

POLICY FOR CREDIT CARD BUSINESS

Division : **CREDIT CARD & MERCHANT
ACQUIRING BUSINESS DIVISION**
Version : 2022_CCMABD_1.0



1. Policy Overview

1.1 Objective

Credit Card Business Policy aims to provide a framework of rules/regulations/standards/practices for the Credit Card issuance and to ensure that the same are in alignment with the best practices. Bank adopted adequate safeguards and implemented the same in order to ensure that its Credit Card operations are run on sound, prudent and customer friendly manner.

1.2 Applicability

Credit Card Business policy will be applicable for PNB, Credit Card Subsidiary - PNB Cards & Services Ltd, Bank's sponsored Regional Rural Banks (RRBs) and other co-branded partners.

The Credit Card Business Policy has been framed comprising the Regulatory guidelines applicable for complete lifecycle of Credit Card.

The guidelines majorly includes the following:-

- Processing of Credit Card applications basis on eligibility criteria, completion of documentation, due-diligence and compliance of other Bank guidelines
- Issuance & delivery of Credit Cards to the customers
- Redressal of Complaints/Disputes raised by the Credit Card holders
- Management and Handling of Delinquent & NPA Credit Card accounts

2. Policy Details

2.1 Policy definition

This Policy has been formulated keeping in mind RBI and other Regulatory guidelines issued from time to time.

Credit Card Business Policy comprises of 3 parts as under:

- Part - 1:** Policy for Credit Card Issuance
- Part - 2:** Policy for Dispute Resolution and Fraud Management in Credit Card
- Part - 3:** Policy for Income Recognition, Asset Classification & Provisioning and Compromise/ Settlement in Respect of Credit Cards

2.2 Policy Details:

PART-1 POLICY FOR CREDIT CARD ISSUANCE

1) Products/Offerings

i) **Existing Offerings**

The Bank offers its PNB Global Credit Card on **RuPay and VISA** platforms to individuals and Corporate Credit Cards to employees/ executives of corporate. Bank is issuing EMV (Europay, Master Card & VISA) chip plus Magstripe Credit Cards containing enhanced security features. All new cards as well as renewed cards are being issued with EMV chip plus Magstripe.

PNB issues Credit Cards on the following platforms and variants:

a. **RUPAY (NPCI)**

<i>Credit Card Variant</i>
PNB RuPay Platinum
PNB RuPay Select
PNB Rakshak RuPay Platinum
PNB Rakshak RuPay Select

b. **VISA**

For Individuals

<i>Credit Card Variant</i>
PNB Global Classic
PNB Global Gold
PNB Global Platinum/PNB Wave & Pay
PNB VISA Signature

For Corporates

- PNB Corporate VISA Gold with Individual liability
- PNB Corporate VISA Gold with Corporate liability
- PNB Corporate VISA Platinum with Individual liability
- PNB Corporate VISA Platinum with Corporate liability

ii) **Upcoming Offerings:**

(A) Bank may launch new Credit Card variant or co-brand Cards with third party entities under VISA/NPCI/Mastercard or other platforms also as per the feasibility. New types of cards will be launched from time to time as per the need of different segments of customers/non-customers.

(B) Issuance of Co-Branded Credit Cards

Bank is in process of entering into co-branded agreement with banking/non-banking entity. In this type of arrangement, leads will be procured from existing customer base/employees of the banking/non-banking entity besides which may include both PNB and non-PNB customers. Instructions/guidelines on KYC/AML/CFT applicable to Banks as issued by RBI from time to time will be adhered to in respect of all Credit Cards issued including co-branded, corporate and add-on Credit Cards.

• **Due Diligence**

While issuing co-branded Credit Cards, Banks must undertake due diligence on the non-bank entity to protect themselves against the reputation risk to which they are exposed to in such an arrangement.

• **Role of banking/non-banking entity**

The role of the banking/non-banking entity under the tie-up arrangement should be limited to marketing /distribution of the cards or providing access to the cardholder for the goods/services that are offered.

• **Outsourcing of activities**

The RBI guidelines on “Managing Risks and code of conduct in outsourcing of financial services by Banks” as contained in the circular DBOD.No.BP.40/21.04.158/2006-07 dated November 3, 2006, as amended from time to time will be adhered to as Bank will be responsible for all acts of the co-branding partner.

• **Competent authority**

All the approvals including process flow, product features, pricing related matters of co-branded Credit Cards will be placed before competent authorities in terms of IRMD Policy for approval of new product – Compliance/SPACE/CRMC or ORMC(as applicable)/RMC and then before Board for information. For other approvals, the note shall be placed to respective competent authority.

(C) Pre-filled application forms for existing PNB Customers - Auto filled Credit Card application in PDF form will be generated by fetching the data from CBS, customer will sign and submit the system generated PDF application form.

2. **Eligibility Criteria:** The applicant should meet the following laid down criteria:

i) **Age Criteria:** For VISA/RuPay Cards, the applicant should be between the age of 21 years and up to 70 years. For add-on cards – minimum age will be 18 years and upto 70 years. In case of application against FD, minimum age is 18

years and there is no ceiling on the upper age limit for primary as well as add-on cards.

ii) Educational Qualification: Applicant should be literate to be eligible for PNB Credit Cards (All variants)

iii) Independent Financial Means: The applicant should have independent financial means and the proof of income will be enclosed with the application. Primary Credit Card will not be issued to persons / students with no independent financial means. However, add-on cards can be issued to them but the liability for such add-on cards will be solely of the principal / primary cardholder.

iv) Minimum Net Annual Income: Cards are issued basis on minimum Net Annual income or Net monthly Salary as per Salary Slip or amount Credited in customer's Account with documentary evidence in form of ITR/Salary Slips as under:

Profession	(Amt in Rs)			
	For VISA Classic & RuPay Platinum	For VISA Gold	For VISA Platinum, RuPay Select & PNB RuPay Millennial	For VISA Signature
Salaried/Business/Self-employed/Professional	2,50,000	3,50,000	5,00,000	7,50,000

v) PAN Card, E-mail ID: The applicant should have PAN card and should submit copy of the same with the application. **Valid** Email-id is mandatory for issuance of Credit Card in all cases. In case of Digital on boarding, online verification from source i.e. NSDL will be sufficient along with photo of original PAN Card captured through digital on boarding mobile application or Bank's website or Bank's other digital platforms. Moreover, "Online PAN verification" facility available on Non-CBS Home Page may be utilised for PAN verification at the time of sanction of Credit Card limit.

vi) Proof of Address: Applicant should be KYC compliant during the acquisition process as per the prevailing RBI's KYC guidelines. If the communication address submitted by the customer is different from that indicated in the OVD, suitable proof to be obtained from the customer. In case of C-KYC based on-boarding of customers, no physical copies of KYC documents to be obtained from the customer.

3. Sourcing of Credit Card Applications

Presently, PNB Credit Card applications are sourced by our Branches only. However, in lines with peer Bank practices, facility of Credit Card will be available to both PNB & non-PNB customers meeting eligibility criteria and having satisfactory Credit history/CIR.

3.1) Sourcing of Credit Card Applications for PNB & non-PNB Customers

The prospective Credit Card holders must have relationship with PNB or with other nationalized/private bank/foreign bank.

Proof of Income

List of required income proof documents to be submitted along with Credit Card application form:-

<i>For PNB customers</i>	<i>For non-PNB Customers</i>	<i>For RRB employees</i>
<p><u>For Salaried persons / pensioners (Salary/pension account with PNB)</u> If net monthly salary/pension is credited in PNB account for at least 6 months and amount being credited should not be < Rs.20, 834/- per month then no income proof is required.</p> <p><u>If salary/pension credited in PNB account is not regular</u> Latest IT return duly acknowledged by IT Deptt.</p> <p><u>Permissible period in delay of credit of salary</u></p> <ul style="list-style-type: none"> • For Central/ Govt./ PSU - 2 months • Others – no exemption <p>Credit Card applications not fulfilling the above permissible period will not be considered.</p> <p><u>For Salaried persons / pensioners (Salary/pension not credited in PNB Account)</u></p> <ol style="list-style-type: none"> 1. Latest IT return duly acknowledged by IT Deptt. 2. Statement of Account(SOA) of at least 3 months of his/her salary/pension account. 	<p><u>For Salaried persons / pensioners</u></p> <ol style="list-style-type: none"> 1. Copy of latest Statement of Account (SOA) (showing transactions done within last 3 months) 2. Latest IT return duly acknowledged by IT Deptt. <p><u>For Self – employed / Professionals</u></p> <ol style="list-style-type: none"> 1. IT return duly acknowledged by IT Deptt. for last 2 years. 2. Copy of latest Statement of Account (SOA) (showing transactions done within last 6 months) 	<p>Latest Salary Slip</p>

<p>3. EPF/NPS/PF Statement or from Umang App or website of EPFO/NPS/other official sources (additional document however not mandatory)</p> <p>For Self – employed / Professionals: IT return duly acknowledged by IT Deptt. for last 2 years.</p>		
<p><u>Co-branded Credit Cards in case of employees of co-branded partners</u> IT return duly acknowledged by IT Deptt/ Form 16 duly verified or signed by the employer/3 months Salary Slip. (Genuineness of income proof to be ensured by the Division through Employer)</p>		

Note : If the customer is dealing with more than one bank then the SOA should be preferably of that account in which regular income is credited.

Customers (PNB/Non-PNB) with CIR score 0/-1/No credit history

Such applications will be sanctioned by the sanctioning official as per sanctioning powers and should be placed to next higher level official for sighting.

4. Sourcing of Credit Card applications through Branches

- a) Credit Card Applications are presently being sourced through our branches only. Branches get the application filled from the customer and enter the full application details in CCAPP Menu of CBS with Maker/Checker.
- b) The customer are informed about the variants of Credit Cards offered by the bank and benefits attached to them.
- c) RBI’s Know Your Customer (KYC) guidelines to be followed properly while sourcing Credit Card application. A standard set of Most Important Terms and Conditions (MITC) and User Guide of Bank’s Credit Card be provided to the cardholders along with Credit Card application at the time of delivery of Credit Card.
- d) Cardholder will be informed that for Add-on cards i.e. those that are subsidiary to the principal card, will be issued with the clear understanding that the liability will be that of the principal cardholder. Similarly while issuing Corporate Credit Cards, the responsibilities and liabilities of the corporate and its employees will be clearly specified.
- e) Any insurance cover in tie up with insurance companies, if provided, the details of nominees for the insurance cover in case of accidental death and disablement benefits be obtained in writing from the Credit Card holders.

- f) It will be also ensured that the relevant nomination details are recorded by the Insurance Company. A letter to the Credit Card holder indicating the details regarding the name, address and telephone number of the Insurance Company which will handle the claims relating to the insurance cover also be issued.

5. Sourcing of Credit Card applications through other modes

On basis of recent developments, besides our branches Credit Card applications will also be sourced through following modes:-

- Credit Card Subsidiary – PNB Cards & Services Ltd, (physical & digital mode)
- Online sites like creditmantri, bank bazaar, paisabazaar etc.,
- Leads procured through Bank's own digital platform-mobile banking, IBS,etc
- Co-branding tie-ups with leading merchants/organizations in which leads may also be received from the merchants/organizations.

5.1 Digital onboarding

Customers will be on-boarded through digital mode viz. mobile app, website etc. It will enable branch staffs or agents/DSAs/PSAs (*engaged by PNB Cards & Services Limited. The agents engaged by the Subsidiary may be used for onboarding of Credit Card applications through physical or digital mode*) in effective checking of information & documents provided by customers and will ease them instead of manual filling of application, data entry in CBS and scanning and uploading of documents.

In case of C-KYC based on-boarding of customers, no physical copies of KYC documents to be obtained from the customer. Moreover, "Online PAN verification" facility available on Non-CBS Home Page may be utilised for PAN verification at the time of sanction of Credit Card limit.

Basis on business requirement, Division will take assistance/services of third party agents/sales executives (engaged through co-brand arrangements or otherwise) or its sponsored RRBs or subsidiaries for on boarding of customers. The sourcing of customers may be done physically or digitally through mobile app or Bank's other available digital modes.

6. Processing of Credit Card leads received through branches and other physical/digital channels:

Bank will take assistance (wherever required) of Credit Card Subsidiary for mobilization and its conversion including completion of documents and other formalities. The leads and the Credit Card applications received through branches and other physical/digital channels will be processed through Risk Underwriting Model (RUM) for data validation, pre-screening through

CICs/UIDAI etc and other due diligence. After proper scrutiny of applications, Credit Card limits will be sanctioned subject to fulfillment of policy guidelines.

7. Type of Credit Cards:

Primary & add on cards:

- a) **Primary Card:** Credit Cards issued to individual applicants are primary cards. However, in case of Corporate Card, cards issued to different individuals at the behest of corporate are treated as primary cards.
- b) **Add-on cards:** At the request of primary cardholder, maximum two add-on cards can be issued only to spouse, mother, father, major son and daughter (unmarried) of the primary cardholder. The age of add on cardholder should be between 18 and 70 years. If the card is issued against the security of FDR, upper age criteria is waived as for Primary cards. However, the liability for add-on cards will be solely of the principal / primary cardholder. **Add on cards** are not issued in case of Corporate Credit Cards.

8. Special Schemes for PNB Credit Cards:

Distinctive features of special schemes are as under:

a) PNB Rakshak Credit Cards

In order to augment defence business portfolio of the Bank, the Bank is issuing following two variants of Credit Cards to customers having PNB accounts opened under Rakshak Salary Scheme:-

- a) PNB RAKSHAK RUPAY PLATINUM
- b) PNB RAKSHAK RUPAY SELECT CREDIT CARD

b) Scheme For PNB Global Credit Card For NRIs

PNB Global Credit Cards for NRIs are issued as INR denominated International Credit Card. All NRIs (as defined by RBI or in terms of Regulation 2 FEMA 1999); existing and the prospective customers of the Bank are as under: -

- a) The Applicants that holds either an NRE/NRO/ or FCNR fixed deposit Account with PNB in their own name. *The amount held in NRE/NRO/ or FCNR should be equivalent of INR **100000** (Minimum)
- b) Applicants should have an operative NRE or NRO savings account with PNB.

CARD CREDIT LIMIT: Card Credit limit will be 80% of the amount of deposit with PNB. Lien will be marked on the deposit held.

c) PNB Credit Card By Marking Lien On Term Deposit Held With Bank

- a) Credit Card will be issued in the name of Applicant whose name should appear on the fixed deposit receipt either singly or jointly with a family member.
- b) Joint deposit with Minor is not eligible
- c) Card Credit Limit will be set up in multiples of 1000/- on the lower side of 80% of Term Deposit amount.
- d) Branch will mark lien on the deposit held.
- e) No Income proof is required to be submitted by the cardholder.
- f) There is no upper Age limit for the Credit Card applicant.

d) Scheme For Credit Cards To Housing Loan Customers Of PNB

Under this scheme, Credit Cards with specific credit limits (ranging between 7.5%-15% of Housing loan amount) will be made available to existing and prospective housing loan customers of PNB who apply for Credit Card based on the Housing Loan facility sanctioned to them. In the case of existing housing loan customers, Credit Card will be issued to the borrower who have been regular in repayment of Housing Loan instalments and are having satisfactory CIC report.

e) Scheme For Credit Card To Visually Impaired Persons

Only PNB customers will be eligible for issuance of Credit Card under this category. A visually impaired applicant, must possess a voice-enabled mobile phone for the purpose of communication of transaction happening on the Credit Card. Only photo card will be issued to the applicant.

f) Credit Cards to Individuals, drawing salary from their account maintained with PNB

All customers maintaining salary account with our bank under scheme SBSAL and having CIC score of 680 and above shall be eligible for the credit card limit for pre-approved cards proposed as below:-

Net Monthly Income Slab	Proposed Credit Card Limit
<=50000/-	2 times of average of last 6 months net salary*
>50000/-<=100000/-	3 times of average of last 6 months net salary
>100000/-<=200000/-	3.5 times of average of last 6 months
>200000/-	4 times of average of last 6 months net salary

*Net Salary-Average of last 6 months salary credited in the account

The above pre-approved Credit Card limits are subject to maximum limit arrived under RUM.

Note: In case customer intends to avail higher card limit, such application will be processed as per scoring model for general category scheme. Any such individual will attach proof of income along with PAN Card copy to the application besides statement of account.

g) Credit Cards to the Employees of PNB Metlife India & Other such Tie-Ups:

Bank is under tie up arrangement with PNB Metlife India for Life Insurance business by the bank. The employees of PNB Metlife India can be issued Credit Cards subject to fulfilment of eligibility guidelines. In order to ensure that the applicant is an employee of PNB Metlife India, all applications shall be supported with the information on the letter head of PNB Metlife signed by the authorized officer of PNB Metlife India. All the above mentioned guidelines will also be applicable to other such tie-ups.

All other terms and conditions as applicable for issuance of Credit Card to individuals will be applicable.

h) Credit Cards to the Employees of sponsored RRBs of Amalgamated entity

Employees of the RRBs sponsored by PNB, except subordinate staff, may be offered bank's Credit Cards with same Credit Card limits and terms and conditions as applicable for PNB employees except for service charges which will be levied as applicable for public. The employees should be permanent & should have been confirmed in service of the concerned RRB. All applications must contain recommendations of authorized official of HO/RO of the concerned RRB for issuance of Credit Card. The RRB employee may apply for Credit Card through any PNB branch or through other available online modes.

Credit Card limit for RRB employees is as under:-

Scale	Credit Card Limit
Subordinate Staff	NIL
Clerical	1,00,000
Officers-JMG I	2,00,000
MMG-II & III	3,00,000
SMG IV	5,00,000
SMG V	7,00,000
SMG-VI	10,00,000
SMG-VII	12,00,000

Recovery in case of Credit Cards issued to RRB staff members

- a) In case Credit Card account becomes delinquent, on receiving instructions, PNB may approach RRB to debit the account of the concerned employee/ deduct from salary/ other dues payable by the indicated amount and remit the same for credit of concern PNB Credit Card account.
- b) In case the RRB employee does not remain in service due to retirement, resignation the employee may be allowed to continue the Credit Card, however, Credit Card limit be revised as per Bank guidelines applicable for Credit Card issuance to general public. Cases where employee does not want to continue with PNB Credit Card, Bank may approach RRB to recover entire due amount in RRB employee's PNB Credit Card account from dues payable to him/ her.

- c) In case of deceased employees, Bank may approach RRB to recover the Credit Card dues from the final dues payable to the deceased employee.
- d) In case of termination/permanent suspension from the service, the Credit Card to be cancelled with immediate effect and Bank to recover the dues.
- e) In case of temporary suspension(i.e for a particular period), the Credit Card usage to be stopped/blocked with immediate effect. Bank will approach RRB to recover the unpaid Credit Card dues. The Card may be unblocked once respective RRB confirms re-joining of the employee in the service.

All other terms and conditions as applicable for issuance of Credit card to individuals will be applicable.

i) **PNB Corporate Credit Card**

Definition: Corporate will include Public Ltd. Companies, Pvt. Limited companies, PSUs, Registered societies/ Institutions/Trusts/ Association, Partnership concerns, Defense CSD canteens, Govt. Offices/Institutions etc. Corporate will not include proprietary business.

Types of Corporate Credit Card :-

i) Corporate Credit Card with Individual Liability

Executives/ Employees of the corporate including companies, registered societies/ Institutions, Partnership and Proprietorship firms maintaining satisfactorily operated account with our Bank are eligible for Corporate Credit Card with individual liability. The name of the executive/ employee to be recommended by the Corporate for issuance of Corporate Credit Card.

ii) Corporate Credit Card with Corporate Liability (CCCL)

- (a) **Corporate Credit Card Limit:** This Corporate Credit Card limit will be sanctioned after assessment of the Financials of the Corporate. Any number of cards can be issued as per the request of the corporate within the overall limit sanctioned for the corporate:
- (b) **Corporate Enjoying Credit Exposure From The Bank** - The maximum corporate card limit per corporate for corporate card with corporate liability shall **not exceed 15% of average operating expenses** of the previous three years, however where corporate is less than three years old, average operating expenses for last two years as per financial statements of the corporate may be considered.
- (c) **Corporate Not Enjoying Credit Exposure From The Bank** - Limit to be assessed based on the credit summations in the account of the corporate i.e. 20% of average credit summations of previous two years with maximum corporate Credit Card limit of Rs 10.00 lakh, whichever is lower.
- (d) **Corporate having Deposit with the Bank** - Limit to be assessed based on the TERM DEPOSIT/OTHER DEPOSITS pledged with bank i.e. Maximum

80% of the Term Deposit/Other deposits amount or Rs.50 lakh, whichever is lower.

9. Pre-approved Credit Card to staff members/ex-staff members

The staff members of the Bank are eligible to avail Credit Card facility with pre-approved Credit Card limit on basis of their scale/designation. The staff members who have been issued PNB Credit Card will be permitted to continue such Credit Card with same credit limit even after superannuation until expiry of the card issued to them. After superannuation when the renewal of cards become due, the Credit Card limits to be revised. The retired staff gets considerable income through pension and interest income of terminal dues to serve their Credit Card dues.

Cases where Ex-staff member has not availed Credit Card facility earlier/during the service and wants to apply for Credit Card after retirement under scheme applicable for ex-staff members, he/she may apply for the same. Credit Card may be issued within the prescribed age limit i.e. upto age of 70 years.

Credit Card Limits for Staff Members:

Cadre/ Designation	Credit Card Limit during the service (in Rs.)	Credit Card Limit after superannuation (in Rs.)
Subordinate Staff	25,000	20,000
Clerical	1,00,000	75,000
Officers-JMG I	2,00,000	1,50,000
MMG-II & III	3,00,000	2,00,000
SMG IV	5,00,000	3,50,000
SMG V	7,00,000	5,00,000
TEG VI	10,00,000	7,00,000
TEG VII & VIII	12,00,000	10,00,000
ED, CMD/MD & CEO	15,00,000	12,00,000

The above pre-approved Credit Card limits for staff members are **subject to maximum limit arrived under RUM**. For staff who has resigned, terminated, suspended the Credit Card shall be closed.

Keeping in mind the GoI thrust on increasing RuPay Cards in the economy, only RuPay Credit Card variants will be issued to the applicants, however, VISA Cards will be issued on basis of customer's specific request and subject to his/her eligibility .

Note : In case the ex-staff member has income from other source and desires higher Credit limit, he/she can apply for Credit Card as per procedure for issuance of Credit Card to public.

10. Credit Card to Students

As per extant guidelines, Credit Card to students is issued only as an **Add-on** card with their parents (primary cardholder).

11. Pre-approved Credit Cards

Presently pre-approved Credit Card limits are being sanctioned under following category:-

- a) PNB Housing loan borrowers
- b) PNB Term Deposit Holders*
- c) Salary/Pension Account Holders for PNB/non-PNB customers

Bank may approach existing PNB customers for issuing Credit Cards under pre-approved categories.

To extend the target group following new categories are being introduced under pre-approved segment:-

A. Existing PNB Retail Loan Customers- For the provision of pre-approved credit card, following new retail loan categories have been covered under this segment viz. Education Loan, Housing Loan, Car Loan and Personal Loan availed from our bank.

- a) **Education Loan under PNB PRATIBHA or PNB UDAAN scheme**
- b) **Personal Loan**
- c) **Car Loan**

B. Other new pre-approved Categories-

a) Card to Card Limit : Eligible customers who are having Credit Card limit Rs 50,000/- & above from peer banks and having satisfactory CIC Score are eligible for Credit Card limit under this category. This credit card limit is also available to NON-PNB customers.

b) QAB Based Limit : Under this segment, only the existing PNB customers maintaining Minimum QAB of Rs. 35000/- for at least 2 latest Quarters.

c) Staff Recommendation- This category covers the pre-approved credit card cases specifically recommended by PNB staff (JMG-I and above). **This credit card limit is also available to NON-PNB customers.**

Note : Bank may approach customers for issuing Credit Cards under above mentioned pre-approved categories on basis of system extracted MIS.

12. Balance Transfer Facility:

Cardholder can get the facility to transfer the balance from any other bank's Credit Card to PNB global Credit Card under EMI scheme with repayment period of 6 months.

13. Easy Pay Plan for Retail Purchases

PNB's Credit Card holder on making purchases such as buying a new TV or a computer; or paying for their vacations or any emergency hospital bills can plan



their repayment options through EMI Plan formulated for PNB's Credit Card holders. The repayment of dues on account of any such transaction can be made through monthly installments subject to fulfillment of terms and conditions.

14. Extending EMI facility to Credit Card holders for conversion of outstanding Credit Card dues into EMIs – Balance EMI facility

To facilitate the Credit Card holders who wants to opt EMI facility for paying their Credit Card dues, Balance EMI facility is available under which complete outstanding Credit Card dues can be converted into EMIs to ease out the repayment subject to fulfillment of terms and conditions.

15. PNB Insta Pay EMI Scheme At POS & E-Commerce

- a. EMI scheme having the features of instant EMI i.e. the cardholder be provided an option to convert his purchases into EMI at the time of purchases itself. Accordingly, PNB Insta Pay EMI Scheme at Point of Sale (POS) and e-commerce is available to the PNB Cardholders.
- b. PNB's Credit Card holders can make hassle free shopping at merchant / e-commerce sites at lower rate of interest and processing fee requiring no documentation through PNB Insta Pay EMI option.

16. Enhancing Security of Card Transactions

For the safety and security of payment systems operated by the bank, & various security measures in accordance with this policy to mitigate risks have been formulated & given in the IT security policy of the bank. In terms of RBI guidelines on "Enhancing Security of Card Transactions" circulated vide RBI circular no. DPSS.CO.PD No.1343/02.14.003/2019-20 dated 15.01.2020, at the time of issue/re-issue all cards (physical/virtual) issued by PNB Bank are enabled for use only at contact base points of usage (viz. namely ATM's and POS devices) within India. Facility is provided to cardholders for enabling card not present (domestic and international) transactions, card present (international) and contactless transactions. Cardholder can get the card activated for card not present (domestic) and international usage through mobile app PNB-Genie. Further, international usage will be activated for those Credit Card holders only whose PAN is linked to the Credit Card account.

- a) If the card is not used for the first year of issuance, no charges other than joining fee will be levied in the card account.
- b) Non-payment of joining fee will accumulate financial charges. However, late payment charges will not be levied in such cases. The demand of dues (charges) will be raised by the Bank in form of monthly invoice and card will be marked NPA as per bank guidelines.
- c) Once the customer starts using the card, outstanding dues will attract applicable financial & other charges.

- d) Amount of Joining/Annual fee will be claimed from the customer as a whole in the Bill amount and MAD will not be calculated on the charges levied by Bank.
- e) In such identified Card accounts where customer is not using his/her Credit Card, Bank will approach those customers and try to convince to start card usage. However, such cards will be closed after period of 1 year from the date of issuance after two times follow up/intimation to the card holder through SMS/e-mail.

16.1 Digital Payment Security controls

RBI vide its circular RBI/2020-21/74 DoS.CO.CSITE.SEC.No. 1852/31.01.015/2020-21 dated 18.02.2021- Master Direction on Digital Payment Security Controls, provides necessary guidelines for the regulated entities to set up a robust governance structure and implement common minimum standards of security controls for digital payment products and services.

The compliance of said RBI guidelines pertaining to credit Card are being ensured by the Bank.

17. Credit Card Mobile App – PNB Genie

To continue bank's legacy of offering best of the services and products to its customers, our bank has got developed a fully loaded Mobile App: "**PNB Genie**". The app is full of features and acts as single point destination for cardholders to operate their Credit Card accounts seamlessly and without hassles.

18. Long Code Pull SMS facility for Credit Card Customers

To offer more convenience to our Credit Card customer's bank has introduced a SMS based channel (**Long Code Pull SMS facility**) for undernoted various services through which customers can manage facilities such as Card Hot-listing, Card Pin Generation, Balance Inquiry and Mini Statement on its own.

Customer need to send SMS as per Bank's prescribed format using his/her Registered Mobile Number (RMN) to bank's dedicated number. Suitable response will be received on the RMN of the customer.

19. PNB e-Credit Card :

PNB e-Credit Card is a digital replica of physical Credit Cards issued to the customer and is available on PNB Mobile App-Genie. Customers can use their Credit Card without the need of physical Card at any e-commerce platform through e-Credit Card facility available on PNB Mobile App Genie. The Card details (Card number, Expiry Date, CVV) as present on their physical Credit Card can be viewed through PNB Mobile App Genie.

20. Fees And Charges:

- The fees and charges applicable with Credit Cards are as per “Schedule of Fee and Charges”

21. Added Benefits on Credit Cards

- (a) **Interest free credit period:** Free credit period for minimum 20 days and maximum upto 50 days is available on purchases. Free credit period is not available if previous balance is outstanding, in case of cash withdrawal from ATMs and on cash withdrawal charges, i.e. interest is charged from date of respective transaction.
- b) **Reward Points:** PNB’s reward programme is designed to encourage spends by the cardholder through usage of the PNB Credit Card. As such every time a cardholder makes purchase through use of the card, the cardholder gets benefited through the reward points earned on the spends as determined by PNB from time to time.
- **Accumulation of Reward Points :** Eligible PNB cardholders can accumulate reward points from spending on their PNB Cards. Reward points accumulated on Cards can be exchanged/redeemed on request. Reward points are not available in case of spend for fuel expenses, for cash withdrawals, for corporate cards with corporate liability and debits due to charges/ fees on card.
 - **Value of Reward Points:** One reward point valuing Rs. 0.50 (fifty paisa) for every spend of Rs.100 is given on individual cards in case of Classic & Gold Credit Cards whereas, two reward points are given for every spend of Rs.150 for Platinum Credit Card. Reward points are not available in case of spend for fuel expenses, for cash withdrawals, for corporate cards with corporate liability and debits due to charges/ fees on card.
 - **Redemption of reward points:** Reward points can be redeemed provided a minimum of **1000 points** are redeemed by request in writing, call centre, website, email etc.
 - **Expiry of Reward Points:** The reward points on credit cards will be expired if not redeemed within **3 years** from the date of accrual.
- c) **No Fuel Surcharge:** Refund of fuel surcharge is given on every purchase of fuel as per schedule of fees & charges from any Petrol Pump except for corporate card with corporate liability and individual liability.

22. Payment & Collection Procedure for Credit Card Dues:

- i) The cardholders have been given the facility for payment and collection of the Credit Card dues at all branches of PNB. Branches to collect Credit Card payments using Menu Option provided in CBS. To facilitate acceptance of collections for Credit Card accounts through Cash/ Transfer/ Clearing transactions at CBS branches, work flow in CBS has been customized. No

- branch will directly credit the amount to collection account except through this work flow.
- ii) Collection of Credit Card dues are time bound and are subject to penalties in case of non- payment of dues on or before 'payment due date' given in the monthly billing statement. As such, the branches accepting payment from PNB's Credit Cardholders must ensure that the amounts received by them are credited to Credit Card collection account without loss of time. Different Modes of Payment of Credit Card dues are available for the Credit Card holders .

23. Issuance of Credit Card:

The Credit Card applications shall be processed at Credit Card Processing Centre through a well-defined Standard Operating System (SOPs) and be reviewed from time to time, if need be.

Detailed process flow for Credit Card Issuance is as under :-

- (i) **Scoring Model** – Card credit limit shall be assessed by processing of every application through Risk Underwriting Model (RUM). Initially, all the applicants shall go through GO-NOGO analysis to assess their eligibility for Credit Card. An applicant not fulfilling any of the fixed eligibility criteria shall be marked as “NOGO” i.e. ineligible for Credit Card. All the customers' applications found eligible for Credit Card will be passed through Risk Underwriting Model (RUM) for assessment of Credit Card limit.
- (ii) The card applications which fulfill the criteria as per defined guidelines i.e. obtain the minimum score as per bank's scoring model for Credit Card issuance, CIBIL score or other CIC agency score as per bank's guidelines, KYC compliance, income criteria etc. should only be sanctioned for card issuance.
- (iii) **Applicable CIC Score for sanctioning of Credit Card:**

The minimum eligible CIC Score for any applicant is 650. Applicable CIC Score should be in the range of 650 & above, for CIBIL TU OR equivalent score of other CICs in terms of alignment of credit scores of various CICs, which is as under:

CIBIL	-	650-689
CRIF (HighMark)	-	677-719
Experian	-	701-775
Equifax	-	608-719

For CIC Score 650-679, credit card limit to be capped at Rs.50000/-

- Cards will be issued basis on any one of the above CICs out of CIBIL, CRIF (High Mark), Experian, Equifax. This is not applicable for sanctioning of card to PNB staff.
- CIBIL TU uses score/index of (-)1 (No credit history or inadequate history in last 24 months) & Score/index of 1 to 5 (i.e. History less than 6 months):
- Such applications will be sanctioned by the sanctioning official as per sanctioning powers and should be placed to next higher level official for sighting.

(iv) **Overdue Amount in CIBIL /other CIC Report**

- **For PNB Staff:** Presently, Credit Cards can be issued to PNB staff members where the default amount as per CIBIL/other CIC report is up to Rs 10,000/-.
- **For Public:** Presently, Credit Cards can be issued to the customers (other than staff) where the default amount as per CIBIL/CIC report is up to Rs 5,000.

24. Scheme For Waiver/ Reversal Of Charges Levied On Credit Card Accounts

- a) The charges as detailed in the Schedule of Charges can broadly be classified into two categories, i.e. the charges on account of services provided at the request of the customer and charges due to operation of Credit Card system. These charges incurred on meeting the request of the customer can be categorized as **non-reversible** and those levied through operation of the system can be put under **reversible** category.

25. Grace Period of Clearing Cheques

There may be a situation when a card holder deposited a cheque for payment of monthly dues before due date, but credit is afforded to cardholder's account after the due date. In order to counter such a situation and avoid reversal of charges on frequent basis, a provision of additional three (3) days besides interest free period of 50 days is to be made. Thus, the maximum interest free period available to the cardholder is 53 days (50+3). **The interest free period of 3 days is however not disclosed to the cardholder.**

26. Credit Card Subsidiary – PNB Cards & Services Ltd

Bank is in process of formation of Credit Card Subsidiary “PNB Cards & Services Ltd” after obtaining RBI's final approval dated 07.12.2020. The Subsidiary will undertake non-financial support services related to Credit Card Business of the Bank. Following activities will be managed by the proposed Credit Card Subsidiary:

- a) Sales of Credit Card
- b) Marketing Tie-Ups

- c) Product Development
- d) Collection including Recovery

Bank will take assistance (wherever required) of Credit Card Subsidiary for mobilization and its conversion including completion of documents and other formalities.

27. Risk Underwriting Model(RUM)

Risk Underwriting Model (RUM) is the Heart & Soul of Credit Card business. Peer banks have procured sophisticated risk underwriting model, parameterized it as per their business requirements, and improvised it as per ever-changing marketing dynamics and customer behaviours.

Card credit limit shall be assessed by processing of every application through Risk Underwriting Model (RUM). Initially, all the applicants shall go through GO-NOGO analysis to assess their eligibility for Credit Card. An applicant not fulfilling any of the fixed eligibility criteria shall be marked as “NOGO” i.e. ineligible for Credit Card. All the customers’ applications found eligible for Credit Card will be passed through Risk Underwriting Model (RUM) for assessment of Credit Card limit.

28. Marketing And Publicity:

To expand the business innovation is required for sales, marketing, promotion, publicity etc

- Tie Ups with brands/OEMs/e-com sites/all types of merchants for their direct offers / discounts / instant EMI / cashback offers / Other promotional offers to PNB credit card holders.
- Tie ups with Fintech/Start-up’s dealing in Credit Card Business.
- Any merchant recommended by our Reward Point Management partner may also be considered by the Bank for tie-ups.
- Offers/tie-ups entered into by HO DBD may also be considered for tie-ups related to Credit Card.
- Attractive discount offers to customers in shape of discount vouchers / coupons / reward points / cashback / promotional offers etc.
- Discount/offers/cashback to co-branded Credit Cards
- Participation in scheme of offers given by VISA and NPCI

29. Customer Delight & Grievance Redressal:

The card industry is a high volume business. Moreover, it has become competitive also. We should try to attract the customers rather than wait for them knocking at the bank’s door. The time and energy that a bank has to spend on attracting a customer, convincing him/her to accept the card and the follow-up for documentations are very high. It is also acknowledged by industry experts that it is almost ten times more expensive to get a new customer than

to retain an old one. The industry also totally depends upon technological efficiency. So it becomes very important to have an ability to increase the population served with the existing system and infrastructure.

Keeping in view of the above facts, the focus will be more on customer delight and efficient grievance redressal mechanism. Specialized desk officer has been assigned for customer grievance redressal and dispute management.

Granting Reward Points for customer retention:

Customer dissatisfaction can spoil bank's name and image which will result in loss in business. In some scenarios, customers do not want to continue with PNB even after redressal of their complaints or are not satisfied with the resolution provided by the Bank. To compensate those customers and to ensure customer retention, it is proposed to grant reward points on case to case basis. We propose to offer maximum 500 reward points (value 50 paisa per reward point) per customer per year. Grievance Redressal Officer, CCPC/Chief Manger, HO CCMABD will be empowered to exercise this power to grant reward point to the customers.

30. Outsourcing

The end to end activities in respect of Bank's Credit Card issuance have been outsourced through RFP process for handling various Credit Card operations and software solutions for Credit Card Business. The service provider is selected for a period of five years after calling RFPs. The service provider and its sub-service providers are PCI DSS (Payment Card Industry – Data Security System) certified. A separate Confidentiality and Secrecy Certificate has been signed with the service provider.

While outsourcing the various services, it is ensured that it does not compromise with confidentiality of the customer's records, respect customer privacy, and adhere to fair practices. It will be ensured that industry practices and regulatory guidelines for Credit Card industry are adopted. PCI DSS certificate etc. wherever applies, is obtained and kept on record.

31. Reporting To Credit Information Companies (CICs) And Nesl

Credit Information Companies(CICs) : While submitting the information relating to credit history/repayment record of the card holder to a Credit Information Company (that has obtained Certificate of Registration from RBI), the bank will explicitly bring to the notice of the customer that such information is being provided in terms of the Credit Information Companies (Regulation) Act, 2005.

National e-Governance Service Ltd (NeSL) : Bank has entered into agreement with NeSL for Submission of financial information of borrowers as part of obligation under IBC 2016.

32.1 CIBIL/CIC Charges for issuance of Credit Card

No CIBIL/CIC charges will be levied for issuance of Credit card to the customers.

32. Compliance

- The instructions/guidelines on Know Your Customer(KYC)/Anti Money Laundering (AML)/Combating of Financing Terrorism (CFT) applicable to banks, issued by RBI from time to time, be adhered to in respect of all cards issued including co-branded, corporate, and add on Credit Cards.
- As advised by RBI, misuse of the credit cards / online banking facilities offered to customers, for overseas foreign exchange trading or any other prohibited transaction is strongly discouraged by repeatedly educating our customers on the types of transactions permitted and types of transactions categorized as prohibited. The customers are advised on how effecting / remitting such payments, directly / indirectly outside India, shall make them liable to be proceeded against with for contravention of the Foreign Exchange Management Act (FEMA), 1999 besides being liable for violation of regulations relating to Know Your Customer (KYC) norms / Anti Money Laundering (AML) standards.
- Necessary Credit Card industry related tests be done at regular intervals and certificates viz. PCI DSS certificate, wherever applicable, to be obtained and kept on record.
- BCSBI's Code of Bank's Commitment to Customers are complied with. Code of Conduct for Credit Card operations of the bank are displayed on the website of bank and available easily to any Credit Card holder and provided to the customers.
- Use of Direct Sales Agent (DSAs)/Direct Marketing Agents (DMAs) and other Agents appointment does not compromise with the confidentiality of the customer's records, respect customer privacy, and adhere to fair practices in debt collection.
- It will be ensured that the guidelines issued from time to time by Reserve Bank of India, Govt. of India and any other regulatory bodies on Credit Cards are compiled without fail.

33. Business Continuity Plan

Business Continuity Plan (BCP) AND Disaster Recovery Plan (DRP) is designed to reduce the organizations business risk arising from an unexpected disruption of the critical functions/ operations necessary for the business. A separate document is in place for BCP and DRP. The BCP is approved by IT Committee of the Board.

34. Confidentiality of customer information

The card issuing bank should not reveal any information relating to customers obtained at the time of issuing the card to any other person or organization without obtaining specific consent of the customer as regards the purpose for

which the information will be used and the organizations with whom the information will be shared. The co-branding banking/non-banking entity should not be permitted to access any details of customer's accounts that may violate bank's secrecy obligations. Further, in case where the customers gives his consent for the bank sharing the information with other agencies, banks should explicitly state and explain clearly to the customer the full meaning/ implications of the disclosure clause. The information being sought from customers should not be of such nature as will violate the provisions of the laws relating to secrecy in the transactions. Banks/NBFCs would be solely responsible for the correctness or otherwise of the data provided for the purpose.

35. Fraud and Risk Management

Acceleration towards card issuance business also amplified fraudulent transactions / misuse of Credit Card by using forged techniques in the Credit Card industry. To safeguard the Bank's interest and cardholders' interest, such transactions be looked into on priority and dealt as per "Policy for Dispute Resolution and Fraud Management in Credit Card." Risk Assessment Committee of the Division at regular intervals to analyze the nature of frauds and techniques adopted and security measures to be evolved to control such type of frauds in future. Customers/cardholders may be issued alert messages through SMS/E-mails, advertisement at regular intervals. It is ensure that wherever chargeback is available, lodgement thereof is not delayed and cardholder be apprised of the progress. To mitigate the loss, adequate insurance cover has been obtained based on Credit Card numbers for all type of cards as per Bank's guidelines.

Bank has implemented Enterprise wide Fraud Risk Management (EFRM) Solution to monitor and prevent the suspicious transactions of CBS, IBS, Mobile Banking, Credit Card & Debit Card. The identified Credit Card scenarios have been implemented in monitoring mode and preventing mode as per the nature of the scenario.

36. Review of Policy

Policy of Credit Card Issuance will be reviewed annually.

-----End of Policy Document PART -1-----

PART-2

Policy for Dispute Resolution and Fraud Management in Credit Card

1. Overview

Credit Card is emerging as one of the most important payment mechanisms in modern day commerce transactions. Banks play the role of 'issuers' of cards (issuing plastic to card holders) as well as 'acquirers' (facilitating PoS machines at vendors' locations etc) to complete the financial leg of transactions. VISA, Master Card, Amex (American Express) RuPay (NPCI) etc. are settlement agencies for the issuing and acquiring banks, which may be at different locations. In the chain of commercial transactions there is always a possibility of dispute arising between parties concerned. Guidelines of the settlement agency, industry practices and statutory provisions of different geographies determine the course of resolution of such disputes. Likewise, the possibility of frauds/ fraudulent transactions, in spite of various preventive measures, remains a bane for card industry and a cause for a large number of the disputes. The policy enumerated here under is to codify our policy for dispute resolution and responding to the fraud related issues in Credit Card Business. (Abbreviations used are placed in APPENDIX- B1)

2. Objective

The aim of the policy is to put in place a redressal mechanism to resolve cardholder's complaints about disputed transactions in an informed way so that the loss is contained by increasing the awareness and fraud cases are handled properly. The policy covers the whole issue in two parts. The first part deals with Dispute resolution. The second part deals with Fraud handling.

3. Resolution of dispute raised by credit cardholder

- 3.1. The cardholder makes payment to supplier of goods / services by use of card on Point of sale terminals (POS) or through payment gateway or by giving standing instructions to merchant to debit his card account at defined interval. Merchant delivers goods / services to the cardholder after receiving the authorization code from the card Issuer's host system.
- 3.2. Most of the disputes are business or services related and arise due to non-fulfillment of the terms of sales viz. settled amount is different or goods /services not supplied /goods of ordered quality were not supplied etc. There may be some unauthorized transactions, which are not done by bonafide cardholder and are made with the intention of cheating the cardholder or the bank.
- 3.3. Bank has tied up with VISA and NPCI to facilitate payment settlement between cardholder and merchant. As a corollary of tie-ups, VISA and NPCI has in place procedures and rules for dispute resolution. VISA and NPCI has fixed up time limits for each step during which Issuer Bank or Acquirer Bank has to submit their case, failing which dispute case is closed in favour of opposite member bank. The Dispute Resolution Process is on line on web-site "Visa resolve on line (VROL)" for VISA Cards and RuPay Global Clearing

System-RGCS(Domestic) & International RuPay Global Clearing System - IRGCS(International) portal for RuPay Cards.

- 3.4. The bank / service provider will take the step of retrieval or other action like chargeback, Pre arbitration, Pre compliance, Arbitration, and Good faith if the conditions and facts of the dispute confirm to the conditions laid down in VISA/NPCI Dispute Resolution process for Asia Pacific (AP) region or country concerned.
- 3.5. On receipt of specific reason from cardholder for disputing transaction on transaction dispute form (APPENDIX- B2), the bank will raise chargeback in the respective portal with the reason code appropriate to the facts of the case. The charge back by card issuer bank is to raise debit advice with disputed amount on acquiring bank's account maintained with VISA/NPCI for settlement of dues. The bank / service provider will notify chargeback in Host system and upload scanned copies of required documents on VROL for VISA Cards and on RGCS(Domestic) & IRGCS(International) portal for RuPay Cards. VISA/NPCI takes the cognizance of chargeback at the time of settlement and effects the credit on the basis of debit advice in bank's account maintained with them. An acquirer may represent on chargeback of the issuer within the prescribed time period as fixed by VISA/NPCI.
- 3.6. Issuers are not allowed to charge back the transaction a second time and the acquirers are not allowed to represent the transaction a second time.
- 3.7. To further facilitate the Credit Card holders, it is proposed that in Credit Card accounts i.e. cases where dispute/fraud has been raised by the Credit Card holder; no further charges such as financial, late payment, GST will be levied on the disputed/fraudulent transaction from the date of reporting of such transaction to the Bank. It will continue till the resolution/closure of the case. It will be subject to fulfillment of the below criteria by the Credit Card holder:-
 - a) Reporting of disputed transaction(s) through duly filled and signed Transaction Dispute Form
 - b) Submission of copy of FIR lodged by the Card holder (in case customer claims that the transaction is fraudulent/unauthorised)

4. Fraud management in credit card

- 4.1. The fraud with card industry perspective means obtaining of goods or services via card transaction, which is not authorized by a genuine cardholder. The impact of fraud is financial and on the reputation of the bank.
- 4.2. The authorization for a transaction, flows from merchant to the card account, involving parties like acquiring bank, VISA NET, issuers, issuers host server, acquirer host server, POS terminal / merchant web site and payment gateway. Any breach in security and data theft with ulterior motives at any point of this payment chain may lead to and perpetuates fraud on a very wide scale. Hence, VISA impresses upon issuers and acquirers and their service providers and all others involved in the payment chain to confirm security standards to the level of Payment Card Industry Data Security Standard (PCI DSS) so as to keep the reliability of VISA & RuPay Credit Cards and its brand value. Our Bank / Service provider conforms to these standards to mitigate the risk of data theft. However, responding to malicious emails/ cloning of card at POS still exposes cardholder to data theft. To address this, Bank is issuing EMV Chip based

Cards only and educating cardholders through SMS/e-mails/advertisement on adopting necessary precautions to avoid fraudulent transactions.

- 4.3. Bank is issuing EMV chip and pin based cards to mitigate the risk of fraudulent transactions at POS terminals through counterfeit/cloned and lost/stolen cards. To complete a transaction through EMV chip and pin based card, user has to first swipe the card and then enter the pin at POS terminal. The EMV chip mitigates the risk of counterfeiting/cloning of card and use of PIN mitigates the risk of fraud on lost/stolen cards.

5. Types of Card frauds

The fraudulent activity in cards may happen either at pre embossing of card or after. Banks, VISA or NPCI ensures to take risk mitigation measures at each stage of card production/ delivery and also during authorisation. Broad categories of card frauds may be grouped as under:

1. Fraudulent credit card applications
2. Card embossing & delivery of Plastics
3. PIN generation and PIN mailing
4. Card / PIN returned undelivered
5. Blocking of card in lost / stolen cards
6. Account compromise
7. Account takeover
8. Key-entered counterfeit
9. Card-Not-Present transactions

6. Risk mitigation

- 6.1. The bank has put in place various measures for mitigating risk of frauds in Credit Card transactions. Some of the risk mitigation strategies are as under:

- 6.1.1 Sourcing of credit card applications is done after due diligence.
- 6.1.2 For mitigation of identity theft risk, our bank / service provider changes address of cardholder only when it is in writing and is supported by address proof or on the recommendation of branch officials. The card activation request is serviced only when call is emanating from registered mobile number of cardholder.
- 6.1.3 Bank sends SMS alerts for each transaction. This enables cardholder to take appropriate steps to prevent further loss.
- 6.1.4 Bank has subscribed on- line fraud monitoring tool, which detects the transactions with higher risk on real time basis, and enables decision to approve / reject the transaction.
- 6.1.5 Bank has implemented Enterprise wide Fraud Risk Management (EFRM) Solution to monitor and prevent the suspicious transactions of CBS, IBS, Mobile Banking, Credit Card & Debit Card. The identified Credit Card scenarios have been implemented in monitoring mode and preventing mode as per the nature of the scenario.

- Under monitoring mode, suspicious transactions are allowed to happen but monitored by EFRM cell of FRMD, HO and taken up with concerned customers and branches telephonically for verification.
 - Under prevention mode of Alternate Delivery Channels (ADC) scenarios, the transactions are declined and SMS is sent to originator of the transaction on registered mobile number to contact on given contact number for help. In order to handle preventive mode scenarios, a 24X7 EFRM Cell with customer care Toll free number has been set up by the Bank.
- 6.1.6 The transactions are authorized by Issuers host switch. Sometimes, the issuer host / switch is down for a brief period and is not available for authorization requests. In down time, merchant considers authorization request as OK if no decline message is received in prescribed response time. VISA has a system capability to minimize down time risk by setting up “stand in processing authorization” (STIP) limit. VISA NET does not authorize the transactions above the STIP limit in case host system is down. At present, no STIP limit has been set up by our bank.
- 6.1.7 VISA has made it mandatory for card issuing banks to maintain Payment Card Industry Data Security Standards (PCIDSS) for safekeeping of data on work floor or in network. Our service provider maintains hardware /software systems, connectivity, work floor, websites, manpower details as per these standards. The third party assessor conducts yearly audit to ensure maintenance of these standards.

7. Liability of card holder on detection of fraudulent transaction

The cardholder’s agreement in User Guide elaborates cardholder’s liability in case of card loss or card misuse detected by him. The issue has been discussed in relevant clauses of cardholder’s agreement given in User Guide supplied to cardholder along with the card.

7.1. Fraud Investigation

- 7.1.1. The purpose of the investigation is to determine the nature of fraud, modus operandi, and extent of the loss suffered by the Bank/ Customer. Investigation will develop information base to prevent frauds in future and will also collect facts which may enable the law enforcing agencies for prosecution of the criminals.
- 7.1.2. The investigation may include interaction with the cardholder, merchant, acquiring bank, courier agency etc.

7A Limited Liability of Customer

With the increased thrust on customer protection and considering the surge in customer grievances relating to unauthorised transactions resulting in debits to their Credit Card accounts, the criteria for determining the customer liability in these circumstances have been reviewed by RBI. RBI vide their Circular RBI/2017-18/15 DBR.No.Leg.BC.78/09.07.005/2017-18 dated 06.07.2017 has directed as under:-

A) Zero Liability of a Customer in the transactions occurred in the following events

- (i) Contributory fraud/negligence/deficiency on the part of the Bank (irrespective of whether or not the transaction is reported by the customer).
- (ii) Third party breach where the deficiency lies neither with the Bank nor with the customer but lies elsewhere in the system, and the customer notifies the bank within three working days of receiving the communication from the bank regarding the unauthorized transaction.

B) Limited Liability of a Customer

A customer shall be liable for the loss occurring due to unauthorized transactions in the following cases:

- (i) In cases where the loss is due to negligence by a customer, such as where he has shared the payment credentials, the customer will bear the entire loss until he reports the unauthorized transaction to the bank. Any loss occurring after the reporting of the unauthorized transaction shall be borne by the Bank.
- (ii) In cases where the responsibility for the unauthorized electronic banking transaction lies neither with the bank nor with the customer, but lies elsewhere in the system and when there is a delay (of four to seven working days after receiving the communication from the bank) on the part of the customer in notifying the Bank of such a transaction, the per transaction liability of the customer shall be limited to the transaction value or the amount mentioned in Table 1, whichever is lower:

(Table-1)

Type of Account	Maximum Liability (Rs)
Credit Card with limit upto Rs 5.00 Lakh	10,000/-
Credit Card with limit above Rs 5.00 Lakh	25,000/-

8. Suspected fraudulent transaction

8.1. Credit Card host cannot distinguish between swipe by fraudster or by a bonafide cardholder. There may be only circumstantial evidence to treat the disputed transaction as fraudulent. Credit Card Division officials will analyze the investigation report and the information gathered from various other sources for filtering out circumstantial evidences. The findings will be put up before Fraud Management Committee (FMC) for considering disputed transaction as fraudulent.

8.2. The FMC will consider the dispute cases as fraudulent if there exist enough circumstantial evidences and there after complying the following steps:

- 9.2.1 The cardholder has given signed dispute letter.
- 9.2.2 The card has been blocked.
- 9.2.3 The cardholder filed the complaint with the police informing card misuse. The copy of complaint filed with police is on record.
- 9.2.4 The remedy available to the bank under VISA dispute resolution process has been attempted and the case is closed against cardholder.

8.3. The committee will approve for invoking of insurance claim and / or for restoration of balance in card account in respect of fraudulent transaction amount by debiting GL head of suspense dispute. The clause 8 of cardholder's agreement puts the responsibility of filing complaint with police on cardholder in the event of Loss / Damage / misuse of card.

9. Invoking insurance claim

The risk of card misuse due to cloned / counterfeit card or through fraudulent key entered / internet transaction has been mitigated by taking special contingency Insurance policy obtained from the Insurance Company. The Bank will invoke and lodge insurance claim with the Insurance Company in eligible cases.

10. Review of Policy

Policy for Dispute Resolution and Fraud Management in Credit Card will be reviewed annually.

-----End of Policy Document PART-2-----

ANNEXURE -B1

Some of the terms incorporated in the policy are widely used in the credit card industry broadly in following contexts/ roughly meaning:

1. **Charge-slip:** The printout, which is generated after a card, is swiped in a PoS machine.
2. **PoS** is Point of Sale machine where the card is swiped.
3. **Charge back:** Is the process wherein upon contesting a transaction by the cardholder the matter is referred on his behalf by the issuer bank to the acquiring bank through settlement agency (VISA).
4. **Representment:** On denial of chargeback against the cardholder if he furnishes further submissions and/ or documents for consideration by the settlement agency, it is considered a case of representment.
5. **Pre-arbitration:** Pre-arbitration is an attempt to resolve the dispute before filing an arbitration case with settlement agency (VISA) for a ruling.
6. **Arbitration:** Arbitration allows Visa to assign financial liability for a disputed transaction when chargeback and representment has failed to resolve the dispute.
7. **Pre-Compliance:** Compliance allows the Issuer Bank that has no chargeback, representment, pre-arbitration, or arbitration right to file a complaint against the Acquirer for a violation of the Visa International Operating Regulations. In **Pre-compliance**, the Issuer has to attempt to resolve the dispute with the Acquirer before filing for compliance.
8. **Good faith:** The phrase used in VISA Dispute Settlement Process can be better explained in the following contextual manner:
“The cardholder contacted the issuer stating that he did not recognize the transaction. The issuer made a **good faith** effort to identify the transaction for the cardholder, but the cardholder still did not recognize it. The issuer processed a chargeback. The acquirer processed a representment providing documentation that showed the cardholder's name and address, and that the cardholder had purchased merchandise online. The issuer filed the arbitration case with VISA, which included a second letter that stated the cardholder did not authorize any online charges.”
9. **STIP:** Stand In Processing Authorization
10. **FMC:** Fraud Management Committee
11. **CCMABD:** Credit Card & Merchant Acquiring Business Division
12. **FMR:** Fraud Monitoring Returns

ANNEXURE - B2

TRANSACTION DISPUTE FORM

Date: _____

Credit Card No: _____

Telephone/ Mobile No: _____

Cardholder Name: _____

Email Id: _____

Add On Credit Card No. : _____

Add-on Cardholder Name: _____

Details of Disputed Transactions:

S.No	Statement date	Transaction Date	Merchant Name	Transaction Amount. (INR)	Disputed Amount. (INR)

Name of Merchant Country____ Acquirer Reference NO. _____

I am disputing the above listed transaction(s) for the reason (ticked) and mentioned below:-

UNAUTHORIZED TRANSACTION

I neither made nor authorized above transaction.

LOST/SUSPECTED FRAUD

My card was (circle one of the following choices below)

- Lost/Stolen: on Date:____ Location: _____
- Card Never Received
- Card was in my possession at the time of fraudulent use

MULTIPLE PROCESSING

I have been charged ----- times for the same transaction. I authorized only one transaction on-----
(mention the date). The original amount appeared on my (indicate month) statement (enclose copy of statement)

DIFFERENCE IN AMOUNT

The amount on my sales slip differs from the amount billed and shown in ----- statement(indicate month) . I am attaching my receipt showing the correct amount.
The difference in amount is____

CANCELLED TRANSACTION

I cancelled this transaction on____(indicate date).I am attaching receipt indicating the specific reason for the cancellation and cancellation reference numbers.

DEFECTIVE MERCHANDISE

I am disputing the quality of goods/services I received from merchant. I have contacted the merchant/retailer . The response to my request for refund, is stated on annexure attached herewith. **CREDIT NOT**

RECEIVED

I was given a credit slip in the amount of ___on_____(DD-MM-YYYY) by the merchant retailer which has not yet appeared on my billing Statement (indicate month) The copy of the credit slip is attached.

PAID BY OTHER MEANS

I paid for the transaction by Cash Cheque Draft Other credit card. I attach cash receipt or copy of cheque / Cheque no. alongwith Bank statement or other credit card statement.

MERCHANDISE RETURNED

I have returned the merchandise and requested a refund from the Merchant retailer and have forwarded a copy of the proof of return to him. I attach proof of return herewith.

NOT AS DESCRIBED

The goods/services are different from what was ordered or described. On attached sheet I have explained what was expected, what was received, and indicated my attempt to return the goods. The proof of return is also attached.

GOODS / SERVICES NOT RECEIVED

I have not received the goods/services and for that reason,I contacted the Merchant/retailer on_____(DD-MM-YYYY) . The merchant response to my request for a refund or delivery date is given on separate attached sheet .The copy of letter to the merchant attempting to resolve the dispute is enclosed.

ATM DISCREPANCY

The amount on my ATM slip differs from the amount billed in statement. Attached is my receipt showing the correct amount. The difference in amount is _____ or I did not receive cash from ATM.

**ANY OTHER
(Give full details)**

Primary Cardholder Signature: _____

Add-on cardholder Signature: _____ (mandatory if the transactions disputed are done through the Add on Card)

IMPORTANT NOTE

- **Cardholder is requested to submit card statement highlighting disputed transaction and required documents wherever it is requested**
- **After dispute charges are resolved, should such charges recur in the statement, you are requested to intimate the Bank for these disputed charges vide this form within 30 days of statement date to enable us to take up the dispute with the member banks. After the lapse of 30 days, it will be construed that all the charges are acceptable and in order.**
- **A retrieval fee as prescribed in schedule of charges will be levied on per transaction basis to your account**

Part -3

Policy for Income Recognition, Asset Classification & Provisioning and Compromise/ Settlement in Respect of Credit Cards

1. Overview:

Credit Card and MAB Division is issuing Credit Cards in various categories. Credit Cardholders are allowed interest free credit period subject to certain terms & conditions. The monthly statements are issued on prescribed dates allowing at least 20 days period from date of statement, to make payment. The Cardholder has option to make full payment or pay Minimum Amount Due (MAD) by due date and revolve the remaining balance which attracts applicable finance & other charges and GST thereon.

2. Identification of Non-Performing Assets:

A Credit Card account is treated as non-performing asset if the Minimum Amount Due, as mentioned in the statement, is not paid fully within 90 days from the payment due date.

3. Asset Classification:

All Credit Card accounts are classified into three categories as under:

- a) **Standard Credit Card Account:** Credit Card account will be standard account so long as the Cardholder pays the MAD amount by the due date.
- b) **Sub-Standard Credit Card Account:** The Credit Card account which has remained NPA for a period less than or equal to 12 months shall be a sub-standard account.
- c) **Loss Credit Card Account:** Loss Credit Card accounts will be one where the account has remained NPA for more than 12 months.

4. Percolation effect of Credit Card in CBS:

In terms of RBI Prudential norms on 'Income Recognition, Asset Classification and Provisioning pertaining to Advances', if a Credit Card account is classified as NPA, all other credit facilities in similar capacity granted to the Cardholder will be treated as NPA, similarly standard Credit Cards will also be classified as NPA due to percolation.

5. De-recognition of Income:

Upon classification of Credit Card as NPA, the interest and other charges credited to the Bank's income account in the past periods, and has not been realized, should be reversed and credited back in the respective accounts at

the close of the quarter by debiting to Profit & Loss Account with following particulars:

“Unrecovered Interest/ charges reversed and recorded in Memoranda A/c”

The amount of interest and charges reversed will be recorded in Memoranda account and will be recovered on the same lines as that of recovery of recorded interest.

6. Recorded Interest and Charges:

For the period, the card account remains in NPA category, interest (finance charges) and other charges (service charges etc.) will be calculated separately and noted in memoranda records. It will be part of the total dues Memoranda from the respective Cardholder.

7. Appropriation of Recoveries:

The appropriation of recoveries in NPA accounts (irrespective of the mode/status/stage of recovery actions) shall be regulated in the following order of priority:

- i. Expenditure/out of Pocket expenses, incurred for recovery (earlier recorded in Memorandum Dues);
- ii. Principal irregularities i.e. NPA outstanding in the account gets updated / adjusted, whichever is earlier;
- iii. Thereafter towards the interest irregularities/accrued interest.

8. Upgradation of Credit Card from NPA to Standard Category:

Up gradation of Credit Card account will be done after the cardholder makes payment of following amount:

(A)

- (i) Minimum amount due as on date of account becoming NPA
- (ii) Finance & other charges levied in the account after date of NPA.(including De-recognized Income)

Or

- (B)** Payment of total amount due.

AND

(C) Other Conditions:

- (i) The outstanding balance in the Credit Card should be within Card Credit limit.
- (ii) After up-gradation of the Credit Card account the DPD(Days Pass Due) in the account should be zero.

(After upgradation, the Card limit will be restored automatically by the system as per guidelines)

9. Automation of Income Recognition, Asset Classification and Provisioning processes in Credit Card Accounts:

Automation of NPA Identification: In terms of RBI circular no. DoS.CO.PPG./ SEC. 03/ 11.01.005 /2020-21 dated 14.09.2020, As per Banks policy for Automation of Income Recognition, Asset Classification and Provisioning in system, Automation of NPA Identification has been done in respect of NPA Credit Cards, and consequently the following activities are being done by the system automatically:

1. Down gradation and Upgradation of Credit Card accounts.
2. De-recognition of Income and Provisioning in respect of NPA Credit Card accounts.

10. Exercise of Right of Lien/Set off:

Before handing over a case to a recovery Agents/Agencies for recovery in Credit Cards, efforts should be made to exercise the right of lien/set off to recover the dues from related accounts of the Cardholder.

11. Recovery Through Recovery Agents/Agencies:

The delinquent Credit Card accounts, difficult of recovery may be assigned to Bank approved Recovery Agents/Agencies, adhering to Bank's procedure for recovery. However, following two exceptions (identification of eligible accounts and payment of commission to Recovery Agencies/Agents) will be applicable for recovery of Credit Card dues through Recovery Agents/Agencies to the main policy approved by HO: SASTRA.

a. Eligible Accounts:

All delinquent Credit Card accounts after 60 days of payment due date, NPA accounts (whether non-suit filed, suit filed or decreed), all written off accounts shall be covered under the scheme except accounts where compromises have been approved including those settled in Lok Adalats etc.

Allocation of Credit Card Accounts to Recovery Agencies/Agents:

Circle Offices to allocate NPA Credit Card accounts, to Recovery Agents/Agencies, which were classified as NPA up to previous quarter, for recovery & resolution through OTS. However, the delinquent Credit Cards where default is more than 60 days, the concerned Circle will be advised by the Division for allocation of these accounts to Recovery Agencies/Agents on case to case basis.

12. Recovery through Business correspondent Agents (BCAs)

To avoid fresh slippage in Credit Card accounts and its percolation effect with other CBS loan accounts, as an early measure it is proposed to best utilise the services of BCAs. SMA-II Credit Card accounts should be allocated to BCAs by the concerned circles for regularisation.

13. One Time Settlement (OTS):

Credit Card facility is a clean advance i.e. not backed by any security. In order to reduce NPA, all out efforts must be made as per Bank's guidelines. OTS is an effective tool of recovery and be explored on merits of the cases.

a. Coverage under OTS policy for NPA Credit Cards:

- i. All Credit Card accounts identified as NPA in terms of extant RBI guidelines will be eligible for compromise/negotiated settlement/one time settlement, only after 3 months from its date of slippage to NPA.
- ii. The OTS cases approved but declared failed due to non- recovery of full/remaining amount, shall also be eligible for consideration of OTS afresh.

b. Guidelines for OTS in Percolated NPA Credit Cards :

S.No	Scenario	Guidelines For OTS
1	Both Credit Card and other loan account are NPA due to non-payment of dues.	In this scenario, OTS will be considered for the combined exposure. The OTS amount payable will be cumulative of applicable Credit Card settlement rate plus amount payable for other loan account as per SASTRA Division guidelines. The sanctioning Authority will be as per SASTRA Division decision level power.
2	Credit Card is standard but classified as NPA due to percolation effect of other NPA loan account.	OTS of other NPA loan accounts will be considered as per SASTRA Division guidelines.
3	Other loan account is standard but classified as NPA due to percolation effect of NPA Credit Card.	If other loan accounts are standard or otherwise in order, in such cases OTS may be considered in NPA Credit Card account on standalone basis as per extant guidelines of HO: CCMAB Division.

c. Calculation of Memoranda dues:

Memoranda dues shall be card dues as per Memoranda records upto the preceding month of the date of preparation of OTS Proposal.

14. Payment Terms of OTS Amount:

- a. Acceptance of OTS amount as one time down payment should be preferred compared to payment in instalments.
- b. 10% of OTS offer amount as upfront payment is to be made at the time of request for OTS. This would show Cardholder's seriousness in settlement.
- c. However, the cases where OTS amount is payable/or is paid within three months from the date of settlement Cardholder may be allowed to pay OTS amount without any interest.
- d. In exceptional cases, the repayment period may be extended up to 24 months, cases where the OTS amount is to be paid beyond a period of 3 months from the date of conveying approval, interest should be charged as under:-
 - (i) **For full payment of OTS within 12 months of approval :** Prevailing MCLR (1-year) at the time of approval of OTS + 1% on simple basis on reducing balance from the date of conveying approval in writing to the Cardholder.
 - (ii) **For full payment of OTS for more than 12 months up to 24 month from date of approval :** Prevailing MCLR (1-year) at the time of approval of OTS + 2% on simple basis on reducing balance from the date of conveying approval in writing to the Cardholder.
- e. **Failure of OTS:** In case Cardholder fails to pay the dues as per terms of OTS, the entire concessions allowed will stand withdrawn and the total outstanding will become Memoranda. This condition shall be conveyed to the Cardholder in sanction of OTS.

15 Updation of CIBIL and other CIC records of Cardholder pertaining to Credit Card, closed under OTS:

Background: Upon closure of NPA Credit Card under OTS, the same is updated with CIBIL and other CICs as settled. In these settled Credit Cards several references are received from the Cardholders requesting and offering amount for updation of their CIBIL records as 'normal closure' instead of closed as 'settled'. To deal with these references, the guidelines are as under:-

- (i) **Process:** The request of the Cardholders for updation of their Credit Card record with CIBIL & other CICs (which are closed under OTS) will be considered upon **deposit of full sacrificed amount + simple Interest @ 18% p.a. along with applicable GST**, from the date of closure of Credit Card till the date of

approval given by Bank for considering the request to close the Credit Card as normal closure instead of closed as settled.

(ii) Payment Terms: The Cardholder will have to make full payment (sacrificed amount + interest & applicable GST as mentioned above) in the account as conveyed through the approval letter, within 30 days from date of approval or within 15 days from date of receipt of approval letter, whichever is earlier.

(iii) Account number for deposit of approved amount: The Cardholder under the guidelines will require to deposit the approved amount along with photo copy of approval letter in the below mentioned account of PNB:-

Account Number: 0153002100566267

Name of the account: Imprest Account Credit Card Division

IFSC Code: PUNB0015300

Place: New Delhi

(iv) Updation of CIBIL and other CIC's records of Cardholder:

Upon receipt of the total approved amount under the guidelines from the Cardholder the CIBIL and other CIC's records pertaining to Credit Card, will be updated as normal closure instead of closed as settled.

24. Invocation of Provisions u/s 138 to 142 of Negotiable Instrument Act, for dishonoured cheques:

In case a cheque deposited by Cardholder towards settlement of the dues is returned unpaid due to insufficient funds/ account closed/ payment stopped, or due to any other reason as specified in the aforesaid Act, the collecting branch of the Bank will forward the instrument along with the returning memo to CCMABD:HO on the same day for further follow-up.

The following steps will be taken by CCMABD: HO in case of returned cheques:

- a. A list of such Credit Card a/cs. will be provided to the service provider for follow-up through call centre who will advise the customer to make the payment immediately.
- a. If the call centre finds that no payment has been received within 7 days for such returned cheques, it will once again make a call to Cardholder informing that action under NI Act will be taken against the Cardholder in case of non-settlement of dues.
- b. If dues are settled then the returned cheque will be sent back to the Cardholder by CCMABD:HO
- c. If the Cardholder does not make payment for returned cheque, even after the demand notice issued within 30 days from the date of receipt of information, future necessary action under the said Act may be initiated.

25. Credit Bureau Notification:

The policy and procedures approved by the Board for reporting of status of a Credit Cardholder to the Credit Information Bureau of India Ltd. (CIBIL) or any other credit information company authorized by RBI will be adhered to in this regard. Status of NPA Cards will be reported to Credit Bureau regularly, presently on a monthly basis.

26. Review of Policy:

Credit Card Business Policy comprising of, Policy of Income Recognition, Asset Classification & Provisioning and Compromise/ Settlement in respect of Credit Cards will be reviewed annually.

-----**End of Policy Document** -----

Appendix

A. List of Acronyms and Definitions

- i) NPA – Non-performing Asset
- ii) OTS – One Time Settlement
- iii) KYC – Know Your Customer
- iv) MITC - Most Important Terms and Conditions
- v) BPO - Business Process Outsourcing
- vi) RRB - Regional Rural Bank
- vii) EMI - Equated Monthly Installment
- viii) RFP – Request For Proposal
- ix) CCPC – Credit Card Processing Centre
- x) SOP – Standard Operating Procedure
- xi) CIC – Credit Information Company
- xii) BCP – Business Continuity Plan
- xiii) PoS – Point of Sale
- xiv) STI - Stand In Processing Authorization
- xv) FMC - Fraud Management Committee
- xvi) CCMABD - Credit Card & Merchant Acquiring Business Division
- xvii) FMR - Fraud Monitoring Returns
- xviii) OTB – Open To Buy
- xix) EFRM - Enterprise wide Fraud Risk Management
- xx) MAD - Minimum Amount Due
- xxi) TAD – Total Amount Due
- xxii) WLA – Waivement of Legal Action

B. List of references including related policies/forms, RBI circulars etc.

- i) RBI Master circular on Credit Card operations of Banks – RBI/2015-16/31 DBR.No.FSD.BC.18/24.01.009/2015-16 dated 01.07.2015.
- ii) RBI Circular on Prudential Norms on Income Recognition, Asset Classification and Provisioning pertaining to Credit Card Accounts - RBI/2015-2016/126 DBR.No.BP.BC.30/21.04.048/2015-16
- iii) RBI Circular on Issuance of EMV Chip and PIN Cards - RBI/2015-2016/163 DPSS.CO.PD.No.448/02.14.003/2015-16
- iv) RBI Circular on Limited/Zero Liability of customer in case of fraudulent transactions -RBI/2017-18/15 DBR.No.Leg.BC.78/09.07.005/2017-18 dated 06.07.2017
- v) RBI Advisory No: 6/2018 - Dated: August 13, 2018 Securing Card Transactions - Setting of Robust Risk Based Transaction Limit and Monitoring for Credit Card Transactions
- vi) RBI Circular on Enhancing Security of Card Transactions – RBI/2019-20/142 DPSS.CO.PD No. 1343/02.14.003/2019-20 dated 15.01.2020

C. Frequently Asked Questions:

S.No.	FAQ	ANSWER
1.	What is the age criteria to apply for PNB credit card?	The age of applicant should be between 21-70 years for VISA and RuPay Credit Card for primary cardholder.
2.	What is the minimum income criteria to apply for PNB Credit Card?	For Visa Classic Card/RuPay Platinum/RuPay Rakshak Platinum: Salaried /Self Employed person min. 2,50,000/- For Gold card :Salaried /Self Employed person min.3,50,000/- For Visa Platinum/RuPay Select/RuPay Rakshak Select Credit Card/RuPay Millennial: Salaried & Self Employed min.5,00,000/- For VISA Signature : Rs 7,50,000/-
3.	What are documents required to apply for PNB Credit Card?	a) Address & Identity Proof b) Income proof c) PAN Card d) Valid Email & Mobile Number
4.	What is the Menu for adding a credit card application in CBS?	CCAPP is the Menu for adding a credit card application in CBS.
5.	What is the CBS Menu for payment of credit card dues.	CCPAY is the Menu for payment of credit card dues.
6.	How many Add-on cards can be issued to a primary card holder and to whom?	Maximum two add-on cards can be issued only to spouse, mother, father, major son and daughter (unmarried) of the primary cardholder. The age of add on cardholder should be between 18 and 70 years. Add on cards are not issued in case of Corporate Credit Cards.
7.	Which are different variants of PNB Credit Cards presently available?	<u>Bank currently offers following variants of PNB VISA Credit Cards:</u> (a)VISA Classic (b) VISA Gold (c) VISA Platinum & “Wave n Pay” Platinum Credit Card (d) VISA Signature <u>Variants of PNB RuPay Credit Cards on NPCI platform:</u> (a)PNB RuPay “PLATINUM” (b) PNB RuPay Millennial (c) PNB RuPay “SELECT” <u>Bank offers two more variants of credit cards for defence personnel:</u>

		(a)PNB RAKSHAK RUPAY PLATINUM (b) PNB RAKSHAK RUPAY SELECT CREDIT CARD
8.	When can a customer request for EMI under Easy Pay Plan scheme?	Request for conversion to Easy Pay Plan should be made within 30 days of purchase/before the Payment Due Date (whichever is earlier).
9.	What are the tenure options for Easy Pay Plan EMI on PNB Credit Card?	The repayment period is 3, 6, 9, 12, 18, 24 & 36 months only. The tenure option of 36 months is only available for booking amount greater than or equal to Rs. 30,000/-.
10.	Can we convert the total o/s into an EMI?	Yes, total outstanding Credit Card dues can be converted into EMIs under Balance EMI facility. However, NPA and Corporate Credit Cards are not eligible under this facility.
11.	What is auto debit?	Auto debit is a procedure by which total amount due (TAD) or minimum due amount (MAD) is debited by the Bank from the customer's account for credit to PNB Credit Card account on the due date.
12.	What is the difference between RuPay and Visa Credit Cards?	These are two different card networks and there is no major difference in them. Our card will work on ATM machines/ POS terminals having RuPay/VISA logo.
13.	What is the max. and min. limits for PNB Credit Cards for individuals?	For Visa Classic card min. limit is 10,000/- & max. limit is 1,00,000/-, Visa Gold card - Min. limit is 50,000/- & Max limit is 5,00,000/- , RuPay Platinum/RuPay Rakshak Platinum - Min. limit is 25,000/- & Max limit is 5,00,000/- and for Visa Platinum/RuPay Select card/RuPay Millennial/RuPay Rakshak Select Min 50,000/- & Max. 10,00,000/-, VISA Signature – Min Rs 1,25,000/- & Max. Rs 15,00,000/-.
14.	What is the cash withdrawal limit for PNB Credit Card?	20% of Credit Card limit for all variants /types of Credit Cards. Out of the above cash limit, Single Transaction Limit will be 50% of the Available Cash Limit.
15.	What are different modes for payment of Credit Card dues?	Followings are the modes of payment of credit card dues: 1. Depositing Cash, 2. Transfer of funds, 3. Clearing instruments like cheques/ drafts / pay order, 4. Auto Debit (Standing Instructions), 5. Internet Banking, 6. Mobile Banking Application (PNB ONE), 7. VISA money transfer facility, 8. National Electronic Fund Transfer (NEFT), 9. Through 'Billdesk', 10. Through UPI

SCHEDULE OF FEES & CHARGES FOR CREDIT CARD**

The schedule of fees & charges for Credit Card business applicable for Amalgamated Entity are as given below:

	Particulars	VISA Classic/Gold	VISA Platinum	RuPay Platinum/Select/Millennial	VISA Signature
1	Joining fee – Primary	Classic: NIL Gold: Rs. Nil	Rs. Nil	Platinum: Nil Select: Rs.500/- Millennial : Rs 399/-*	Rs 1500/-
	Nil for Credit Card issued against bank's lien on Fixed Deposit				
	Joining fee - Add-on cards	Classic: Nil Gold: Nil	Rs.500/- (for each add-on card)	Platinum/Select: Nil Millennial : Rs 399/-*	Rs 500/-
	Nil for Credit Card issued against bank's lien on Fixed Deposit				
	Joining fee – i) Corporate Card with corporate liability	Minimum Rs.2,000/-	Minimum Rs.2,000/-	----- -----	----- -----
	ii) Corporate Card with individual liability	Minimum Rs.1,000/-	Minimum Rs.1,000/-		
2	Renewal fees	NIL	NIL	NIL	NIL
3	Annual fees	Classic: NIL Gold: Rs.300/- ^{\$}	Rs.500/- ^{\$}	Platinum: Rs.500/- @ Select: Rs.750/- @ Millennial : Rs 999/-**	Rs 2000/- [^]
	Nil for Credit Card issued against bank's lien on Fixed Deposit				
4	Annual fees-add on card	NIL	NIL	Nil	Nil
4a	Annual fee – i) Corporate Card with corporate liability	Minimum Rs.2,000/-	Minimum Rs.2,000/-	----- -----	----- -----
		Minimum Rs.1,000/-	Minimum Rs.1,000/-		

	ii) Corporate Card with individual liability				
5a	Finance charges/ interest rate p.m on revolving credit/ cash withdrawn/ amount overdue – FOR PUBLIC	2.95% per month	2.95% per month	2.95% per month	2.95% per month
		1.5% per month for cards against Fixed Deposit			
5b	Finance charges/ interest rate p.m on revolving credit/ cash withdrawn/ amount overdue – FOR STAFF/EX-STAFF	1.50% per month	1.50% per month	1.50% per month	1.50% per month
		1.50% per month	1.50% per month	1.50% per month	1.50% per month
6	Annualized percentage rate(APR) on revolving credit	35.89% p.a	35.89% p.a	35.89% p.a	35.89% p.a
		19.56% p.a. for Credit Cards issued against bank's lien on Fixed Deposit			
7	Cash advance transaction charges#:				
	A-Domestic				
	I)PNB's ATMs	2% of cash withdrawn or Rs.100/- whichever is higher	2% of cash withdrawn or Rs.100/- whichever is higher	<u>Platinum</u> : 2% of cash withdrawn or Rs.100/- whichever is higher <u>Select /Millennial</u> : 2% of cash withdrawn or Rs.150/- whichever is higher	<u>Signature</u> : 2% of cash withdrawn or Rs.100/- whichever is higher

	II)Other ATMs	2% of cash withdrawn or Rs.150/- whichever is higher	2% of cash withdrawn or Rs.150/- whichever is higher	Platinum:2% of cash withdrawn or Rs.150/- whichever is higher <u>Select/</u> Millennial:2% of cash withdrawn or Rs.200/- whichever is higher	<u>Signature</u> : 2% of cash withdrawn or Rs.150/- whichever is higher
	B-Overseas	2% of cash withdrawn or Rs.300/- whichever is higher	2% of cash withdrawn or Rs.300/- whichever is higher	Platinum:2% of cash withdrawn or Rs.250/- whichever is higher <u>Select/</u> Millennial:2% of cash withdrawn or Rs.300/- whichever is higher.	<u>Signature</u> : 2% of cash withdrawn or Rs.300/- whichever is higher
8	Late payment fee	<p align="center">On outstanding Total Amount Due as under:</p> <p align="center">1. Rs.1000/- or Less – Nil 2. Rs.1001 to Rs.5000/ – Rs.500 3. Rs.5001 to Rs.10000/- Rs.600/- 4. Above Rs.10000/ – Rs.750</p> <p>For Credit Card against FD: 30% of minimum amount due subject to Min. Rs.200 & Max. Rs.500 per billing cycle.</p>			
9	Charges for over the credit limit usage	2.5% OR Minimum Rs.250/-	2.5% OR Minimum Rs.500/-	2.5% OR Minimum Rs.500/-	2.5% OR Minimum Rs.500/-
		Minimum Rs.250/- for Credit Cards issued against Fixed Deposit			
10	Return of cheques/ dishonour of ECS / Auto debit (SI)	Rs100/- per instrument	Rs.250/- per instrument	Rs.200/- per instrument	Rs.250/- per instrument
		Rs.100/- per instrument for cards against fixed deposit			

11	Duplicate statement (beyond three months)	Rs.50/-	Rs.50/- Free for card against Fixed Deposit	Rs.50/- (no charges for e-statement)	Rs.50/- Free for card against Fixed Deposit
12	Card replacement fee (for reasons other than technical defects)	Rs.100/- per card	Rs.250/- per card Rs.100/- per card for card against Fixed Deposit	Rs.200/- per card	Rs.250/- per card Rs.100/- per card for card against Fixed Deposit
13	Pin replacement fee	Rs.50/- per card	Rs.100/- per card (no charges for electronic pin/E pin)	Rs.100/- per card (no charges for electronic pin /E pin)	Rs.100/- per card (no charges for electronic pin/E pin)
		Rs.50/- per card for cards against Fixed Deposit			
14	Retrieval of charge slip	Rs.100/-	Rs.100/-	Rs.100	Rs.100/-
15	Limit enhancement charges	Nil	Nil	Nil	Nil
16	Balance transfer processing fees	1% of transfer amount or Rs.199/-, whichever is higher.	1% of transfer amount or Rs.199/-, whichever is higher	1% of transfer amount or Rs.199/-, whichever is higher.	1% of transfer amount or Rs.199/-, whichever is higher
17	Balance transfer interest charges	0.99% p.m. for BT facility under EMI scheme for period of six months	0.99% p.m. for BT facility under EMI scheme for period of six months	0.99% p.m. for BT facility under EMI scheme for period of six months	0.99% p.m. for BT facility under EMI scheme for period of six months

18	Foreign currency transaction	3.50% markup over and above the currency conversion rate	3.50% markup over and above the currency conversion rate	3.50% markup over and above the currency conversion rate	3.50% markup over and above the currency conversion rate
Processing fee for payment					
19	Outstation cheques	Outstation & cheques are not accepted. Multi-city cheques will be accepted towards payment of Credit Card dues.	Outstation cheques are not accepted. Multi-city cheques will be accepted towards payment of Credit Card dues.	Outstation & cheques are not accepted. Multi-city cheques will be accepted towards payment of Credit Card dues.	Outstation cheques are not accepted. Multi-city cheques will be accepted towards payment of Credit Card dues.
20	Charges on railway tickets (purchase or cancellation)	<u>At counter:</u> 2.5% on the transaction amount. <u>IRCTC website:</u> Upto 1.8% of the transaction amount. (Transaction amount comprise of the ticket charges + service charges by Railways/ IRCTC)	<u>At counter:</u> 2.5% on the transaction amount. <u>IRCTC website:</u> Upto 1.8% of the transaction amount. (Transaction amount comprise of the ticket charges + service charges by Railways/ IRCTC)	<u>At counter:</u> 2.5% on the transaction amount. <u>IRCTC website:</u> Upto 1.8% of the transaction amount. (Transaction amount comprise of the ticket charges + service charges by Railways/ IRCTC)	<u>At counter:</u> 2.5% on the transaction amount. <u>IRCTC website:</u> Upto 1.8% of the transaction amount. (Transaction amount comprise of the ticket charges + service charges by Railways/ IRCTC)

21	Custom Duty /Airport tax / Excess Baggage	2.25% of transaction amount (minimum Rs.75/-).	2.25% of transaction amount (minimum Rs.100/-) (minimum Rs.75/- for cards against Fixed Deposit)	2.25% of transaction amount (minimum Rs.75/-).	2.25% of transaction amount (minimum Rs.100/-) (minimum Rs.75/- for cards against Fixed Deposit)
22	Fuel surcharge (exclusive of service tax and other charges)	Min. Rs.10 or 1% on transaction < Rs.400 &> Rs.3000/- . Corporate Cards with Corporate Liability: Min.Rs.10 or 1% on transaction.	Min. Rs.10 or 1% on transaction <Rs.500 &> Rs.4000/- . Corporate Cards with Corporate Liability: Min.Rs.10 or 1% on transaction .	Min. Rs.12.50 or 1% on single fuel transaction of <Rs.500 &> Rs.4000/- . <u>Platinum:</u> maximum surcharge waiver up to Rs. 250/- within a billing cycle exclusive of service tax and other charges. <u>Select/ Millennial:</u> maximum surcharge waiver up to Rs. 350/- within a billing cycle exclusive of service tax and other charges.	Min. Rs.10 or 1% on transaction <Rs.500 &> Rs.4000/- . Corporate Cards with Corporate Liability: Min.Rs.10 or 1% on transaction.
23	Free interest period	20-50 days-this is applicable only on retail purchases and if the previous month's balance has been cleared in full. Interest free grace period is not	20-50 days-this is applicable only on retail purchases and if the previous month's balance has been cleared in full.	20-50 days-this is applicable only on retail purchases and if the previous month's balance has been cleared in full. Interest free grace period is not applicable if the cardholder has withdrawn cash from ATM.	20-50 days-this is applicable only on retail purchases and if the previous month's balance has been cleared in full.

		applicable if the cardholder has withdrawn cash from ATM.	Interest free grace period is not applicable if the cardholder has withdrawn cash from ATM.		Interest free grace period is not applicable if the cardholder has withdrawn cash from ATM.
24	'Minimum amount due' to be paid by due date	5% of total amount due or such other amount as may be determined by PNB at its sole discretion. EMI amounts are added in full to minimum amount due	5% of total amount due or such other amount as may be determined by PNB at its sole discretion. EMI amounts are added in full to minimum amount due	5% of total amount due or such other amount as may be determined by PNB at its sole discretion. EMI amounts are added in full to minimum amount due	5% of total amount due or such other amount as may be determined by PNB at its sole discretion. EMI amounts are added in full to minimum amount due
25	Cash advance limit	20% of credit limit	20% of credit limit.	20% of credit limit	20% of credit limit.
26	PNB EMI plan;				
	(i) Processing fees	2% of transaction amount minimum Rs. 200/-	2% of transaction amount minimum Rs. 200/-	2% of transaction amount minimum Rs. 200/-	2% of transaction amount minimum Rs. 200/-
	(ii) Finance charges	18% p.a.(1.5% p.m.)	18%p.a.(1.5% p.m.)	18% p.a.(1.5% p.m.)	18%p.a.(1.5% p.m.)
	Prepayment charges	3% on outstanding amount Nil for card against fixed deposit	3% on outstanding amount Nil for card against fixed deposit	3% on outstanding amount. Nil for card against fixed deposit	3% on outstanding amount Nil for card against

					fixed deposit
27	Instant EMI facility Processing fees	2% of transaction amount minimum Rs. 100/-	2% of transaction amount minimum Rs. 100/-	2% of transaction amount minimum Rs. 100/-	2% of transaction amount minimum Rs. 100/-
	Finance charges	3,6,9 & 12 months @12% p.a. , 18,24 months @ 14% p.a.	3,6,9 & 12 months @12% p.a. , 18,24 months @ 14% p.a.	3,6,9 & 12 months @12% p.a. , 18,24 months @ 14% p.a.	3,6,9 & 12 months @12% p.a. , 18,24 months @ 14% p.a.
	Prepayment charges	NIL	NIL	NIL	NIL
28	GST	As applicable from time to time	As applicable from time to time	As applicable from time to time	As applicable from time to time

The above charges are subject to change from time to time at sole discretion of the bank.

*waiver as a promotional offer for first year

subject to waiver if the annual spends on the card is Rs 1, 00,000/- in the **preceding year.

^subject to waiver if the annual spends on the card is Rs 3.00 Lakh in the **preceding year**

\$ Annual charge shall be waived in case a Credit Card account satisfied following conditions:

- If the usage of card, in preceding year, is more than the credit limit of the card.
- There is at least one retail transaction [i.e. other than fuel or cash withdrawal] in every calendar quarter.
- Account has never been irregular in past.

@ Annual charge shall be waived in case the card is used at least once in each quarter in the preceding year.

Also applicable for cash withdrawals against credit balances.

Note: For Bank's MCLR rate, please visit our website at www.pnbindia.in or call our call center at 1800 180 2222.