



MOST IMPORTANT TERMS AND CONDITIONS (MITC)

ESAF SMALL FINANCE BANK CREDIT CARD



Dear Cardholder,

These Most Important Terms and Conditions (MITC) are applicable to all Credit Cards / Card members / applicants of Credit Cards / members of the general public (collectively referred to as "Primary Cardholder", "PrimaryCardholder" or "Your") evincing interest in the Credit Card product of the Bank. The MITC are in addition to and are to be read along with the terms and conditions of the Card Member Agreement of ESAF Small Finance Bank for complete understanding. The MITC are subject to revision at the sole discretion of the Bank and in accordance with the laws as applicable from time to time. In case of any inconsistency between MITC and the Cardmember Agreement, the Cardmember Agreement shall prevail, unless otherwise specified hereunder.

CONTACT

ESAF Small Finance Bank,
ESAF Bhavan, Mannuthy P. O., Thrissur, Kerala, India - 680651

 1800 571 3723

 ccsupport@esafbank.com

(a) DEFINITIONS

Defined Term	Description
Add-on Cardholder	An Add-on Cardholder refers to someone who is authorized by the primary cardholder to use a credit card issued in the primary cardholder's behalf. Primary Cardholderthe BankThe ESAF Small Finance Bank Add-on Credit Card ("Add-on Credit Card") features will be same as the primary ESAF Small Finance Bank Credit Card. The Primary Cardholder is liable for all spends and transactions done by Add- on Cardholder and such spends will be part of the Primary Cardholder's monthly statement. Maximum of 5 Add-on cards can be issued for every eligible Primary Cardholder. The Add-on Cardholder will be bound by the Terms & Conditions of the Cardmember Agreement and the Most Important Terms & Condition executed between the Primary Cardholder and the Bank.
Annual Fees	A fixed annual fee that Bank charge to Your Account upon issuance and every subsequent anniversary.
Bank	Means ESAF Small Finance Bank Ltd being the issuer of the Credit Card. The terms the BankBank" and ""the Bank" when used under this MITC shall mean "ESAF Small Finance Bank Ltd " and the said terms may be used interchangeably under this MITC.
Cash Advance Fees	A fee that is debited to the Credit Card Account if Primary Cardholder or Add-on Cardholder performs a Cash Advance Transaction.
Cash Advance Transaction	Any cash withdrawal made by Primary Cardholder using the Card at any automated teller machine or counter of a bank / third party.
Cash Limit	A percentage of the Credit Limit on the Credit Card Account that can be used to perform Cash Advance Transactions and determined at Our sole discretion.
Credit Card	The Credit Card issued to Primary Cardholder by the Bank which enables Primary Cardholder Primary Cardholderto pay for goods & services at participating merchant establishments and perform Cash Advance Transactions at participating merchant establishments and automated teller machines.
Credit Card Account	Any account maintained by the Bank in connection with the Credit Card.
Credit Card Statement	A monthly record of all transactions performed by Primary Cardholder using the Credit Card including but not limited to the purchase of goods & services, Cash Advance Transactions, fees & charges, other debits & credits under this terms and conditions.
Credit Limit	The maximum indebtedness that can be incurred at any point in time by Primary Cardholder and Your Add-on Cardholders on the Credit Card Account as determined at Our sole discretion.
Finance Charge	An interest charge that is debited to Your Credit Card Account if Primary Cardholder fails to pay the rolled over balance amount due fully repaid or if Primary Cardholder Primary Cardholderperforms a Cash Advance Transaction.
GST	The Goods & Services Tax levied by the Government of India.

Interest Free Credit Period	<p>The time period from the date of transaction to the due date of payment, wherein interest free payment can be made, subject to the payment of entire outstanding on or before the payment due date by the cardholder. (see illustration of Interest Free Credit Period below). Primary Cardholder may pay the Total Amount Due during this period to avoid payment of Finance Charges. Please note, however, that this does not apply to Cash Advance Transactions. For Cash Advance Transactions, Finance Charges apply from the date of transaction till the date of payment in full. The Interest Free Credit Period is suspended if any balance from the previous month's Credit Card Statement is still unpaid. See illustration below for Interest Free Credit Period.</p> <p>The Interest Free Credit Period can range from 20 to 50 days, depending on the date of transaction.</p> <p>For a Credit Card Statement for the period from March 21st to April 20th, the Payment Due Date would be May 10th. Assuming that Primary Cardholder has paid the Total Amount Due of the previous month's Credit Card Statement by the Payment Due Date, the Interest Free Credit Period would be:</p> <ol style="list-style-type: none"> 1. For a purchase made on March 21st, the Interest Free Credit Period would extend from March 21st to May 10th i.e., a total of 50 days. 2. For a purchase made on April 15th, the Interest Free Credit Period would extend from April 15th to May 10th i.e., a total of 25 days. <p>Thus, the Interest Free Credit Period can vary depending upon the date of the purchase transaction. However, if the Total Amount Due of the previous month's Credit Card Statement is not paid by the Payment Due Date, then the Interest Free Credit Period will be lost and Primary Cardholder will not be entitled to any Interest Free Credit Period.</p> <p>For Cash Advance Transactions, Finance Charge is applicable from the date of transaction until the date of payment in full. To be eligible for Interest Free Credit Period, Primary Cardholder must pay the Total Amount Due plus all accrued Finance Charges and other charges in full even before Your Credit Card Statement date.</p> <p>Please note that the Total Amount Due represents the amount due from Primary Cardholder as on the Credit Card Statement date. If Primary Cardholder has not paid the Total Amount Due of Your previous Credit Card Statement, then Primary Cardholder will be levied Finance Charge in the next Credit Card Statement unless Primary Cardholder Primary Cardholderpays the Total Amount Due on the Credit Card Statement Date itself without waiting for the Payment Due Date (see illustration below).</p>
Late Payment Fees	<p>A charge debited to Your Credit Card Account if the Minimum Amount Due is not paid on or before the Payment Due Date.</p>
Minimum Amount Due	<p>The amount shown on the monthly Credit Card Statement for a Credit Card Account as the minimum amount that needs to be paid by Primary Cardholder to avoid becoming overdue. The Minimum Amount Due will be 10% of Your Total Amount plus any amounts that are overdue. If Your Total Amount Due exceeds Your Credit Limit, the Minimum Amount Due will be 10% of Your Credit Limit plus the amount by which Your Total Amount Due exceeds the Credit Limit. Making only the minimum payment every month would result in the repayment stretching over months/years with consequential compounded interest payment on your outstanding balance.</p>

One-Time Password (“OTP”)	A password consisting of 4 to 6 digits that Bank will share with Primary Cardholder by sending an SMS to the registered mobile phone or by sending Primary Cardholder an email as per the contact information in Bank’s records. This password is for one-time use either for authenticating Primary Cardholder, Add-on Cardholder or to enable Primary Cardholder Primary Cardholderto perform a Transaction on the Credit Card.
Payment Due Date	The date shown on the monthly Credit Card Statement as the due date for the payment and by which date cleared funds should be received by the Bank to avoid levy of interest and/or late payment fees and/or suspension of the Credit Card.
PIN	The personal identification number consisting of 4 digits that is given to Primary Cardholder and the Add-on Cards for use of the Credit Card at a point of sale and / or at an automated teller machine.
SMS	Short Message Service provided through mobile telecom companies
Total Amount Due	The total amount due from Primary Cardholder to the Bank as on each Statement date representing any dues from the previous Statement and the sum of all debit and credit Transactions posted to Your Credit Card Account in the current Statement.
Transaction	Any payment made for goods & services or Cash Advance Transactions made using the Credit Card.
Unauthorized Transaction	Any Transaction made without Your permission or the permission of the Add-on Cardholder.
Loans	A Credit Card Loan refers to the amount you can borrow against your card’s credit limit. It is different from a regular loan because it doesn’t require an application, documentation or approval process, since your card issuer already knows your personal information and financial details. The Credit Card Loan is extended based on your credit score, Credit Card usage and repayment history. Essentially, the Credit Card Loan works like a pre-approved loan.

(b) FEES & CHARGES

Fees and charges levied by the Bank will be as per the table below. Other than the fees and charges below, Bank will not charge Primary Cardholder any other fees or charges. Bank may change these fees and charges, but Bank will give Primary Cardholder Primary Cardholder at least 30 days prior notice before Bank make any changes.

Fees & Charges Type	Amount / Value
Annual Fees	No annual fee and joining fee.
Add-on Card Annual Fees	No annual fee.
Late Payment Fees – this is levied if at least the Minimum Amount Due is not received on or before the Payment Due Date. It can occur only once during a Credit Card Statement cycle	Rs. 500/-
Cash Advance Fees – this is levied for any Cash Advance Transaction performed by Primary Cardholder	5% of cash advance or Rs. 500, whichever is higher.
<p>Finance Charge (Annual Percentage Rate (APR)) Interest will be charged:</p> <ul style="list-style-type: none"> - If the Total Amount Due is not paid by the Payment Due Date, interest will be charged on the Total Amount Due or till the rolled over balance is fully repaid and on all new transactions (from the transaction date) till such time as the previous outstanding amounts are paid in full. - On all Cash Advance Transactions from the date of the withdrawal until the date of payment. - Will continue to be payable even after the closure of the Credit Card Account, till the outstanding on the Credit Card is paid in full. 	<p>Daily finance charge of up to 0.09833333% (equivalent to 2.95% monthly finance rate for a 30-day month or an APR of 35.40%) for:</p> <ul style="list-style-type: none"> • Revolving credit • Cash Advances
Finance (Interest) charges applicable	<p>Delayed payments:</p> <p>If the credit card holder fails to pay the total outstanding balance by the due date indicated on the Credit Card Statement, Bank will apply interest on the unpaid amount from the due date.</p> <p>Minimum payment only:</p> <p>Making only the minimum payment instead of paying the full outstanding balance results in the remaining balance subject to interest charges. If Primary Cardholder does not pay the minimum amount due before the Credit Card payment due date, the credit score will be impacted.</p>

	<p>Partial payment:</p> <p>When the credit card holder pays an amount less than the total outstanding due, the remaining balance will be subjected to interest charges.</p> <p>Cash advances:</p> <p>Using the credit card to withdraw cash from an ATM incurs immediate interest charges, often at higher rates than regular transactions, from the date of cash withdrawal till the full repayment.</p> <p>Carrying forward balances:</p> <p>If credit card holder carries over an unpaid balance from the previous billing cycle, interest will apply to this carried-over amount till the full amount is paid.</p>
Foreign Currency Surcharge – this is levied for any Transaction that is carried out by Primary Cardholder or Add-on Cardholder, in currency other than Indian rupees	2.5% of the value of the foreign currency transaction after conversion to Indian Rupees using card association's currency conversion at transaction point.
Return Payment Charge – this is levied if any payment made by Primary Cardholder Primary Cardholder is returned unpaid	2.5% of the value of the returned payment.
E-Statements	Nil
Physical Statement	Rs. 50/-
GST	Statutorily applicable rate which currently stands at 18% (applicable on all fees, interest & any other charges).
Card Replacement Fee – this is levied if Your Credit Card or Your Add-on Cardholder's Credit Card needs to be replaced due to loss or theft	Rs. 500/-
Surcharge on Rental Payments	A surcharge of 1% of the transaction amount shall be levied on rental payments. GST and/or other govt taxes, if any, shall be applicable on surcharge. Further, not more than 40% of the credit limit on Your card can be used for rental payments in a calendar month.
Fuel Surcharge Waiver	Fuel surcharge waiver will be limited to Rs. 40,000 in a calendar month with no single transaction being over Rs. 8,000. While Primary Cardholder Primary Cardholder may undertake fuel transactions over and above the limits specified above, no surcharge waiver shall be applicable.

Other Applicable Taxes including Tax Collection at Source ("TCS") or Tax Deduction at Source ("TDS")	Any tax / TCS / TDS levied by the competent authorities will be levied as per prevailing rate on all applicable transactions, with or without prior notice. While authorizing such transactions, Primary Cardholder must ensure availability of sufficient funds for the transaction, including the amount of tax / TCS / TDS due.
conversion of credit card transactions to Equated Monthly Instalments (EMIs)	Bank shall ensure complete transparency in the conversion of credit card transactions to Equated Monthly Instalments (EMIs) by clearly indicating the principal, interest and upfront discount provided by the merchant/card-issuer (to make it no cost), prior to the conversion. The same shall also be separately indicated in the credit card bill/statement. EMI conversion with interest component shall not be camouflaged as zero-interest/no-cost EMI.

ILLUSTRATION OF INTEREST AND LATE PAYMENT FEE COMPUTATION

See below an example of Finance Charge and Late Payment Fee computation. This example assumes that the Opening Balance was nil, the Credit Limit is Rs.30,000, and the Credit Card Statement is generated on the 20th of each month:

Date	Transaction
May 10 th , 2022	Purchase of goods at merchant for Rs. 20,000
May 20 th , 2022	Credit Card Statement will be generated with the following: Opening Balance: Rs. 0 New purchases: Rs. 20,000 Payments & other credits: (Rs.0) Finance Charge: Rs. 0 Late Payment Fee: Rs. 0 GST on fees & charges at 18%: Rs. 0 Total Amount Due: Rs. 20,000 Minimum Amount Due: Rs. 2,000 Payment Due Date: June 9, 2022 (Since the Credit Card Account is within the Credit Limit on Credit Card Statement Date, the Minimum Amount Due will be 10% of the Total Amount Due)
June 10 th , 2022	Purchase of fuel for Rs.10,000* *This transaction will carry a surcharge of 1% during settlement and, hence, the Credit Card Account will be overlimit. Primary Cardholder should manage the Credit Limit with care.

June 12 th , 2022	Payment received of Rs.5,000
June 20 th , 2022	<p>Finance Charge of Rs. 845.66 is computed as below:</p> <p>Rs.20,000 from May 10 to June 11 (32 days) at 2.95%/30 per day = Rs. 629.33</p> <p>(This is the Opening Balance which was not paid in full before the Payment Due Date; Finance Charge is computed on this amount from date of transaction to the date of receipt of payment)</p> <p>Rs.15,000 from June 12 to June 19 (8 days) at 2.95%/30 per day = Rs. 118.00</p> <p>(This is the Opening Balance less the payment received; Finance Charge is computed on this amount from date of receipt of payment to statement date)</p> <p>Rs.10,000 from June 10 to June 19 (10 days) at 2.95%/30 per day = Rs. 98.33</p> <p>(This is the new purchase made on June 10; Finance Charge is computed on this amount from transaction date to statement date)</p>
June 20 th , 2022	Late Payment Fee of Rs.500 will be levied as Minimum Amount Due was not received before the Payment Due Date of June 9, 2022
June 20 th , 2022	<p>Credit Card Statement will be generated with the following:</p> <p>Opening Balance: Rs.20,000</p> <p>New purchases: Rs. 10,000</p> <p>Payments & other credits: (Rs. 5,000)</p> <p>Finance Charge: Rs. 845.66</p> <p>Late Payment Fee: Rs. 500</p> <p>GST on fees & charges at 18%: Rs. 242.21</p> <p>Total Amount Due: Rs. 26,587.87</p> <p>Minimum Amount Due: Rs. 2,658.79</p> <p>Payment Due Date: July 10, 2022</p> <p>(Since the Credit Card Account is within the Credit Limit on Credit Card Statement Date, the Minimum Amount Due will be 10% of the Total Amount Due)</p>

ILLUSTRATION OF TOTAL AMOUNT DUE FOR CUSTOMER CHARGED WITH INTEREST IN THE STATEMENT (TOTAL AMOUNT DUE IF THE CUSTOMER DOES NOT WANT ANY MORE FINANCE CHARGE LEVIED)

Date	Transaction
	<p>In the illustration above, if the customer wants to clear all dues and get back to Interest Free Credit Period.</p> <p>Bank are assuming that the customer makes the Minimum Amount Due on the Payment Due Date.</p>

June 20th - July 20th Credit Card Statement	<p>Opening Balance Rs. 27,177.87</p> <p>New Purchases (July 1) Rs. 500.00</p> <p>Payments & Other Credits (July 5) Rs. (2,658.79)</p> <p>Finance Charge Rs. 771.87</p> <p>Late Payment Fee -</p> <p>GST on Fees & Other Charges at 18% Rs.138.94</p> <p>Total Amount Due Rs. 25,929.89</p> <p>Minimum Amount Due Rs. 2,592.99</p> <p>Since this customer has rollover balance from the previous statement, there will be Finance Charge levied till the Total Amount Due is paid in full. The following illustration explains the scenarios. The Credit Card Statement date is July 20th. The three scenarios are where the customer makes the payment on:</p> <ul style="list-style-type: none"> • the Credit Card Statement date itself i.e., on July 20th • between the Credit Card Statement Date and if actually paid on say, Aug 1st • the Payment Due Date i.e., on Aug 10th <p>The example illustrates the amount that must be paid on each of these days. The difference comes about because there is Finance Charge payable for the period from the Credit Card Statement Date till the actual payment of the Total Amount Due.</p>
If payment made on July 20th	<p>If the customer pays the Total Amount Due of Rs. 25,929.89 on the Credit Card Statement Date of July 20 itself, there will be no Finance Charge levied on the Aug 20th Credit Card Statement as there are no interest accrual days for the amount.</p>
If payment made on Aug 1st	<p>If the payment is made on, for example, Aug 1st, there are an additional 12 days of Finance Charge on the Total Amount Due at the daily rate of 0.098333%.</p> <ul style="list-style-type: none"> • Total Amount Due as of July 20th: Rs. 25,929.89 • Finance Charge for 12 days: Rs. 305.97 • Amount to be paid clear off all dues: Rs. 26,235.86
If payment made on Aug 10th	<p>If the payment is made on the Payment Due Date, i.e., Aug 10th, there are an additional 21 days of Finance Charge on the Total Amount Due at the daily rate of 0.098333%.</p> <ul style="list-style-type: none"> • Total Amount Due as of July 20th: Rs.25,929.89 • Finance Charge for 21 days: Rs. 535.45 • Amount to be paid clear off all dues: Rs. 26,465.34

ILLUSTRATION OF INTEREST FREE CREDIT PERIOD:

Date	Transaction
April 20 th , 2022	<p>Your Credit Card Statement is generated with following details:</p> <ul style="list-style-type: none"> • Total Amount Due Rs.10,000 • Minimum Amount Due Rs.1,000 • Payment Due Date May 10, 2022 <p>This means that if Primary Cardholder pays Rs.10,000 on or before May 10th, 2022, then no Finance Charge (or interest) will be charged in the next Credit Card Statement. If, however, Primary Cardholder pays anything less than Rs.10,000, then Primary Cardholder will be levied a Finance Charge in the next Credit Card Statement</p>
April 21 st , 2022	<p>Primary Cardholder purchases goods at merchant for Rs.5,000. This transaction will only appear on Your next Credit Card Statement</p>
May 10 th , 2022	<p>Primary Cardholder pays the Total Amount Due of Rs.10,000 based on the Credit Card Statement generated on April 20th, 2022</p>
May 21 st , 2022	<p>Your next Credit Card Statement is generated with the following details:</p> <ul style="list-style-type: none"> • Total Amount Due Rs.5,000 • Minimum Amount Due Rs.500 • Payment Due Date June 10th, 2022 <p>The Total Amount Due of Rs.5,000 represents the purchase made on April 21st, 2022, as the Total Amount Due of Rs.10,000 on Your Credit Card Statement dated April 20th, 2022, has been paid in full on or before due date. There will be no Finance Charge on this Credit Card Statement as Primary Cardholder has paid the Total Amount Due of Your April 20th, 2022, Credit Card Statement on the Payment Due Date.</p>
June 10 th , 2022	<p>Primary Cardholder pays the Total Amount Due of Rs.5,000 based on the Credit Card Statement generated on May 21st, 2022.</p> <p>This effectively means that for the purchase Primary Cardholder made on April 21st, 2022,</p> <ol style="list-style-type: none"> a) Primary Cardholder Primary Cardholder did not pay any Finance Charge and b) Primary Cardholder Primary Cardholder enjoyed an Interest Free Credit Period of 50 days which is the difference in days from the date of this purchase (April 21st, 2022) to the Payment Due Date (June 10th, 2022) of the same purchase.

(c) CREDIT LIMITS

Communication of Credit Limit and Cash Limit and Available Credit Limit and Available Cash Limit to Primary Cardholder	<p>Credit Limits and Cash Limits will be communicated to Primary Cardholder Primary Cardholder by the Bank when the Credit Card is issued and on the monthly Credit Card Statement. The available Credit Limit and Available Cash Limit in the Credit Card Account gets updated every time a Transaction or Cash Advance is performed or refunded, a payment is posted, or any fee and charges are posted or reversed from the Credit Card Account. Primary Cardholder can find the Available Credit Limit and Available Cash Limit at any point in time by contacting the Bank. All communication for the Add-on Credit Card will be sent to the Primary Cardholder. The Add-on Credit Card will share the credit limit of the Primary Cardholder. However, the Primary Cardholder may set up a separate limit for the Add-on Credit Card and this limit will be refreshed on each statement date. (Please refer to Annexure 3 for Our contact information).</p>
Changes to Credit Limit and Cash Limit	<p>Credit Limits and Cash Limits will be determined at Our sole discretion.</p> <p>Bank may change the Credit Limit and / or Cash Limit at any time and without any prior notification to Primary Cardholder. However, such changes will be communicated by SMS or email soon after the revision.</p>

(d) STATEMENTS & DISPUTES

Communication of Statements to Primary Cardholder	<p>Monthly Credit Card Statements will be sent by email to Primary Cardholder at the email address provided by Primary Cardholder. Primary Cardholder may request a printed statement by post. Credit Card Statements will be generated 20 days prior to Your Payment Due Date.</p>
Statement disputes	<p>If Primary Cardholder does not recognize any Transaction on Your Statement, Primary Cardholder should raise a dispute by calling or emailing the Bank at the number(s) / email address provided for the same in this terms and conditions. This should be done within 15 days from the Statement date.</p>
Dispute process	<p>Once Primary Cardholder raises a dispute, pending further investigation into the dispute, Bank may reverse any disputed transactions from Your Credit Card Account or post a temporary credit for the same. If the investigation determines that Primary Cardholder is liable for the disputed transaction, Bank will reinstate all the transactions in the Credit Card Account.</p>
	<p>Bank will provide Primary Cardholder with documents pertaining to the disputed transactions within 15 days from date Primary Cardholder raise a dispute subject to the operating guidelines of the card association.</p>
Transactions performed by Add- on Cardholder	<p>Primary Cardholder will be responsible for payment for all Transactions performed by any Add-on Cardholder under Your Credit Card Account. The Primary Card holder is liable for all spends and transactions done by Add-on Credit Card holder and such spends will be part of the Primary Card holder's monthly statement.</p>
Complete Postal Address of Card Issuer	<p>ESAF Bhavan, Mannuthy P. O., Thrissur, Kerala, India - 680651</p>

(e) CREDIT CARD PAYMENTS

Credit Card payment channels	<p>Primary Cardholder has the following channels using which Primary Cardholder Primary Cardholder may make payments to the Credit Card Account:</p> <ol style="list-style-type: none"> 1. Account transfer using the internet banking facility, mobile app. 2. NEFT funds transfer from another bank using IFSC XXXXXXXX. 3. Unified Payment Interface (“UPI”) transfer using any UPI app and QR code. <p>Primary Cardholder is advised to exercise due caution and refrain from making payments through modes other than those authorised by the Bank. If any such payments are made, Bank cannot be held responsible.</p>
Credit Card payment posting	<p>Bank will credit Primary Cardholder Credit Card Account only when we receive cleared funds from Primary Cardholder Payments made towards Primary Cardholder Credit Card Statement are acknowledged in subsequent Statements.</p>
Payment posting hierarchy	<p>Payments received from Primary Cardholder are adjusted against the dues in the following order:</p> <ol style="list-style-type: none"> 1. Taxes. 2. Fees and charges. 3. Finance charges. 4. Cash Advance Transactions. 5. Purchase of goods and services.

(f) RIGHT OF SET OFF

Bank may at any time and without any prior notice to Primary Cardholder, set-off any balances due from Primary Cardholder on the Credit Card from any deposit account maintained by Primary Cardholder with ESAF Small Finance Bank in Primary Cardholder’s name or in the name of the Add-on Cardholder.

(g) DEFAULT & CIRCUMSTANCES

Contact with Primary Cardholder	<p>If Primary Cardholder Primary Cardholder fails to pay the Credit Card dues to the Bank, Bank will remind Primary Cardholder Primary Cardholder by using the following channels:</p> <ol style="list-style-type: none"> 1. SMS to the mobile phone as per Our records. 2. Emails. to the email address as per Our records. 3. Letters sent by post to the mailing / permanent address of Primary Cardholder. 4. Outbound phone calls from Our collection center or collection center of any collection agency engaged by the Bank for following up with Primary Cardholder. 5. Visit to Primary Cardholder place of residence or place of work. <p>Bank may contact existing or previous Add-on Cardholder if Bank is unable to establish contact with Primary Cardholder.</p>
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Code of conduct	<p>Bank will adhere to the code of conduct for ethical collection of debt and will procure the same from any collection agencies engaged by the Bank.</p>
Actions on account of Default	<p>In the event that Primary Cardholder commit an instance of default, Bank may at Our sole discretion:</p> <ol style="list-style-type: none"> a. Withdraw all Credit Card facilities to Primary Cardholder. b. Ask Primary Cardholder to immediately pay all outstanding balance on the Credit Card. c. Exercise Our right to lien and set - off the amount outstanding against any monies / deposits / accounts maintained in Your name with the Bank.
Grace Period	<p>Primary Cardholder will be allowed a grace period of 3 (three) days from the Payment Due Date, where Late Payment Fees are not levied. This facility is provided keeping in mind the processing time of payments but Primary Cardholder must clear the dues by the Payment Due Date which is mentioned in the Credit Card Statement. Please note that the Grace Period is only applicable for Late Payment Fees and there is no Grace Period for Finance Charges.</p>
Blocking in case of payments overdue	<p>Your Credit Card and any Credit Cards issued to Your Add-on Cardholders will be suspended if any payment is overdue for 14 days or more from the Payment Due Date printed on Your Credit Card Statement.</p> <p>Primary Cardholder will need to pay the overdue amount so that Primary Cardholder and Add-on Cardholders are able to perform transactions on the Credit Cards. Bank may change this period of 14 days for suspension of Your Card for non-payment at our sole discretion and without any prior notice to Primary Cardholder.</p> <p>If Primary Cardholder has not paid the Minimum Amount Due on Your Credit Card Statement that was issued three months ago in full (i.e., Your Credit Card Account is 60 days past due), Your Credit Card Account will be permanently blocked.</p> <p>Bank may change this period of 3 months for permanently blocking Your Card for non-payment at our sole discretion and without any prior notice to Primary Cardholder. Any reinstatement of Your Credit Card Account after it is permanently blocked will be at Our sole discretion and upon payment of the entire overdue amount.</p> <p>Even if Your Credit Card Account is permanently blocked, Primary Cardholder will be liable for payment of the outstanding balance including any future Finance Charges and other fees / charges that may be levied as per these terms and conditions.</p> <p>In the event Primary Cardholder repays the outstanding balance in full, and Bank decline to reinstate the permanently blocked Credit Card Account, we may close Your Credit Card Account as provided under section (h) - "Permanent Termination by the Bank" of these terms and conditions.</p> <p>Apart from the above, Bank may forward the default report to the credit bureaus or to such other agencies as approved by law. The time period between the Payment Due Date and the Statement Date indicated on the Credit Card Statement is considered as the notice period for reporting Primary Cardholder as a defaulter.</p>

Blocking in case of default under any other facility	<p>In the event Primary Cardholder has availed any other loan / credit facility from us, Primary Cardholder is advised to ensure adherence to the repayment mechanism applicable in respect of such other loan / credit facility.</p> <p>In the event if such other loan / credit facility is classified by the Bank as a Non-Performing Asset (NPA), on account of Your failure to adhere to the repayment mechanism applicable with respect to the same or for any other reasons, Bank shall have the right to block Your Credit Card and report the Credit Card as NPA. The block placed on such Credit Card may be released at our sole discretion.</p> <p>Apart from the above, Bank may forward the default report to the credit bureaus or to such other agencies as approved by law. The time period between the Payment Due Date and the Statement Date indicated on the Credit Card Statement is considered as the notice period for reporting Primary Cardholder as a defaulter.</p>
Recovery of dues in case of Your default/ death/ insolvency / disability	<p>Bank will suspend Your Credit Card and any Add-on Credit Cards if</p> <ol style="list-style-type: none"> 1. In case of Primary Cardholder defaults in making payments 2. Bank receive notice of Primary Cardholder's death, permanent disability, or insolvency. <p>In such an event, further transactions in the credit card account will not be allowed and the entire balance outstanding on the Credit Card will become due immediately. Bank will have the right to recover the dues in accordance with relevant laws, including from other existing accounts with the Bank and in case of death of the Primary Cardholder, from Primary Cardholder's heirs, executors, or administrators.</p> <p>The Add-on Credit Card will be blocked if the Primary Cardholder's account is blocked for any reason including (but not limited to) delay in making a payment, need for additional KYC, adverse credit bureau reports, death / disability / insolvency of the Primary Cardholder. The Add-on Cardholder will be jointly and severally liable for all spend performed on his / her Add-on Credit Card in the event of the death, disability or insolvency of the Primary Cardholder.</p>
Recovery procedure in case of Overdue / Default	<p>In the event of default, Primary Cardholder will be sent reminders from time to time for settlement of any outstanding on the Credit Card Account, by phone, e-mail, SMS and/or engage third parties to remind, follow up and collect dues. Any third party appointed, shall adhere fully to the code of conduct on debt collection. It will be done as per Our approved Board Policy.</p> <p>Bank may initiate either transactions blocking and / or card blocking as suitable measure in case the card outstanding is overdue and not paid on or before Payment Due Date.</p> <p>If Your Credit Card Account is secured with a lien marking of a fixed deposit with the Bank, we may liquidate the fixed deposit if the Credit Card Account is overdue for more than 30 days.</p>
Available insurance cover, if any, for Primary Cardholder and date of activation of policy including nomination details	<p>Currently not applicable</p>

(h) TERMINATION

Permanent Termination by the Bank	<p>Bank may permanently terminate Your privileges as a Cardholder if:</p> <ol style="list-style-type: none"> 1. Primary Cardholder fails to adhere to the terms and conditions. 2. Primary Cardholder does not comply with any laws and regulations including any exchange control regulations. 3. Primary Cardholder uses or attempts to use the card at prohibited merchants including lottery, gambling, foreign exchange trading, pornography or in prohibited countries. 4. Bank is repeatedly unable to contact Primary Cardholder. 5. Bank are unable to obtain any documents required from Primary Cardholder for continued operation of the Credit Card Account as required by applicable regulations. 6. Primary Cardholder or Add-on Cardholder attempts to defraud the Bank. 7. Primary Cardholder Primary Cardholder is a merchant, and Primary Cardholder the Credit Card is used at the merchant establishment of the Primary Cardholder for carrying out point of sale for unusual amounts that are out of pattern for transactions at the merchant establishment. 8. If Primary Cardholder has permanently defaulted in the repayment of any other credit / loan facility extended to Primary Cardholder by the Bank. <p>If Bank permanently terminate Your Credit Card, Primary Cardholder will continue to be liable to repay all the dues on Your Credit Card Account.</p>
Surrender/ Termination by Primary Cardholder	<p>Primary Cardholder may surrender / terminate the Credit Card by contacting the Bank at the contact details provided in this terms and conditions.</p> <p>If Primary Cardholder Primary Cardholdersurrenders / terminates the Credit Card,</p> <ol style="list-style-type: none"> 1. Primary Cardholder Primary Cardholderwill continue to be liable to repay all the dues on the Credit Card Account. 2. Bank will not be liable to refund any unused portion of the Annual Fee or Add-on Card's Annual Fee, if any.
Procedure for closure of card account if the card has not been used for more than one year	<p>If a Credit Card has not been used for a period of more than one year, the process to close the card will be initiated after intimating Primary Cardholder. If no reply is received from Primary Cardholder, within a period of 30 days, the Credit Card Account will be closed by the Bank, subject to payment of all dues by Primary Cardholder.</p> <p>Subsequent to the closure of Credit Card Account, Primary Cardholder will be immediately notified about the closure through email or SMS.</p>

(i) LOSS / THEFT / DAMAGE / COMPROMISE OF CREDIT CARD

Reporting of loss / theft of Credit Card	<p>Primary Cardholder must call the Bank at the phone number provided in this terms and conditions immediately if Your Credit Card or Your Add-on Cardholder's Credit Card is lost, stolen, misplaced, damaged or is being used for Unauthorized Transactions.</p> <p>If a Credit Card reported as lost, stolen, misplaced, damaged or as being used for Unauthorized Transactions, it should not be used subsequently.</p>
Liability for lost / stolen card	<p>Primary Cardholder will be liable for any Unauthorized Transactions that are performed using Your lost / stolen Credit Card or lost / stolen Add- on Credit Card up to the point at which Primary Cardholder reported the loss or theft to the Bank. After the receipt of proper notification of the loss by the Bank, Your subsequent liability is zero. In addition to notifying the Bank about the loss or theft of the Card, Primary Cardholder must report any theft of cards to the Police and lodge a Police Complaint / FIR (within a reasonable time) and provide a copy of the said FIR / Police complaint to the Bank if so, required by the Bank.</p> <p>Bank will be liable for any Unauthorized Transactions that are performed using Your lost / stolen Credit Card or lost / stolen Add- on Credit Card after Primary Cardholder reports the loss or theft to the Bank.</p> <p>Primary Cardholder will be liable for any Unauthorized Transactions where Primary Cardholder or Add-on Cardholder shared the PIN or OTP with a third party.</p> <p>Credit Card Transactions in India require Primary Cardholder to input a PIN / OTP on the merchant's device at their point of sale or on their website / mobile app. For certain Credit Card Transactions, Primary Cardholder may be able to tap the Credit Card near the merchant's device to use the contactless feature which may or may not require Primary Cardholder to input a PIN. A PIN / OTP may not be mandatory in other countries, and Primary Cardholder will be liable for any losses for Unauthorized Transactions unless Primary Cardholder has already reported loss or theft of Your or Your Add-on Credit Card.</p>
Compromise of Your Card	<p>In the event Bank suspect that Your Credit Card information has been compromised, Bank may suspend usage of Your Credit Card and send Primary Cardholder a replacement Credit Card immediately. In such situations Bank will contact Primary Cardholder by phone, SMS or email to advise Primary Cardholder of the suspension of the Credit Card and the issuance of the replacement Credit Card.</p>
Suspicious use of Your Credit Card	<p>If We notice suspicious or unusual pattern of usage on Your Credit Card or Your Add-on Credit Card, Bank may suspend the Credit Card without any prior notice to Primary Cardholder. In such situations Bank will contact Primary Cardholder immediately by phone call, SMS, or email to verify the suspicious transactions. If Primary Cardholder confirms the authenticity of the suspicious Transactions, we may revoke the suspension of Your Credit Card and in such event, Primary Cardholder will lose Your right to dispute these transactions in the future.</p>
Liability for Unauthorized Transactions	<p>Please refer to Annexure 2 to understand Your liability for any Unauthorized Transactions in Your Credit Card Account</p>

(j) GRIEVANCE REDRESSAL AND COMPENSATION FRAMEWORK

Grievance Redressal	<p>In the event Primary Cardholder are not satisfied with Our responses to the inquiries, Our handling of any of the service requests or complaints, Primary Cardholder may write to Our grievance department, the details of which may be accessed at: www.esafbank.com</p>
Timelines for resolving grievances	<p>Bank will attempt to resolve all grievances raised to our Grievance Redressal Official within 10 working days. In the event we are unable to resolve Your grievance within these 10 working days, Bank will write to Primary Cardholder Primary Cardholder seeking a maximum of another 10 working days to resolve the grievance. In the event we are still unable to resolve Your grievance within this period, Bank will compensate Primary Cardholder for Our failure to resolve the grievance as per the compensation framework below.</p>
Compensation for failure to resolve grievances	<p>Unsuccessful / failed Transactions</p> <p>Bank will reverse any fees and charges that are levied because of the unsuccessful / failed Transactions or failed payment posting. Bank will not compensate Primary Cardholder Primary Cardholder if a Transaction is unsuccessful due to:</p> <ul style="list-style-type: none"> • The Credit Card Account having insufficient Credit Limit or Cash Limit. • The Credit Card Account being overdue. • A system downtime that is notified to Primary Cardholder in advance. • Credit card network unavailability due to telecom or other issues. • Failure of point-of-sale device at a merchant establishment (physical or e-commerce). • Failure on Primary Cardholder part in completing the Transaction properly, by using the correct PIN, Credit Card expiry date or OTP Usage of a Credit Card that has not been activated or has already expired or is damaged. <p>In the event the merchant claims such transaction, the regular dispute process will be followed.</p> <p>Delay in grievance redressal</p> <p>In the unlikely event that Primary Cardholder are not satisfied with our services, Primary Cardholder may register the grievance by:</p> <ol style="list-style-type: none"> (i) Calling our Customer Contact Centre on 1800-571- 3723 (ii) Writing to Customer Contact Centre at cccare@esafbank.com (iii) For further escalations you can write to our Deputy General Manager at ccsupport@esafbank.com <p>If the complaint is not resolved within 30 days of receipt by the Bank, then the said complaint can be escalated to Banking Ombudsman. Kindly refer to the following link for more details: https://www.esafbank.com/complaints-and-grievance-redressal/ (https://www.esafbank.com/pdf/Banking-Ombudsman-Scheme-2006.pdf) Bank may temporarily reverse any fees and charges that have been levied because of the delay in resolving Your grievance.</p>

	<p>Delay in closing Credit Card Account</p> <p>Bank will reverse any fees and charges that have been levied because of the delay in closing Your Credit Card Account. If Bank do not close Your Credit Card Account within 7 working days from the date Bank receive Your request we are liable to pay Primary Cardholder Rs.500 per day for each day of delay beyond the 7 working days.</p> <p>Blocking of lost / stolen Credit Card</p> <p>Bank will reverse any Transactions and associated fees and charges that have been levied as a result of the delay in blocking Your Credit Card Account from the time Primary Cardholder report the loss / theft of the Credit Card to the Bank</p>
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(k) CARDHOLDER INFORMATION DISCLOSURE

<p>Disclosure to credit bureaus</p>	<p>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 us, Bank will suspend reporting to credit bureaus till the dispute is resolved.</p> <p>Primary Cardholder must be aware that, Bank intend to share information relating to Primary Cardholder/ Add-on Cardholder(s), including information relating to any default committed by Primary Cardholder in discharge of Your obligation, as Bank may deem appropriate and necessary, with any existing or further credit bureaus as determined by the the Bank from time to time. In the event Bank are required to obtain any specific consent from Primary Cardholder to make such disclosure, such consent will be taken and recorded by the Bank during the course of the relationship with Primary Cardholder. The same would be undertaken at the time of on-boarding Primary Cardholder as a Primary Cardholder and/or at the time of renewal of the Cardmember Agreement and/or also after the onboarding but during the subsistence of the arrangement. This consent may be taken through email, SMS, IVR, written confirmation, recording of voice call and such mechanism as approved by RBI. Bank shall only seek approval from the Primary Cardholder and their consent will apply to all the Add-on Cardholder(s) associated for the consent to disclose information to such credit bureaus.</p> <p>Such credit bureau entities, with whom we share Your personal information, may further make available processed information or data or products thereof to other banks / financial institutions and other credit grantors.</p> <p>CreditbureausincludeCreditBureaus,CreditReferenceAgencies,CreditInformation Companies or any other entity formed and authorised by RBI for the purpose of collecting, collating and disseminating credit information pertaining to borrowers.</p> <p>Bank also wish to inform the Primary Cardholder and Add-on Cardholders that Bank will, at our discretion, record specific conversations between the Primary Cardholder / Add-on Cardholder and Our representative, in cases of grievance related conversation or payments-recovery related conversations or any other conversations, that Bank may deem fit.</p> <p>Before Bank report Primary Cardholder as a defaulter to the credit bureau, Bank will give Primary Cardholder an advance notice about Our intention to report Primary Cardholder as a defaulter. This notice may be included as a part of Your Credit Card Statement. If there are any pending disputes in Your Credit Card Account, Bank will ensure that the dispute is resolved before Bank report Primary Cardholder as a defaulter to the credit bureau.</p>
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	<p>If Bank have reported Your Credit Card Account as overdue or as a defaulter to a credit bureau and Primary Cardholder settle the overdue or defaulted amount in full, Bank may take up to 30 days from Your date of payment to update Your record at the credit bureau.</p>
<p>Disclosure to Our collection agencies</p>	<p>Bank may disclose information pertinent to Your Credit Card Account and personal data including personal information and sensitive personal information (“Personal Data”) to enable collection agencies that are authorized by the Bank to collect any overdue payments from Primary Cardholder on Your Credit Card Account.</p>
<p>Disclosure to other parties</p>	<p>Bank employ third party service providers on contractual basis to provide various services with respect to the Credit Card including but not limited to enrolment of the customer / member, undertaking KYC and background checks, assisting the Bank to finalize the credit limits, monitoring of transactions under the Credit Card Account with the Bank, processing of receipt of payments and spends against the card, record keeping, card feature fulfilment, marketing, promotional activities and benefit redemption etc, as may be permitted by RBI.</p> <p>The Primary Cardholder and Add-on Cardholder(s) must be aware that for enabling the third party service providers to provide the requisite services with respect to the Credit Cards, Bank would be required to share and disclose Personal Data with Our authorized service providers (including but not limited to 42 Card Solutions Private Limited, being the program manager for the Credit Cards)</p> <p>In the event Bank are required to obtain any specific consent from Primary Cardholder to make such disclosure, such consent will be taken and recorded by the Bank during the course of the relationship with Primary Cardholder. The same would be undertaken at the time of Your on-boarding and/or at the time of renewal of the Cardmember Agreement and/or also after the onboarding but during the subsistence of the arrangement. This consent may be taken through email, SMS, IVR, written confirmation, recording of voice call and such mechanism as approved by RBI. Bank shall only seek approval from the Primary Cardholder and their consent will apply to all the Add-on Cardholder(s) associated for the consent to disclose information to such credit bureaus.</p> <p>In addition to the abovementioned entities, Bank may disclose Your Personal Data to the following parties:</p> <ul style="list-style-type: none"> • Law enforcement, government departments and regulators. • Credit card associations and card networks (and through them to the institution acquiring merchant credit card transactions and to the merchant where Primary Cardholder used Your Credit Card) such as Visa, MasterCard, NPCI particularly in case of disputes. • Our vendors / agents / any program manager to whom Bank have outsourced our credit card operations.
<p>Disclosure with respect to Insurance Coverage</p>	<p>Bank, in tie up with insurance companies, may also offer insurance cover with the Credit Card to take care of the liabilities arising out of lost cards, card frauds etc (“Insurance Cover”). If the Card Member wishes to opt in for availing any such Insurance Cover with the Credit Card, Primary Cardholder confirm to have read, understood and agreed to the following terms and conditions set out below:</p>

	<ul style="list-style-type: none"> • Primary Cardholder must be aware that Bank will be required to share Your Personal Data with Our tie-up insurance companies for the purpose of calling and reaching out to offer the relevant insurance cover on the Credit Card and for processing Personal Data for availing such Insurance Cover (“Purpose”). • Bank are committed to protecting Your privacy and any Personal Data will be shared only Our authorized service providers and/or the tie-up insurance companies in accordance with the applicable data protection laws and regulations. Bank and our authorized service providers/the tie-up insurance companies shall implement reasonable security measures to safeguard Personal Data while sharing the Personal Data for the Purpose. • Bank confirm that Bank shall ensure that the frequency of such callings for the Purpose will be reasonable and in compliance with relevant regulations. Bank strive to provide Primary Cardholder with valuable information without causing inconvenience. • Bank reserve the right to modify these terms and conditions. Any changes will be communicated to Primary Cardholder through appropriate channels.
Changes to MITC & Jurisdiction	<p>ESAF Small Finance Bank Ltd reserves the right at any time, with due notice, wherever necessary, to add, alter, modify, change, or vary all or any of these terms and conditions. Primary Cardholder will not hold Us responsible for, or liable for, any actions, claims, demands, losses, damages, costs, charges, expenses, which a participant may suffer, sustain, or incur. These terms & conditions and the relationship among the Parties hereto shall be subject to the jurisdiction, governing law and mechanism for dispute resolution as prescribed under the Card Member Agreement.</p>

(I) CASH BACK PROGRAM

How to Earn Cash Back	<p>Cashback can be earned by Primary Cardholder by making a purchase transaction at eligible merchant categories by using the Credit Card.</p> <p>Bank reserve the right to modify the eligible merchant categories associated under the Cash back Program at Our sole discretion at any time. Primary Cardholder may be notified of changes to the terms and conditions of the Cash Back Program in such manner as Bank determine from time to time.</p>
Terms of Cash Back Program	<p>Primary Cardholder will need to make payment as shown on Your Credit Card Statement. Cash back credited to Your Credit Card Account will be adjusted towards the balance on Your next Credit Card Statement.</p> <p>Bank expressly reserve the right, at any time, to add to and/or alter, modify, change or vary all or any of the terms and conditions or to replace wholly or in part, the prevailing Cash Back Program by another rewards program, or withdraw it altogether, without assigning any reasons and with due intimation to Primary Cardholder through Our website and/or by other acceptable modes of communication, even though the changes may affect cash back already earned.</p>

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

ANNEXURE 1
SCHEDULE OF CHARGES
ESAF SMALL FINANCE BANK INORI CREDIT CARD

Fees & Charges Type	Amount / Value
Annual Fees	No annual fee and joining fee.
Add-on Card Annual Fees	No annual fee.
Service Charges for Transactions	No service charges levied for transactions.
Late Payment Fees	Rs. 500/-
Cash Advance Fees	Cash advance 5% or Rs. 500, whichever is high.
Finance Charge (APR)	Finance charge of 2.95% Per Month (35.40% annual percentage rate) for: a. Revolving credit b. Cash Advances
Finance (Interest) charges applicable	<p>Delayed payments: If the credit card holder fails to pay the total outstanding balance by the due date indicated on the Credit card statement, Bank will apply interest on the unpaid amount.</p> <p>Minimum payment only: Making only the minimum payment instead of paying the full outstanding balance results in the remaining balance subject to interest charges.</p> <p>Partial payment: When the credit card holder pays an amount less than the total outstanding due, the remaining balance will be subjected to interest charges.</p> <p>Cash advances: Using the credit card to withdraw cash from an ATM incurs immediate interest charges, often at higher rates than regular transactions, from the date of cash withdrawal till the full repayment.</p> <p>Carrying forward balances: If credit card holder carries over an unpaid balance from the previous billing cycle, interest will apply to this carried-over amount till the full amount is paid.</p>
Foreign Currency Sur-charge	2.5% of the value of the foreign currency transaction after conversion to Indian Rupees using card association's currency conversion at transaction point.
Return payment charge	2.5% of the value of the returned payment.
E-Statements	Nil (physical statement will be charged Rs. 50/-).

GST	18% (applicable on all fees, interest & other charges).
Card Replacement Fee	Rs. 500/-
Surcharge on Rental Payments	A surcharge of 1% of the transaction amount shall be levied on rental payments. GST and/or other govt taxes, if any, shall be applicable on surcharge. Further, not more than 40% of the credit limit on the card can be used for rental payments in a calendar month.
Fuel Surcharge Waiver	Fuel surcharge waiver will be limited to Rs 40,000 in a calendar month with no single transaction being over Rs. 8,000. While the customer may undertake fuel transactions over and above the limits specified above, no surcharge waiver shall be applicable.

ANNEXURE 2

LIABILITY FOR UNAUTHORIZED TRANSACTIONS

ESAF SMALL FINANCE BANK INORI CREDIT CARD

Liability for Unauthorized Transactions	Conditions
Primary Cardholder have Zero Liability in these situations	<p>The Unauthorized Transactions were the result of fraud, negligence or deficiency on Our part irrespective of whether the transaction was reported by Primary Cardholder.</p> <p>There is a third-party breach of our systems and the responsibility for this lies neither with the Bank nor with Primary Cardholder and Primary Cardholder notify the Bank within 3 working days of receiving a communication from the Bank regarding the Transaction</p>
Primary Cardholder have limited liability in these situations	<p>The Unauthorized Transaction is due to Your negligence (for example, where Primary Cardholder have shared Your Credit Card information, PIN or OTP with any third party), the entire loss will be borne by Primary Cardholder until Primary Cardholder report the Unauthorized Transaction to the Bank. Any loss arising from Unauthorized Transactions after Primary Cardholder them to the Bank, will be borne by the Bank.</p> <p>An electronic Unauthorized Transaction occurs and the responsibility for this lies neither with the Bank nor with Primary Cardholder and there is a delay of 4 to 7 working days on Your part in notifying the Bank about this from the date of Primary Cardholder receiving a communication from the Bank regarding the Transaction. In these cases, Your per Transaction liability will be limited to the lower of the Transaction value or the value mentioned below:</p> <ol style="list-style-type: none"> 1. For credit cards with a credit limit of up to Rs. 5 lacs: Rs. 10,000 2. For credit cards with a credit limit above Rs. 5 lacs: Rs. 25,000 <p>Further, if Primary Cardholder delay the reporting of the Unauthorized Transaction beyond 7 working days, Primary Cardholder will be liable for the entire amount of the Unauthorized Transactions. For the purpose of arriving at the number of working days in this Annexure, the working schedule of Your home branch will be considered and the date of receipt of the communication of the Transaction from the Bank to Primary Cardholder will be excluded.</p>

ANNEXURE 3

CONTACT DETAILS

A. Customer Care Service	
Call center phone numbers	1800 571 3723 - All calls to / from Our call center may be recorded.
Email address	cccare@esafbank.com
Mailing address	ESAF Small Finance Bank, ESAF Bhavan, Mannuthy P. O., Thrissur, Kerala, India - 680651
Dedicated Toll- Free Telephone Number	1800 571 3723
Dedicated SMS Number for Blocking Card	SMS BLOCKCC <Last 4 digits of the card> to +91-6235133888
B. For Closure/Surrender	
Email address	ccsupport@esafbank.com, cccare@esafbank.com
Dedicated Toll- Free Telephone Number	1800 571 3723
IVRS Contact Number	
C. Reporting Loss/Theft/misuse	
Phone Banking number	xxxx-xxx-xxxxx,xxxxxxxxxxxxxxxx
Email address	ccsupport@esafbank.com
Dedicated Toll-Free Telephone Number	1800 571 3723
IVRS Contact Number	
Mailing address	ESAF Small Finance Bank, ESAF Bhavan, Mannuthy P. O., Thrissur, Kerala, India - 680651
D. Grievance Redressal	
Grievance Redressal Officer	Principal Nodal Officer, ESAF Small Finance Bank, ESAF Bhavan, Mannuthy, Thrissur - 680651, Kerala, India
Dedicated Telephone Number	85890 01933
Dedicated Toll-Free Telephone Number	xxxx-xxx-xxxxx
Email address	principalnodalofficer@esafbank.com
RBI Ombudsman email address	Kindly refer to the following link for more details: https://cms.rbi.org.in