



Utkarsh Small Finance Bank

Credit Card Policy

FY' 24-25

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1. Product

Credit Card is a physical or virtual payment instrument containing a means of identification, issued with a pre-approved revolving credit limit, that can be used to purchase goods and services or draw cash advances, subject to prescribed terms and conditions.

The credit card limit is determined by the credit card issuer based on multiple factors including income & credit score.

Credit Card can be issued to an individual or a business entity depending on the use case.

Depending on the card issuer's liability it can be further classified as below:

- a) Unsecured Credit Cards: These are issued to an individual without any collateral security basis various parameters including annual income, bureau score, any current lending or an existing credit card.
- b) Secured Credit Cards: These are issued by marking lien on the fixed deposit of the customer in favour of the credit card issuing Bank.

Currently, Utkarsh Small Finance Bank (USFB) is offering Credit Card issued to an individual as below:

- a) Private Label/Regular Credit Cards
These are propriety cards offered by the Bank and vary from segment to segment. They can be either secured or unsecured.
- b) Co-branded Credit Cards
These are issued to an individual jointly by the Bank and other merchant/corporate – they can be secured or unsecured, depending upon on the business arrangement.

Utkarsh Small Finance Bank is offering following variant for co-branded Credit Card:

S.No:	Credit Card Name	Card Type	Card Type
1.	superCard	Co-branded	Secured (FD linked)

2. Acquisition Channel

We are currently offering a co-branded secured credit card in association with super.money (a Flipkart Company). It is available for New to Bank and Existing to Bank customers who will be acquired based on marketing and promotion by the co-branded partner and onboarded through the super.money app powered Bank's Technology Service Provider.

3. Issuance of Credit Cards

In line with extant RBI Directions, A One Time Password (OTP) based consent shall be sought from the cardholder for activating a credit card, if the same has not been activated by the customer for more than 30 days from the date of issuance.

If no consent is received, for activating the card, credit card account shall be closed without any cost to the customer within seven working days from date of seeking confirmation from the customer.

Intimation shall be sent to the cardholders prior to the renewal of existing card and option shall be provided to decline if the cardholder desires. Further, in case a card is blocked at the request of the customer, replacement card in lieu of the blocked card shall be issued with the explicit consent of the customer.

4. Standard Product Features:

Particulars	Co-Branded Credit Cards	
Age Limit (in yrs)	18 yrs and above	
Application	Digital	
KYC	As per Bank record	
Credit Limit	Secured (up to 90% FD amount)	Minimum – Rs 90
		Maximum – Rs 9,00,000
Interest Free Credit Period	Up to 45 days	
Eligible Segments	As per Bank's policy	

5. Fees and Charges

The information on key features including applicable interest rates/fee and charges has been mentioned in the Most Important Terms and Conditions (MITC) and Key Fact Statement (KFS) available under Terms & Conditions on Utkarsh Small Finance Bank's website- <https://www.utkarsh.bank/personal/cards/credit-card/supercard>

6. Bureau Check and Reporting

Credit Bureau/Credit Information Company (CIC) check plays an important role in establishing a borrower's willingness to repay and the Bank refers the applications to Credit Bureau, post minimum credit parameters check. The willingness to repay is assessed by evaluating repayment track record of the customer available in Credit Bureau.

On regularization of the account, the Bank will take steps to update this information with the CIC in the next report. In the event of non-payment of at least the Minimum Amount Due by the Payment Due Date, card account will be reported as 'Default' to credit information bureaus / agencies.

7. Credit Limit Change

The Bank may review credit limit for cardholder's account, which include but not limited to account performance, cardholder's spending, payment and delinquency patterns, credit bureau history, behaviour score and other portfolio triggers.

Any increase in credit line is done post express consent received from customer. Pro-active limit decrease, which may be permanent or temporary, initiated by the Bank, will be informed to the customers through SMS /e-mail/letter.

In line with extant RBI Directions, it shall be ensured that the credit limit as sanctioned and advised to the cardholder is not breached at any point in time without seeking explicit consent from the cardholder.

8. Registration of Customer Complaints

Customer can either raise a dispute by calling the Customer service team as below:

S.No:	Credit Card Type	Helpline No:	Email:	Customer App
1	Co-branded	18003097986	supercard@utkarsh.bank	super.money app

9. Credit Card (CC) Repayment

CC Repayment can be done via the super.money app.

10. Collection of Dues

In the event of default, the Cardholder will be sent reminders from time to time for settlement of any outstanding on the card account, either by post, fax, telephone, e-mail, SMS, or any other mode decided by the Bank, and/or we may engage third parties to remind, follow up and collect dues.

Any third party so appointed, shall adhere fully to the code of conduct on debt collection.

For secured credit card, Bank shall have the right to liquidate the entire fixed deposit amount or make deductions from the amount received for creation of deposit, including the interest accrued, and set-off such amount against the outstanding amount payable to Bank with respect to the Card. Any balance remaining after the above due adjustment shall be refunded to the customer.

11. Closure of Credit Cards

Closure of Credit Card can be initiated by the Cardholder.

Cardholders may place request for closure of credit card account through multiple channels such as helpline, e-mail, mobile app etc. and any request for closure of a credit card shall be honoured within seven working days' subject to payment of all dues by the cardholder.

If a credit card has not been used for a period of more than one year, the process to close the card shall be initiated after intimating the cardholder. If no reply is received from the cardholder within a period of 30 days, the card account shall be closed subject to payment of all dues by the cardholder. The information regarding the closure of card account shall also accordingly be updated with the CIC (Credit Information Company).

12. Annual Review

This policy shall be reviewed annually or earlier in case of any changes in laws and regulations (as applicable).

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