



MOST IMPORTANT
TERMS AND CONDITIONS



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The **Most Important Terms and Conditions (MITC)** and all information herein is applicable to all PNB's credit cards/card holders/applicants of credit cards/customers of the Bank/members of the general public indicating interest in the credit card product of PNB, with immediate effect. The MITC are subject to change at the discretion of the Bank and the laws as applicable from time to time. The said MITC are in addition to and are to be read along with the terms and conditions of credit cardholders' agreement of the Bank.

a) FEES AND CHARGES

- I. **Joining fees for primary credit cardholder and for add-on cardholder:** As per schedule of fees and charges given in Annexure I.
- II. **Annual membership fees for primary and add-on credit card holder:**

Joining fees, annual fees and renewal fees are applicable on the Credit Cards for both the primary and add-on credit cardholders as per schedule of fees and charges in Annexure I. The Bank exclusively retains the right to alter any/all charges or fees from time to time or to introduce any new charges or fees, as it may deem appropriate, upon issuing at least a 30-days prior notice to the credit cardholder of such change/alteration in the charges or fees.

It is clarified that the said change may be indicated/communicated to the credit cardholder through any media chosen exclusively by the bank in its sole discretion.

III. Cash Advance Fee

As per schedule of fees and charges given in Annexure I.

IV. Service Charges levied for certain transactions

Cash advance fees, finance charges and all other charges applicable on credit card are detailed in the schedule of fees & charges as in Annexure I

V. Interest-free grace period:

The Interest-free credit period could range from 20 to 50 days. However, 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 Interest-free grace period is not applicable if the cardholder has withdrawn cash from an ATM.

- Illustrative Example for Grace Period Calculation:

For a statement for the period 9th March to 8th April, the payment due date is 28th April. Assuming you (the word 'you' refers to the credit cardholder) have paid back your previous month's dues in full, the grace period would be:

1. For a purchase dated 9th March, interest-free grace period is 9th March to 27th April = 50 days
2. For a purchase dated 29th March, interest-free grace period is 29th March to 27th April = 30 days.

Thus, the grace period can vary depending upon the date of the purchase. However, if you have not paid the previous month's balance in full or if you have availed of cash from an ATM, then there will be no interest-free period.

VI. Finance Charges for both Revolving Credit and Cash Advance:

Finance charges are payable on both i.e. revolving credit and cash advance at the monthly percentage rate on all transactions from the date of transaction in the event of credit cardholder choosing not to pay his/her balance in full, and on all cash advances when taken by the credit cardholder, till they are paid back. Finance charges, if payable, are debited to the credit cardholder's account till the outstanding on the card is paid in full.

- Finance charges on cash advances are applicable from the date of transaction until the payment is made in full.
- When the customer carries forward any outstanding amount or avails of cash advance, a finance charge calculated by average daily balance method, will apply to balances carried forward and to fresh billings.



- If a credit cardholder avails of the revolving credit facility of the PNB credit card and hence chooses to pay an amount less than the total amount due reflected in the monthly billing statement, the entire outstanding amount would attract finance charges and all new transactions will also attract finance charges, till such time as the previous outstanding amount are repaid in full.
- Rate of Interest is 2.95% p.m. (i.e.35.89% annualized)
- In case of cards against Fixed Deposit, rate of interest is 1.5% per month which comes to 19.56% annualized

Late Payment Charges:

- Late payment charges will be applicable if the minimum amount due is not paid by the payment due date. Clear funds need to be credited to PNB credit card account on or before the payment due date to avoid late payment charges. Late payment charges are applicable on outstanding Total Amount Due as under:
 1. ₹1000/- or Less – **Nil**
 2. ₹1001 to ₹5000/ – ₹500
 3. ₹5001 to ₹10000 – ₹600
 4. Above ₹10000 – ₹750

VII. Over limit charges are applicable on total outstanding exceeding the Credit Limit at the rate of 2.5% of the over the limit amount as per schedule of fees and charges (Annexure 1)

Illustrative example for interest calculation:

Assuming that you purchased a gadget for ₹1200 on 22nd March and jewelry for ₹800 on 31st March and you have made a minimum payment due that is ₹100 on 28th April. The interest will be calculated as under:

- Billing cycle 9th March to 8th April
- Payment Due Date: 28th of April
- Minimum Payment Due: ₹100.
- Date Minimum Payment of ₹ 100 Made: April 28th
- Balance carried forward (Revolved Amount): ₹1900

Finance Charges /Interest Calculation:

Interest is Calculated by calculating interest factor for one day as under:

Interest for 1 day on balance of ₹100 @2.95% p.m.= $2.95\%/30$ (No. of days in a month) = 0.09834%



Interest Calculated = Outstanding Amount X 0.0009834 X No. of Days amount is outstanding

- a) Interest on ₹1200 for 38 days – from 22nd March to 28th April = ₹44.84
- b) Interest on ₹800 for 29 days – from 31st March to 28th April = ₹22.81
- c) Interest on ₹1900 for 10 days – from 29th April to 8th May = ₹18.68
- d) Total interest charged in Billing Cycle on outstanding up to 8th May = ₹86.33
- e) GST 18% on interest: ₹15.53
- f) Total Outstanding: ₹2001.86

Please note that the Finance Charges and other charges are subject to change at the discretion of PNB. Also please note that if the credit cardholder exceeds the credit limit of the accounts, 'Over Limit Charges' will be levied on the account. For a list of charges that may be levied at specific instances, please refer to the Schedule of Fees and Charges in Annexure I.

Note: MAKING ONLY THE MINIMUM PAYMENT IN ANY MONTH WOULD RESULT IN THE REPAYMENT STRETCHING OVER SUBSEQUENT MONTHS WITH CONSEQUENT INTEREST PAYMENT ON YOUR OUTSTANDING BALANCE.

b) DRAWAL LIMITS

Credit Limit and Cash Limit are assigned to credit cardholders based on internal PNB credit criteria (Add-on credit cardholders share the same limits as that of the Primary Account Holder). These limits are communicated to the credit cardholder at the time of credit card delivery. The credit limit and cash limit are communicated to the credit cardholder in every statement. The Available Credit Limit (i.e. the credit limit available for use) at the time of the statement generation is provided as part of the statement. PNB will review the credit cardholder's account periodically, and increase or decrease the credit cardholder credit limit based on internal criteria. Credit cardholders seeking to have their credit limit increased can do so by writing to PNB and providing financial documents declaring their income. PNB may, at its sole discretion and based on such new documents provided, increase the credit limit of the credit cardholder.

Cash withdrawal from the ATM is not permitted as the first transaction after activation of the card.

c) BILLING AND STATEMENT**i) 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/courierservices a statement of transactions in the credit card account 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.

- ii) **Minimum Amount Due:** Punjab National Bank Credit Cards offer the credit cardholder the facility of revolving credit. The credit cardholder may choose to pay only the Minimum Amount Due printed on the statement and the balance outstanding can be carried forward to subsequent statements

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

The credit cardholder can choose to pay any of the following amounts indicated on the statement:-

Minimum amount due or

Amount greater than the minimum amount due or Total amount due or

Total amount due for the Month*

**Total amount due for the month comprises current month transaction vis-a-vis purchases, charges, cash advance and amount due on account of BT and/or EMI*

Such a payment should be made before the payment due date. Clear funds need to be credited in the Punjab National Bank credit card account on or before the payment due date to avoid late payment charges. Credit cardholders are advised to drop local cheques at least 4 days before the payment due date to ensure payment reflects on the card account within the payment due date. Any unpaid minimum amount due of the previous statements will be added to the credit cardholders' current minimum amount due in addition to the outstanding exceeding the credit cardholders credit limit.

- Payments made towards the credit card outstanding are acknowledged in subsequent statements. Payments received against the credit cardholders card outstanding will be adjusted against all taxes, fees and other charges, interest charges, cash advances and purchases in that order.

iii) **Payment Options:**

Credit card dues can be paid through any of the following methods:

Cash payment can be made at any branch of PNB's.

Cheque/Draft: Make a Cheque/draft in favour of PNB Credit Card No. xxxxxxxxxxxxxxxx (sixteen digit) and deposit the same in a cheque drop box. List of drop boxes is available at PNB credit card link through www.pnbindia.in. Please ensure that you write your name and contact number on the reverse of the cheque. (Please note that outstation cheques and post-dated cheques are not accepted for making payment of credit card dues. However, multi-city cheques are acceptable)

Auto Debit: If you are a PNB account holder, auto debit instruction for payment of credit card dues on a monthly basis can be given either for “Minimum Amount Due’ or for ‘Total Amount Due’. For details & download format for auto debit instructions, please visit the bank’s website www.pnbindia.in.

Auto Pay Process: Credit Card customers availing facility of PNB Internet Banking can give mandate for auto debit of their linked SB/CA account with PNB to make payment for PNB credit card already linked with Internet banking. This request can be raised either for Total Amount Due (TAD) or Minimum Amount Due (MAD) of billed amount on their credit card. Request raised will get processed within 2 working days and shall be effective from the earliest payment due date of credit card. The cardholder can change the mandate from MAD to TAD or vice versa. Cardholders also have the option to deregister the mandate for the auto pay process.

IBS: PNB's Internet Banking users can link their account to credit card after logging into the Internet banking site and make payment of credit card dues.

ECS: If you are an account holder with another ECS-authorized bank, then you can give ECS mandate for payment of credit card dues either for Total Amount Due or Minimum Amount Due. Details & download format for ECS instructions are available at www.pnbindia.in.

National Electronic Fund Transfer (NEFT): Customers maintaining accounts with banks other than PNB can make a payment online through NEFT. The instructions are available at www.pnbindia.in.

VISA Money Transfer Facility: In case you hold other banks' VISA debit or credit card, you can also use VISA Money Transfer facility of that bank to pay PNB credit card dues online.

Online Payment through Bill Desk: Credit Card holder maintaining accounts with banks other than PNB can make online payment through Bill desk by using Internet Banking Channel of other select banks. For user instructions, please visit www.pnbindia.in.

iv) **Billing Disputes:** All the contents of the statement will be deemed to be correct and accepted if the credit cardholder does not inform Punjab National Bank of the

discrepancies within 60 days of the Statement Date in writing. Upon receipt of such information, Punjab National Bank may reverse the charge on a temporary basis pending investigation. If on completion of subsequent investigations, the liability of such charges is to the cardholders' account, the charge will be reinstated in a subsequent statement along with the associated retrieval requests charges.

v) Contact Particulars of PNB 24-hour Customer Helpline number

The Cardholder can contact 24-hour Customer Care helpline numbers i.e. 0120- 4616200 and 1800 180 2345 or such other telephone numbers as may be notified by PNB from time to time.

vi) 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:

Davinder Kumar, Contact : 011-25820037

Grievance Redressal Cell, Punjab National Bank,

Credit Card Processing Centre, 3rd Floor Rajendra Bhawan, Rajendra Place,
New Delhi - 110 008

E-mail: creditcardho@pnb.co.in

vii) Complete postal address of card issuing Bank:

Punjab National Bank,
Credit Card Processing Centre,
3rd Floor, Rajendra Bhawan, Rajendra Place, New Delhi - 110 008

viii) Toll free number for customer care service:

The cardholder can contact toll free number 1800 180 2345 or such other telephone numbers as may be notified by PNB from time to time.

d) DEFAULT

- i. The total outstanding on the credit card account, together with the amount of any charges affected but not yet charged to the credit card account will become immediately due and payable in full to PNB on the occurrence of any of the following events which shall be deemed as an instance of default:
 - The credit cardholder fails to pay the amount due to the bank within the stipulated period.
 - Credit cardholder becomes insolvent or there is any material adverse change in the financial condition of the credit cardholder which in bank's opinion affects the interest of the bank

- Death of credit cardholder or total permanent disability
- Any court grants a garnishee order
- Any representation made by the credit cardholder proves to be incorrect, misleading, false or incomplete including but not limited to income and/or identification paper/document forwarded to the bank, being proved incorrect, incomplete and or contain false/fraudulent information
- Credit cardholder generally do or omits to do anything which may prejudice Bank's right in terms of credit cardholder agreement or cause bank to suffer any loss/damage
- Any payment Instruments including cheques and/or ECS/Standing instructions delivered to the Bank are not encashed/acted upon for any reason whatsoever on presentation being made.
 - If cardholder is involved in or charged in criminal activities
 - In case of default in the performance of any obligations under the terms of any other loans/facilities provided by PNB
 - On bankruptcy or death of the primary credit cardholder. Credit cardholder's estate will be responsible for settling any outstanding on the card account and should

keep PNB indemnified against all costs, including legal fees and expenses incurred in recovering such outstanding. Pending such repayments, PNB will be entitled to continue to levy finance charges at its prevailing rates

- ii In the event that the credit cardholder delays or is unable to settle the outstanding of his/her monthly statement of the card in terms of credit cardholder agreement, PNB will exercise the right to lien and set off of the amount outstanding against any monies payable/deposits/accounts maintained in credit cardholder's name with the Bank.
- iii In the event of default, the credit cardholder may be sent reminders from time to time by representatives of PNB including third parties appointed by PNB for settlement of any outstanding on the credit card account, by post, fax, telephone, electronic mail SMS message and/or engage its representatives to remind, follow up and collect dues. Any third party so appointed, shall adhere to the code of conduct on debt collection as applicable from time to time.
- iv In case the payment is not forthcoming after issuing reminders, a notice will be sent to the credit cardholder for non-payment by giving 15 days to such credit cardholder about the intention to report him/her as defaulter to **CIBIL**. Any notice given by PNB will be deemed to have been received by the cardholder within 7 days of posting to the credit cardholder's address last notified in writing to PNB or, where specifically requested,

within 24 hours of sending the same via email at the email address specified by him/her. Any notice may also be sent by fax or communicated verbally and confirmed in writing by post or fax. PNB shall not be held accountable for delays in receipt of notices by post. In the event of any change in credit cardholder's e-mail and/or employment and or/offices and /or residential address and/or telephone numbers, the credit cardholder shall inform PNB promptly in writing or by email and must confirm the same by mail or fax.

- v In the event that credit cardholder delays or is unable to settle the outstanding even after issuing reminders and notice his/ her name will be reported as defaulter to CIBIL or any other credit information company authorized by RBI under Credit Information Companies regulation) Act, 2005.

Withdrawal of Defaulter Report from CIBIL

The bank, at its sole discretion, shall withdraw any default report issued to CIBIL in the following events:

- The defaulter has liquidated his/her entire outstanding dues with the bank or settled his dues with the Bank
- A court verdict has been received by the bank instructing the Bank to de-list the cardholder
- The decisions will be taken by the bank on a case to case basis upon individual review

e) TERMINATION/REVOCAION OF THE CREDIT CARD HOLDERSHIP

- i). The credit cardholder may terminate the credit cardholdership at any time by writing to Punjab National Bank at the following address: “Punjab National Bank, Credit Card Processing Centre, along with the credit card/s cut diagonally to pieces. All the credit cards including the add-on cards will be terminated on the basis of written request / call at our 24 hour call centre. Termination will be effective only after payment of all amounts outstanding to the card account. No annual, joining or renewal fees shall be refunded on a pro-rata basis.
- ii). Punjab National Bank may also restrict, terminate or suspend the use of the credit card at any time without prior notice if the Bank reasonably believes it necessary for business or security reasons. Punjab National Bank can suspend the facility on the credit card, if the credit cardholder defaults on the payment due or exceeds the credit limit extended. The credit card must not be used after the agreement ends or if the credit card account is suspended.
- iii). The bank will always be at liberty to stop making advances or cancel the credit facility(ies) at any time without prior notice and without assigning any reason, even though the credit limit(s)/ credit facility(ies) has/have not been fully availed of.
- iv) In such a situation, the credit cardholder must (subject to any default or other notice

required by law) immediately pay Punjab National Bank the total outstanding Balance on the Account. This includes all amounts due to Punjab National Bank under the agreement, including all transactions and other amounts not yet charged to the account. The credit card will not be considered as closed until the credit cardholder has paid all such due amounts.

f) LOSS / THEFT / MISUSE OF CARD

- i. The credit cardholder must notify the 24-Hour customer helpline number immediately if the primary or any additional credit card is misplaced, lost, stolen, mutilated, not received when due or if he/she suspects that the credit card is being used without credit cardholder's permission. Once a card is reported lost, it should not, under any circumstances be used if found by the credit cardholder subsequently. As the Add-on-Card is an extended facility given on the primary card account, the Add-on-Card is rendered invalid when the primary card is reported lost.
- ii. The Bank is not liable or responsible for any transactions incurred on the credit card account prior to the time of reporting of the loss of the card, and the credit cardholder will be fully liable for the same. After the receipt of proper notification of the loss by the Bank, the credit cardholder's subsequent liability is Nil. In addition to notifying Punjab National Bank about the loss or theft of the credit card, the credit cardholder must report any theft of credit cards to the Police and lodge an FIR.

- The credit cardholder will be liable for all losses in case of misuse of the credit card by someone who obtained the PIN or the card with the consent of credit cardholder or an Add-on-Cardholder.
- If the credit cardholder has acted fraudulently the credit cardholder will be liable for all losses. If the credit cardholder acts without reasonable care, the credit cardholder may be liable for all losses incurred.
- Punjab National Bank may, without referring to the credit cardholder or any Add-on-Cardholder, give the police or other relevant authorities any information that Punjab National Bank consider relevant about the loss, theft or misuse of a credit card or PIN.

iii. DISCLOSURE

Type of information relating to credit cardholder to be disclosed with and without approval of credit cardholder:

- The credit cardholder acknowledges that PNB is authorized to share credit cardholder information including but not limited to credit cardholder current balance, payment history, etc. along with demographic details with any existing or future credit bureaus without any notice to this intent to the credit cardholder, and such information may pertain to positive or negative performance or default by the credit cardholder as per the Credit Information Companies regulation) Act, 2005.



- The Credit Information Bureau (India) Ltd. (CIBIL) is an initiative of the Government of India and Reserve Bank of India (RBI) to improve the functionality and stability of the Indian financial system. This is in line with RBI's efforts to provide an effective mechanism for exchange of information between banks and financial institutions, thereby enabling credit cardholders to avail of better credit terms from various institutions.
- The credit cardholder further acknowledges that PNB is authorized to share credit cardholder information, including default in payments with Financial Institution, employer and to other third parties engaged by PNB for proper operation of credit card accounts, verification and other administrative services.
- PNB may also share credit cardholder information with any parent, subsidiary, affiliate or associate of PNB for the purposes of marketing and offering various products and services of PNB or its group companies, subsidiaries, affiliates and/or associates.

If you do not wish to be called about our products and services, kindly log on at www.pnbindia.in and register yourself in our "Do not call registry" option.

PNB Credit Card's Most Important Terms and Conditions (MITC) are also available at the aforementioned website.

All information in this communication is subject to change at the discretion of PNB.

Annexure I

SCHEDULE OF FEES & CHARGES**

	PARTICULARS	VISA CLASSIC / GOLD CARD	VISA PLATINUM / SIGNATURE CARD	RUPAY PLATINUM/ SELECT/ MILLENNIAL CARD RAKSHAK (PLATINUM & SELECT) CARD
1	Joining Fee*: Primary Cardholder	Classic: NIL Gold: NIL	Platinum : NIL Signature : 1500	Platinum / Select : NIL / ₹ 500 Rakshak Platinum / Select : NIL Millennial : ₹399
		NIL for credit card issued against bank's lien on Fixed Deposit		
	Joining Fee*: Add-on Cards	Classic: NIL Gold: NIL	₹500 (for each add-on card)	Platinum/select: NIL Millennial : ₹399
		Nil for credit card issued against bank's lien on Fixed Deposit		
2	Renewal Fees*	NIL	NIL	NIL
3	Annual Fees*: Primary Cardholder	Classic: NIL Gold: Gold: ₹300	Platinum : ₹500 (A) Signature: ₹2000 (B)	Platinum: ₹500 (C) Select: ₹750 (C) Millennial : ₹999 (D)
		Nil for credit card issued against bank's lien on Fixed Deposit		

	PARTICULARS	VISA CLASSIC / GOLD CARD	VISA PLATINUM / SIGNATURE CARD	RUPAY PLATINUM/SELECT/ MILLENNIAL CARD RAKSHAK (PLATINUM & SELECT) CARD
4	Annual Fees*: Add-on Cards	Nil	Nil	Nil
5	Finance Charges / Interest Rate p.m. on Revolving Credit / Cash Withdrawn/ Amount Overdue	2.95% per month	2.95% per month	2.95% per month
		1.5% per month for cards against Fixed Deposit		
6	Annualized Percentage Rate (APR) on Revolving Credit	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 Charges:			
	A: Domestic			

	PARTICULARS	VISA CLASSIC / GOLD CARD	VISA PLATINUM / SIGNATURE CARD	RUPAY PLATINUM/SELECT/ MILLENNIAL CARD RAKSHAK (PLATINUM & SELECT) CARD
	I) PNB ATMs	2% of cash withdrawn or ₹100, whichever is higher	2% of cash withdrawn or ₹100, whichever is higher Signature : 2% of cash withdrawn or ₹100 whichever is higher	<u>Platinum:</u> 2% of cash withdrawn or ₹100, whichever is higher <u>Select/Millennial:</u> 2% of cash withdrawn or ₹150, whichever is higher
	II) Other ATMs	2% of cash withdrawn or ₹150, whichever is higher	2% of cash withdrawn or ₹150, whichever is higher Signature : 2% of cash withdrawn or ₹150 whichever is higher	<u>Platinum:</u> 2% of cash withdrawn or ₹150, whichever is higher <u>Select/Millennial:</u> 2% of cash withdrawn or ₹200, whichever is higher
	B: Overseas	2% of cash withdrawn or ₹300, whichever is higher	2% of cash withdrawn or ₹300, whichever is higher	<u>Platinum:</u> 2% of cash withdrawn or ₹250, whichever is higher <u>Select/Millennial:</u> 2% of cash withdrawn or ₹300, whichever is higher

	PARTICULARS	VISA CLASSIC / GOLD CARD	VISA PLATINUM / SIGNATURE CARD	RUPAY PLATINUM/SELECT/ MILLENNIAL CARD RAKSHAK (PLATINUM & SELECT) CARD
8	Late Payment Fee	On outstanding Total Amount Due as under:		
		1. ₹1000 or less – NIL	2. ₹1001 to ₹5000 – ₹500	3. ₹5001 to ₹10000 – ₹600
		For Credit Card against FD: 30% of the Minimum Amount Due subject to Minimum ₹200 & Maximum ₹500 per billing cycle		
9	Charges for over the credit limit usage	2.5% OR Minimum ₹250	2.5% OR Minimum ₹500	2.5% OR Minimum ₹500
		Minimum ₹250 for credit cards issued against Fixed Deposit		
10	Return of Cheque/ Dishonour/ECS/ Auto debit (SI)*	₹100 per instrument	₹250 per instrument	₹200 per instrument
		Minimum ₹100 for credit cards issued against Fixed Deposit		
11	Duplicate Statement (beyond three months)	₹50 (no charges for e-statement)	₹50 (no charges for e-statement)	₹50 (no charges for e-statement)
		₹50 Free for Card against Fixed Deposit		

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12	Card Replacement Fee (for reasons other than technical defects)	₹100 per card	₹250 per card ₹100 per card for Card against Fixed Deposit	₹200 per card
13	PIN Replacement Fee	₹50 per card	₹100 per card (no charges for electronic PIN)	₹100 per card (no charges for electronic PIN)
		₹50 per card for cards against Fixed Deposit		
14	Retrieval of Charge Slip	₹100	₹100	₹100
15	Limit Enhancement Charges	NIL	NIL	NIL
16	Balance Transfer Processing Fees	1% of transfer amount or ₹199, whichever is higher	1% of transfer amount or ₹199, whichever is higher	1% of transfer amount or ₹199, whichever is higher

	PARTICULARS	VISA CLASSIC / GOLD CARD	VISA PLATINUM / SIGNATURE CARD	RUPAY PLATINUM/SELECT/ MILLENNIAL CARD RAKSHAK (PLATINUM & SELECT) CARD
17	Balance Transfer Interest Charges	0.99% p.m. for BT facility under EMI scheme for a period of six months	0.99% p.m. for BT facility under EMI scheme for a period of six months	0.99% p.m. for BT facility under EMI scheme for a 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
	Processing Fee or 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.

	PARTICULARS	VISA CLASSIC / GOLD CARD	VISA PLATINUM / SIGNATURE CARD	RUPAY PLATINUM/SELECT/ MILLENNIAL CARD RAKSHAK (PLATINUM & SELECT) CARD
20	Charges on Railway Tickets Purchase or Cancellation	At counter: 2.5% of the transaction amount IRCTC website: Upto 1.8% of the transaction amount. (Transaction amount comprises ticket charges + service charges by Railways/IRCTC)	At counter: 2.5% of the transaction amount IRCTC website: Upto 1.8% of the transaction amount. (Transaction amount comprises ticket charges + service charges by Railways/IRCTC)	At counter: 2.5% of the transaction amount IRCTC website: Upto 1.8% of the transaction amount. (Transaction amount comprises ticket charges + service charges by Railways/IRCTC)
21	Custom Duty / Airport Tax / Excess Baggage	2.25% of the transaction amount (minimum ₹75)	2.25% of the transaction amount (minimum ₹100 OR minimum ₹75 for Card against Fixed Deposit)	2.25% of the transaction amount (minimum ₹100 OR minimum ₹75 for Card against Fixed Deposit)

	PARTICULARS	VISA CLASSIC / GOLD CARD	VISA PLATINUM / SIGNATURE CARD	RUPAY PLATINUM/SELECT/ MILLENNIAL CARD RAKSHAK (PLATINUM & SELECT) CARD
22	Fuel Surcharge	Minimum ₹10 or 1% on a single fuel transaction between < ₹400 & > ₹3000.	Minimum ₹10 or 1% on transaction < ₹500 & > ₹4000.	Minimum ₹12.50 or 1% on a single fuel transaction of < ₹500 & > ₹3000. <u>Platinum:</u> Maximum surcharge waiver up to ₹250 within a billing cycle exclusive of service tax and other charges. <u>Select/Millennial:</u> Maximum surcharge waiver up to ₹350 within a billing cycle exclusive of service tax and other charges.

	PARTICULARS	VISA CLASSIC / GOLD CARD	VISA PLATINUM / SIGNATURE CARD	RUPAY PLATINUM/SELECT/ MILLENNIAL CARD RAKSHAK (PLATINUM & SELECT) CARD
23	Interest-free 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 an ATM.	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 an ATM.	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 an ATM.

	PARTICULARS	VISA CLASSIC / GOLD CARD	VISA PLATINUM / SIGNATURE CARD	RUPAY PLATINUM/SELECT/ MILLENNIAL CARD RAKSHAK (PLATINUM & SELECT) CARD
24	Minimum Amount Due, to be paid by the due date	5% of the 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 the 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 the 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	Cash Withdrawal Limit i) 20% of Credit Card limit for all variants/types of Credit Cards ii) Out of the above cash limit, single transaction limit is 50% of the available Cash Limit		
26	PNB Global EMI plan: (i) Processing fees	2% of the transaction amount subject to Minimum ₹200	2% of the transaction amount subject to Minimum ₹200	2% of the transaction amount subject to Minimum ₹200

	PARTICULARS	VISA CLASSIC / GOLD CARD	VISA PLATINUM / SIGNATURE CARD	RUPAY PLATINUM/SELECT/ MILLENNIAL CARD RAKSHAK (PLATINUM & SELECT) CARD
	(ii) Interest Charges	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
27	Recovery of charges for furnishing CIBIL report on request by cardholder	₹50	₹50	₹50
28	GST	As applicable from time to time	As applicable from time to time	As applicable from time to time

- A: Annual charge shall be waived in case a credit card account has satisfied the following conditions:
- i. If the usage of card, in preceding year, is more than the credit limit of the card.
 - ii. There is at least one retail transaction, i.e. other than fuel or cash withdrawal in every calendar quarter.
 - iii. Account has never been irregular in the past.
- B) Annual fees of Signature ₹2000/- : waiver if the card has been used up to limit of ₹3,00,000/- in the previous financial year. No annual fee for add-on cards and card against lien on term deposit)
- C) Annual fees for RuPay Platinum and Select: Shall be waived if the card is used once in a quarter.
- D) Annual fees for Millennial: waiver if the card has been used up to limit of ₹1,00,000/- in the previous financial year. No annual fee for add-on cards and card against lien on term deposit)
- *For Corporate Credit Card with Corporate Liability: Minimum Joining & Annual Fee shall be ₹2000 each and for Corporate Credit Card with Individual Liability, Minimum Joining &

Annual Fee shall be ₹1000 each.

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

***For Bank's MCLR rate, please visit our website at www.pnbindia.in or call PNB's toll-free helpline at 1800 180 2222. Credit Card helpline :1800-180-2345

Also applicable for cash withdrawals against credit balances



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24 Hour Customer Care Helpline Numbers:
0120-461 6200 and 1800 180 2345