

KEY FACT STATEMENT

I. SCHEDULE OF FEES & CHARGES FOR CREDIT CARD

S.No	Particulars	RuPay Platinum/Select/Millennial	VISA Classic/Gold/Platinum/ Signature
1	Joining fee –Primary	Platinum: Nil Select: Rs.500/- Millennial: Rs 399/-* ; For Staff - Free Nil for Credit Card issued against bank's lien on Fixed Deposit	Classic/Gold/Platinum: Nil Signature: Rs. 1500/- ; For Staff – 750/-
	Joining fee -Add-on cards	Platinum/ Select: Nil Millennial: Rs 399/-* Nil for Credit Card issued against bank's lien on Fixed Deposit	Classic/Gold: Nil Platinum: Rs.500/- (per card) Signature: Rs.500/- (per card) ; For Staff – 1 st Card : Free, 2 nd Card – Rs. 250/-
2	Renewal fees	Nil	Nil
3	Annual fees – Primary Card	Platinum: Rs.500/- @ Select: Rs.750/- @ Millennial: Rs 999/-** ; For Staff – Rs.499/-*** Nil for Credit Card issued against bank's lien on Fixed Deposit	Classic: NIL Gold: Rs.300/- ^{\$} Platinum: Rs.500/- ^{\$} Signature: Rs.2000/- [^] ; For Staff – Rs.1000/-**
	Annual fees – Add-on Card	Nil	Nil
4	Joining Fee - Corporate Credit Card	NA	VISA Classic/Gold/Platinum Corporate Card with corporate liability: Rs. 2000/- Corporate Card with individual liability: Rs. 1000/-
	Annual Fee – Corporate Credit Card	NA	VISA Classic/Gold/Platinum Corporate Card with corporate liability: Rs. 2000/- Corporate Card with individual liability: Rs. 1000/-
5	Finance charges/ interest rate p.m on revolving credit/ cash withdrawn/ amount overdue	2.95% per month	
		1.5% per month for cards against Fixed Deposit	
6	Annualized percentage rate (APR) on revolving credit	35.89% per annum	
		19.56% per annum for Credit Cards issued against bank's lien on Fixed Deposit	
7	Cash advance transaction charges#:		
	Domestic – PNB ATMs	Platinum: 2% of cash withdrawn or Rs.100/- whichever is higher Select /Millennial: 2% of cash withdrawn or Rs.150/- whichever is higher	2% of cash withdrawn or Rs.100/-whichever is higher
	Domestic – Other ATMs	Platinum:2% of cash withdrawn or Rs.150/- whichever is higher Select/ Millennial:2% of cash withdrawn or Rs.200/- whichever is higher	2% of cash withdrawn or Rs.150/-whichever is higher
	Overseas	Platinum:2% of cash withdrawn or Rs.250/- whichever is higher Select/ Millennial:2% of cash withdrawn or Rs.300/- whichever is higher.	2% of cash withdrawn or Rs.300/-whichever is higher
8	Late payment fee	On outstanding Total Amount Due as under: Rs.1000/- or Less – Nil Rs.1001 to Rs.5000/ – Rs.500 Rs.5001 to Rs.10000/- Rs.600/- Above Rs.10000/ – Rs.750 For Credit Card against FD: 30% of minimum amount due subject to Min. Rs.200 & Max. Rs.500 per billing cycle.	
9	Charges for over the credit limit usage	2.5% OR Minimum Rs.500/- Minimum Rs.250/- for Credit Cards issued against Fixed Deposit	Classic & Gold: 2.5% OR Minimum Rs.250/- Platinum & Signature: 2.5% OR Minimum Rs.500/-
10	Return of cheques/ dishonour of ECS / Auto debit (SI)	Rs.200/- per instrument	Classic/Gold: Rs.100/- per instrument Platinum/Signature: Rs.250/- per instrument
		Rs.100/- per instrument for cards against fixed deposit	
11	Duplicate statement (beyond three months)	Rs.50/- (no charges for e-statement and card against FD)	
12	Card replacement fee (for reasons other than technical defects)	Rs.200/- per card	Classic/Gold: Rs.100/- per card Platinum/Signature: Rs.250/- per card Card against FD: Rs.100/- per card
13	Pin replacement fee	Rs.100/- per card (No charges for electronic pin /E pin)	Classic/Gold: Rs.50/- per card Platinum/Signature: 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/-	
15	Limit enhancement charges	Nil	
16	Balance transfer processing fees	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	
18	Foreign currency transaction	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.	
20	Charges on railway tickets purchase or cancellation)	At counter: 2.5% on the transaction amount. IRCTC website: 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)
22	Fuel surcharge (Exclusive of service tax and other charges)	Min. Rs.12.50 or 1% on single fuel transaction of amount greater than Rs.500 & less than Rs.4000/-. Platinum: maximum surcharge waiver up to Rs. 250/- within a billing cycle exclusive of service tax and other charges.	Classic/Gold: Min. Rs.10 or 1% on transaction amount greater than Rs.400 and less than Rs.3000/- Platinum/Signature: Min. Rs.10 or 1% on transaction amount greater than Rs.500 & less than Rs.4000/-

		Select/ Millennial: maximum surcharge waiver up to Rs. 350/- within a billing cycle exclusive of service tax and other charges.	
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 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	
25	Cash advance limit	20% of credit limit	
26	PNB EMI plan	Processing Fee: 2% of transaction amount minimum Rs. 200/- Finance Charges: 18% p.a. (1.5% p.m.) Prepayment charges: 3% on outstanding amount, Nil for card against fixed deposit	
27	Instant EMI facility	Processing Fee: 2% of transaction amount minimum Rs. 100/- Finance Charges: 3,6,9 & 12 months @12% p.a., 18,24 months @ 14% p.a. Prepayment charges: Nil	
28	GST	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. 50,000/- 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:

a) If the usage of card, in preceding year, is more than the credit limit of the card.

b) There is at least one retail transaction [i.e. other than fuel or cash withdrawal] in every calendar quarter.

c) 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.

II. DRAWAL LIMITS:

RuPay (NPCI)		VISA	
Credit Card Variant	Range of Credit Card limit	Credit Card Variant	Range of Credit Card limit
RuPay Platinum	Rs 10,000/- to Rs 5,00,000/-	Classic	Rs 10,000/- to Rs 1,00,000/-
RuPay Select / PNB Millennial	Rs 50,000/- to Rs 10,00,000/-	Gold	Rs 50,000/- to Rs 5,00,000/-
Rakshak RuPay Platinum	Rs 25,000/- to Rs 5,00,000/-	Platinum	Rs 50,000/- to Rs 10,00,000/-
Rakshak RuPay Select	Rs 50,000/- to Rs 10,00,000/-	Signature	Rs 1,25,000/- to Rs 15,00,000/-

Cash withdrawal limit is 20% of card credit limit.

Available Credit Limit is the unutilized Credit left in the Credit Card Account for use.

III. BILLING AND STATEMENT:

Billing Statement: Frequency & Mode of Sending Punjab National Bank will send the credit cardholder a monthly statement showing the payments credited and the transactions debited to the credit cardholder's account since the last statement. The Bank will mail through postal/courier services a statement of transactions in the credit card accounts every month on a predetermined date, to the mailing address on record with the bank or send a statement via e-mail to the email ID of the credit cardholder. If the balance outstanding is NIL / below Rs 100 or has a credit balance, no statement will be issued.

Minimum Amount Due: The Minimum Amount Due shall be 5% of the outstanding amount or such other amount as may be determined by PNB at its sole discretion. In case the credit cardholder has availed BT or EMI facility, the amount of dues thereon, during the statement period shall be added to Minimum Amount Due.

Method of payment: Cash Payment, Cheque / Draft, Auto Debit, Auto Pay Process, IBS, ECS, NEFT, VISA Money Transfer Facility, Online Payment through Bill Desk are the methods of payment

Billing Dispute Resolution: All the contents of the statement will be deemed to be correct and accepted if the credit card holder does not inform Punjab National Bank of the Discrepancies within 60 Days of the Statement Date in writing. Upon receipt of such information, Disputed Credit Card transactions will be marked and shall not be considered for CIC's reporting till its resolution. Further, no charges shall be levied till its resolution. In case the dispute is not settled in favor of credit card holder all applicable charges will be levied on the credit card from the date of transaction and the same will also be reported to CICs after 15 days of issuance of notice to the concerned customer by the Bank in case of non-payment of outstanding dues by the Card Holder.

Complete Postal Address of Card Issuing Bank:

Punjab National Bank

Credit Card Processing Centre, C-24, C Block, Ground Floor

Sector- 58, Noida – 201301, Contact Details: 0120-4478989, 0120-4478925, Email: creditcardho@pnb.co.in

Toll Free number for customer care service:

The Cardholder can contact toll free number 18001802345, tolled number 0120-4616200 or such other telephone numbers as may be notified by PNB from time to time.

Grievance Redressal:

In the rare event of not being satisfied with the response from any of the recent contacts with the Bank, you can contact us between specified working hours as under:

Grievance Redressal Cell, Punjab National Bank,

Credit Card Processing Centre, C-24, C Block, Ground Floor

Sector- 58, Noida – 201301, Contact Number: 0120-4478989, E-mail: creditcardho@pnb.co.in

The Schedule of Fees & Charges and Other Terms & Conditions are subject to revision from time to time. Please visit www.pnbcards.in for further details.