceptions. There might be specific situations or transactions that cause the calculation to deviate from the standard formula, and affect the final Minimum Amount Due.

HOW TO MAKE PAYMENT

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

1. By clicking 'IndusInd Credit Card Payment' on IndusNet, you can make the payment from your IndusInd Bank Savings account.
2. INDIE: Using the "Pay Bill" option in the Credit Card Dashboard section on INDIE App from your IndusInd Bank account.
3. Using the "Swift Pay" option on www.indusind.com to pay from any bank account.
4. Online Funds transfer from a non-IndusInd Bank account using NEFT/RTGS/Visa Money Transfer facility.
5. Cheque/Draft favouring IndusInd Bank Credit Card No. XXXXXXXXXXXXXXXX deposited at IndusInd Bank Branches ATMs. You are advised to drop cheques at least 4 working days prior to the payment due date to ensure timely credit to your Card account and avoid levy of penal charges. Please mention your mobile number on the reverse of the cheque, we shall send you an SMS on receipt of your cheque.
6. Cash Deposit at IndusInd Bank branches.
7. By activating Auto Payment Facility on your IndusInd Bank account or through NACH facility on your non IndusInd Bank account. Contact phone banking for more details. Payment received against card outstanding will be adjusted against all EMI's, Taxes, Fees, Other Charges, Interest Charges, Cash Advance and Purchase, in that order.

CONTACT CHANNELS, GRIEVANCE REDRESSAL & COMPENSATION FRAMEWORK

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

1. 24-Hour Phone Banking Number: 18602677777.
2. Email: premium.care@indusind.com
3. By writing to the Bank's Credit Card Unit at: IndusInd Bank Ltd. (Credit Cards Division), PO Box 9421, Chakala, MIDC, Andheri (East), Mumbai - 400 093.
4. For unresolved grievances, please write to: Head Card Services, IndusInd Bank Ltd. (Credit Cards Division), PO Box 9421, Chakala, MIDC, Andheri (East), Mumbai - 400 093 or email: head.cardservices@indusind.com

In case you do not receive a response from Head Card Services within 7 days, you may write to: Ms. Dilnaz Sidhwa, Executive Vice President & Principal Nodal Officer, IndusInd Bank Ltd. OPUS Center Road, Opp. Tunga Paradise Hotel MIDC, Andheri (East), Mumbai - 400 093. Email: nodal.officer@indusind.com Tel.No: (022) 61553705 between 09.30 a.m. to 05.30 p.m. Monday to Friday.

Please quote your IndusInd Bank Credit Card Number in all your correspondences with us. Please note that the mechanism and timelines of Grievance Redressal Policy is available on the website www.indusind.com and the same can be accessed under Regulatory Disclosures > Grievance Redressal.

Timeline for redressal of grievances: Customer Grievance will be addressed within a period of 30 days, if your issue still remains unresolved or if you have not received response within 30 days of lodging a complaint, you may approach the Banking Ombudsman appointed by the Reserve Bank of India.

Credit Card Closure - To close your Credit Card please write to us at creditcard.closure@indusind.com or call our 24-Hour Phone Banking Number: 18602677777 (subject to no outstanding dues in the card account)

Credit Card Complaints - To raise any complaint regarding Credit Card mis-selling please write to us at ccsalescomplaint@indusind.com

5. Compensation framework for unsuccessful/failed transactions, delay in redressal of grievance, delay in closing of account/blocking of lost or stolen cards, etc.: In case of unsuccessful transaction/failure, as per Harmonisation of TAT, the Bank will reverse blocked amount within 5 days. In case if the merchant claims such transaction, the regular dispute process will be followed as per franchise guidelines which is covered in the compensation policy. The timeline is

specified and updated in the compensation policy displayed on the bank website under Regulatory Disclosures> Customer Policy> Customer Compensation Policy where it is established that the Bank had issued and activated a Credit Card without written consent of the recipient, the Bank would reverse the charges immediately. Please refer to <https://www.indusind.com/content/dam/regulatoryDisclosure/customer-policy/Customer-Protection-policy.pdf> Operation of credit account shall be in accordance with IndusInd Bank Credit Card terms and conditions. Transactions reported as erroneous by customers, which require specific reference to a merchant establishment will be handled as per chargeback rules laid down by card networks (VISA/MasterCard/American Express/RuPay). The Bank will provide explanation and, if necessary, documentary evidence to the customer within a maximum period of sixty days. Failure on the part of the card-issuers to complete the process of closure of Credit Card within seven working days shall result in a penalty of ₹500 per day of delay payable to the customer, till the closure of Credit Card, provided there is no outstanding in the Credit Card account. Failure on the part of the card issuer to reverse the debit for an unsuccessful / failed transaction within 5 days shall result in a penalty of ₹100 per day, payable to the customer, till the debit amount is reversed.

DEFAULT

- In the event of default, the Cardholder will be sent reminders from time-to-time by representatives of IndusInd Bank including third parties appointed by IndusInd Bank for settlement of any outstanding on the Credit Card Account, by post, fax, telephone, electronic mail, SMS messaging and/or engaging its representatives to remind, follow up and collect dues third party so appointed, shall adhere to the code of conduct on debt collection as applicable from time-to-time.
- Procedure including notice period for reporting a cardholder as defaulter: Grace period of 3 days is allowed from the payment due date on Credit Card Accounts, where payments are not overdue. The clear funds must be credited by payment due date as mentioned on the Credit Card statement, however 3 grace days are provided to accommodate for processing time of payments. The Bank shall report a Credit Card Account as 'past due' to credit information companies (CICs) and levy late payment charges when a Credit Card Account remains 'past due' for more than 3 days.
- In case the cardholder fails to make payment of either the Minimum Amount Due or the total amount due, under each monthly billing statement, the bank shall notify the customer of such non-payment and its intention to report the cardholder as defaulter to the Credit Information Companies (CIC) in case the cardholder fails to pay the Minimum Amount Due or the total amount due within 7 (seven) days.

- Procedure for withdrawal of default report and the period within which the default report would be withdrawn after settlement of dues: In case the cardholder makes the payment of either the Minimum Amount Due or the total amount due after the expiry of 7 (seven) days' notice period, the Bank shall update the status within 30 (thirty) days from the date of settlement of dues. In case a transaction is disputed by customer, a temporary credit equivalent to the amount disputed by customer will be provided to the Credit Card account of the customer.

In the event that the Cardholder commits an instance of default, the bank at its sole discretion will be entitled to:

- Withdraw all Credit Card facilities extended to the Cardholder
- Ask the Cardholder to pay immediately all outstanding balance on the card
- 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
- Proceed independently of any right of lien/set-off to recover all outstanding in a lawful manner deemed fit by the bank
- 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

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
- In the event of death or permanent disability of a Cardholder, IndusInd 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 THE CARDHOLDERSHIP

- The Cardholder may terminate this agreement at any time by way of a written request or by calling IndusInd Bank Phone Banking with a request to terminate all facilities and benefits there to associated with the Credit Card.
- Termination will only be effective when the bank will receive payment of all amounts outstanding in respect of the Credit Card account.
- The Bank may terminate the Credit Card facility immediately at any time, at its discretion or at any time restrict its use, without any notice in that regard. Where the bank terminates the Credit Card facility, all amounts outstanding on the card account (including charges or cash advances not yet debited) will become due and payable immediately. In such case, the bank has the Cardholder's express authority to debit the card accounts for all withdrawals/ transfers effected by the use of Credit Card/ PIN as per the bank's records, which will be conclusive and binding.
- Procedure for closure of card account if the card has not been used for more than one year (In addition to financial transactions, any process initiated by the cardholder such as generation of statement, change of PIN or change in transaction controls shall be considered for treating a card as 'used'). Please note that if a credit card has not been used for a continuous period of 1 (one) year, the Bank will intimate the cardholder about non-usage of the card and request the cardholder to start using the card within 30 (thirty) days from the date of such intimation. If either no reply is received from the cardholder or the cardholder does not start using the card within a period of 30 (thirty) days, the card account shall be closed by the Bank, subject to payment of all dues by the cardholder.

LOSS/THEFT OF THE CARD

- The Cardholder is responsible for the security of the card and shall take all steps to ensure the safe keeping thereof.
- The Cardholder shall report the loss of the card to the Bank by calling the 24-Hour Phone Banking number, through INDIE/IndusNet/IVR or by sending SMS BLOCK <last 4 digits of Credit Card number> to 5676757 from his registered mobile number, immediately on such loss. The Bank will attempt to deactivate the card immediately to prevent misuse. The Cardholder must file a First Information Report ('FIR') with the local police. The Cardholder must send a written confirmation to the Bank. The Cardholder shall then send the following documents to the Bank:
- FIR Report duly acknowledged by an officer
- Letter giving details of the loss/disputed transactions Indemnity letter from the Card holder

- Passport copies, incase of International transaction dispute
- All other documents as required by the bank and to the satisfaction of the bank
- The bank shall at its own cost, take out an insurance policy for lost/stolen card within the geographical limit and subject to the terms and conditions and the limit as more particularly set out in the policy
- Available insurance cover, if any, for cardholder and date of activation of policy including nomination details - Select Credit Card variants have a complimentary insurance cover on the Card. The policy coverage starts from the date of the Credit Card set up. For information on updating nominee details and terms and conditions, please visit www.indusind.com
- In case of loss/theft/misuse of card, the Bank shall be guided by the 'Customer Protection Policy' updated on the website of the Bank which has been formulated based on the RBI circular on Customer Protection – Limiting Liability of Customers in Unauthorised Electronic Banking Transactions' as updated from time to time. (RBI Circular - ref. DBR. No. Leg.BC.78/ 09.07.2005/2017-18 dated July 6, 2017)

OTHERS

- I/We, certify that all information furnished by me/us is true. I/We, the Cardholder(s) hereby expressly authorise the bank for the purpose of credit verification or reference checks, protection of its interests, etc. to disclose all/any information/documents relating to the Cardholder/this agreement and/or any other agreements or upon default committed by the Cardholder, to the Reserve Bank of India, Income Tax Authorities, Law enforcement authority, tribunals, courts, judicial bodies, other banks, credit bureau, financial institutions or any other third party, at any point of time. I/We waive the privilege of privacy & privity of contract.
- The Cardholder hereby agrees that the information furnished by the Cardholder in the application or otherwise, may be further used by bank for marketing purposes to sell card related offers, including but not limited to balance transfer, EMI offers, cash-related offers, insurance products, etc. from time-to-time. Further, bank may use this information to market other products of bank from time-to-time in conformity with the disclosure norms as applicable.
- Bank may also use the information provided by the Cardholder for marketing their products via telemarketing channels/calls or direct mail or any other channel of communication deemed fit by the bank. For ensuring that the Cardholder(s) are not inconvenienced, the bank maintains a 'Do-Not-Call' register and if the Cardholder(s) would not like to be called for any marketing offers, they may inform the bank for listing their said contact numbers in the 'Do Not-Call' register.

- The Cardholder acknowledges that, as per the business practices and applicable provisions, the bank is authorised to share Cardholder information with any existing or future Credit Bureaus as determined by the bank from time-to time. The Cardholder further acknowledges that the bank is entitled to share such information without providing prior notice to the Cardholder, and such information may pertain to positive or negative performance/default by the Cardholder.
- The Credit Information Bureau of 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 RBI's efforts to provide an effective mechanism for exchange of information between banks and financial institutions, thereby enabling Cardholders to avail of better credit terms from various institutions.
- All banks and financial institutions participating in this initiative are required to share Cardholders' data with CIBIL. In view of the above, the bank wishes to inform the Cardholders that IndusInd Bank shall be reporting the data pertaining to the Cardholders' Account with them to CIBIL. This data will be updated on a regular basis for all its Cardholders and the bank thanks the Cardholder(s) for their continuing support and co-operation in this matter.
- EazyDiner IndusInd Bank Credit Card is a co-branded Credit Card issued by IndusInd Bank in partnership with EazyDiner Private Limited. There is a revenue sharing arrangement between IndusInd Bank & EazyDiner Private Limited for this co-branded Credit Card.
- IndusInd Bank Avios Visa Infinite Credit Card co-branded Credit Card in partnership with AVIOS GROUP (AGL) LIMITED and QATAR AIRWAYS GROUP Q.C.S.C. There is a revenue sharing arrangement between IndusInd Bank AVIOS GROUP (AGL) LIMITED and QATAR AIRWAYS GROUP for this co-branded Credit Card.
- Club Vistara IndusInd Bank Explorer Credit Card is a co-branded Credit Card issued by IndusInd Bank in partnership with Tata SIA Airlines Limited, (Operatings as Vistara). There is a revenue sharing arrangement between IndusInd Bank and Tata SIA Airline Limited, (Operatings as Vistara) for this co-branded Credit Card.
- IndusInd Bank Tiger Credit Card is a co-branded Credit Card issued by IndusInd Bank in partnership with Tiger Fintech Private Limited (A Bajaj Capital Group Company). There is a revenue sharing arrangement between IndusInd Bank and Tiger Fintech Private Limited for this co-branded Credit Card.
- Poonawalla Fincorp IndusInd Bank eLITE RuPay Credit Card is a co-branded Credit Card issued by IndusInd Bank in partnership with Poonawalla Fincorp Ltd. There is a revenue-sharing arrangement between IndusInd Bank & Poonawalla Fincorp Ltd. for this co-branded Credit Card, and the role of Poonawalla Fincorp Ltd. shall be limited to marketing and distribution.