

**BOBCARD Scapia Credit Card  
Key Fact Sheet**

issued by



Sr. No	Fees and Charges	Fee Details
1	Card Name	BOBCARD Scapia co-branded Credit Card
2	Issued by	BOBCARD
3	Joining Fees	Nil
4	Annual Membership Fees/Cancellation Fee	Nil
5	Interest Free Grace Period**	Up to 50 days of no interest with a billing cycle of 30 days & payment period of 20 days (including grace period)
6	Interest Rate for Revolving Credit	45% p.a. (3.75% per month) from date of transaction
7	Interest Rate for Cash Advances/Withdrawals	45% p.a. (3.75% per month) from date of withdrawal (No Interest Free period for Cash)
8a	Interest Rate for EMI Transactions	16% p.a. (applicable for 6, 12, 18, 24, 36 and 48 months tenure; tenure might vary based on the amount)  *EMI transactions will be enabled soon BOBCARD Scapia Credit Card
9	Card Reissuance/Replacement Fees	Rs. 200/- + GST
10	Joining/Annual Fee for Add-on Card	NA (Currently Add-on facility is not offered)
11	Cash Advance Fees/ATM Withdrawal Fees	2.5% of amount withdrawn or Rs. 500/- whichever is higher
12	Late Payment Charges/ Charges in case of Default	

		Statement Balance	Late Payment Charge Rs.
		Less than Rs. 100	0
		Rs. 100 – Rs. 500	100
		Rs. 501 to Rs. 1000	400
		Rs. 1001 to Rs. 10000	750
		Rs. 10001 to Rs. 25000	950
		Rs. 25001 to Rs. 50000	1100
		More than Rs. 50000	1300
13	Minimum Amount Due	Minimum amount due: 2% of retail spends & cash advance + 100% of all fees/charges, finance charges, GST and EMI. Amount may change if you've had irregular payments.	
14	Cash Advance Limit	Up to 10% of Card Limit	
15	Overlimit charges	2.5% of the overlimit amount subject to a minimum of Rs. 500/-	
16	Fuel Transaction Surcharge	1% surcharge waiver for transactions up to Rs.5000 (max waiver Rs.500 per month)**  Fuel spends over Rs.50,000 in a month will attract a convenience fee of 1% + applicable GST (max Rs.3,000 per transaction)	
17	Utility Transaction	Transactions over Rs.50,000 in a month will attract a convenience fee of 1% + applicable GST (max Rs.3,000 per transaction)	
18	Rent and Wallet load	Spends on rent, wallet load will attract a convenience fee of 1% + applicable GST (max Rs.3,000 per transaction)	
19	Dishonour of Auto Debit*	2% of payment amount subject to a minimum of Rs. 450/-	

20	Service charges levied for transactions	Nil
21a	EMI Processing Fee and Pre-closure charges	<p>There would be a processing fee of 1% or Rs. 99/- (Whichever is higher) + GST for EMI conversion.</p> <p>A foreclosure charge of 2% + GST (subject to a minimum of Rs. 100/-) on the remaining principal as applicable will be charged if closed before the chosen tenure.</p>
22	Foreign Currency Mark-up	0% (Nil)
23	TDS on withdrawals above Rs 1 crore	TDS will be deducted at a rate of 2.00% on cash withdrawals in excess of ₹ 1 crore if the person withdrawing the cash has filed income tax return for any or all three previous AYs. TDS will be deducted at 2% on cash withdrawals of more than ₹ 20 lakh and 5% for withdrawals exceeding ₹ 1 crore if the person withdrawing the cash has not filed ITR for any of the preceding three AYs.
24	Goods and Services Tax (GST)	<p>Goods &amp; Service Tax (GST) will be applicable on all fees, interest and other charges at rates as notified by the Government of India from time to time</p> <p>The applicable GST would be dependent on the location of the supplier (Credit Card Issuer i.e. BOBCARD Limited) and place of supply. If the place of supply (customer communication address) is in Maharashtra, then it would be CGST and SGST (Intra state), else IGST (Interstate). In case of non-availability of customer registered mailing address in the system, intra state GST rates would be levied.</p> <p>Card Holder would be responsible for providing correct and timely information for enabling Credit Card Issuer to undertake appropriate GST compliances which would in turn enable card holder to take input tax</p>

		<p>credit of supplies (credit card service) made by the Credit Card Issuer. Credit Card issuer shall not be responsible for any loss of input tax credit or delay in availing of input tax credit to the Card Holder on account of incorrect information provided by card holder or due to any act or omission by Card Holder.</p> <p>GST collected will not be reversed on any dispute on fee &amp; Charges/interest or on any other concession/waiver.</p>
25	Withdrawal Limits	<p>i. Credit limit – As approved and displayed at the time of onboarding.</p> <p>ii. Available Credit Limit - As approved and displayed at the time of onboarding.</p> <p>iii. Cash Withdrawal Limit – 10% of Credit Limit.</p>

\*\* Please note that the value of fuel transaction on charge slip will differ from the credit card statement since the fuel surcharge and GST on the same are levied by the acquiring bank after the transaction.

I. Interest Free (grace) period:

The interest free credit period could range up to 47 days (50 days including grace period ) subject to the scheme applicable on the credit card and the submission of claims by the merchant.

\*\*Illustration:

For a statement for the period from Jan 15<sup>th</sup> 2023 to Feb 14<sup>nd</sup> 2023 the payment due date would be Mar 4<sup>th</sup>, 2023.

Assuming that you have paid your Total Amount Due of the previous month statement by the payment due date, the grace period would be:

1. For a purchase dated Jan 16<sup>th</sup>, 2023, the interest free grace period is from Jan 16, 2023 to Mar 4<sup>th</sup>, 2023, i.e. 47 days.
2. For a purchase dated Feb 14<sup>th</sup>, 2023, the interest free grace period is from Feb 14<sup>th</sup> 2023 to Mar 4<sup>th</sup>, 2023, i.e. 18 days.

Thus, the grace period can vary depending upon the date of purchase. This period will be free of interest only if all previous dues are paid in full and there is no unpaid balance carried over from previous months. However, if the Total Amount Due is not paid by the payment due date, then there will be no interest free period. For cash advances, interest is charged

from the date of the transaction until the date of payment. All applicable fees will be applied in case of non-repayment.

II. Finance Charges/ Interest Charges:

i. Interest Charges are paid at a monthly percentage rate, as specified in the KFS, on all transactions from the date of transaction in the event of the Card member choosing not to pay his balance in full, and on all cash advances taken by the Card member, till they are paid back. Interest charges, if payable, are debited to the Card member's account till the outstanding on the card is paid in full.

ii. When the customer carries forward any outstanding amount or availed Cash Advance, a finance charge calculated using average Daily Balance Method will apply to balances carried forward and to fresh billings.

iii. If a card holder avails the revolving credit facility of the BOBCARD Scapia 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 interest charges and all new transactions will also attract interest Charges from the date of transaction, till such time as the previous outstanding amounts are repaid in full. Revolving credit is a type of credit that does not have a fixed number of payments, in contrast to instalment credit.

iv. **Below is the indicative illustration for calculating interest:** In the table given below, it has been assumed that Statement Date is on the 10th of every month and Payment Due Date is on the 27th of every month. Further, the Cardholder makes a transaction of ₹10,000 and decides to pay only a part (₹1,000) of the Total Amount Due. For the purposes of this illustration, the interest rate applicable to the Cardholder is taken as 3.75% per month (45% per annum).

10th Aug Statement should have the following entries -

Transaction Description	Date	Amount
Purchase 1	1st Aug	Transaction Amount = ₹10,000
Statement Date	10th Aug	Billed Amount = ₹10,000
Statement Date	10th Aug	Minimum Amount Due = 200

10th Sep Statement should have the following entries (assuming no new transactions are done in this cycle) -

Transaction Description	Date	Amount
Payment Made	15th Aug	Payment Amount = ₹1,000

Payment Due Date	27th Aug	-
Interest	10th Sep	₹491.91
Statement Date	10th Sep	Billed Amount = ₹9,491.91 (9,000 + 491.91)

Interest Calculations @45% per annum	Date	Amount
1. Interest on 10,000 = 10000 (Amount) * 15 (Number of days) * (0.45/365) (Daily Interest Rate)	1st Aug - 15th Aug	184.93
2. Interest on 9,000 = 9000 (Amount) * 25 (Number of days) * (0.45/365) (Daily Interest Rate)	16th Aug - 9th Sep	277.39
Total Interest Charged		462.32

*Note:*

- 1. GST will be applicable on Interest charges and Late Fee.*
- 2. These illustrations are meant to be indicative and to show how interest is calculated and charged. Actual amounts can vary depending on specific cases*

**Billing Statement:**

BOBCARD is currently being issued for the billing cycles of 1st, 7th, 13th, 16th, 18th, or 25th of the month as per discretion of BOBCARD LIMITED. The cardholder has a one-time option to change the existing billing cycle as available. Cardholder may write to [crm@bobcard.co.in](mailto:crm@bobcard.co.in) for a change in the billing cycle. The statement will contain a break-up of all purchases, repayments, fees, interest charges, refunds and taxes. In case the card was not used in a month, the statement will mention that there was no spends in that month.

**Mode of sending statement:**

The link to download billing statement and summary will be shared over email, monthly, and will also be available on your Scapia app or through such other means as may be decided by BOBCARD Limited.

**\*\*\*Minimum Amount Due:**

Minimum Amount Due (MAD) is calculated as 100% of (all Fees/Charges + Finance Charges + GST + EMI amount) + 2% of (Retail Spends + Cash Advance). For cases where Total

Amount Due exceeds Credit Limit, account overlimit amount (Total Amount due – Credit Limit) is greater than the Computed MAD, then MAD = Overlimit Amount (refer Illustration II). In the event the Card Member deposits part of the Total Payment Due or the MAD (not less than the MAD under any circumstance), the balance outstanding amount payable shall be carried forward to subsequent Statements. This amount will attract interest Charges until the date of full and final payment. Please note that making only the minimum payment every month would result in the repayment stretching over months/years with consequential compounded interest payment on your outstanding balance.

MAD (Min ₹200) will be calculated as follows –

- i. 2% of all Spends PLUS
- ii. 100% of all Applicable Fees and Charges PLUS
- iii. Previous unpaid Minimum Amount Dues if any

If Total Amount Due is less than Rs.200, Minimum Amount Due would be equal to the Total Amount Due. Non-payment of the minimum amount due by the payment due date shall render Cardholder liable to risk of withdrawal or suspension (whether temporarily or permanently) of the credit facility. In case of non-payment of minimum amount due by the payment due date the Card would be blocked and may be unblocked only after receipt of required payment. BOBCARD reserves the right to withdraw the Card facility or reduce the credit limit at its sole discretion without prior notice. In case of continued non-payment of Card outstanding, BOBCARD may cancel the Card and the same may not be reinstated even after the dues are paid.

#### Illustration

Card Statement Date: If your statement date is 1st of every month and transactions done between 1st July and 31st July, Assuming no previous balance carried forward from 1st July, the statement will be generated on 1st August showing Total Amount Due as follows with due date of 20th August.

For Retail Purchase of ₹ 1,000 on July 25th, TAD and MAD will be calculated as below

<b>Full payment done on Due date</b>			
<b>Sl</b>	<b>Description</b>	<b>Total Amount Due</b>	<b>Minimum amount due</b>
A	Transaction done on 25th July	₹ 1,000.00	
B	Total (as per the statement generated on 1st August)	₹ 1,000.00	₹ 200.00

If full payment is made within the due date, no finance charges shall be levied.

Scenario I: If no payment received by Payment due date i.e. 20th Aug then Finance charges for subsequent statement will be calculated as follows

<b>Scenario I: No payment on due date</b>			
<b>SI</b>	<b>Description</b>	<b>Total Amount Due</b>	<b>Minimum amount due</b>
C	Transaction done on 25th July	₹1,000	₹20
D	Finance Charges on revolving credit (@ 3.75% per month i.e. 45% annually) on ₹ 1000 from 25th July to 1st Sept (for 38 days)	₹46.85	₹46.85
E	Late Payment Fee levied	₹400	₹400.00
F	GST levied in Fees and Charges (18% of D and E)	₹80.43	₹80.43
	Previous Statement MAD		₹200
	Total (as per the statement generated on 1st Sept)	₹1,527.28	₹747.28

Scenario II : If only minimum amount due of Rs. 200 is received on 11th August i.e. on or before the payment due date, then Finance charges for subsequent statement will be calculated as follows

<b>Scenario II : MAD paid on due date</b>			
<b>SI</b>	<b>Description</b>	<b>Total Amount Due</b>	<b>Minimum amount due</b>
D	Principal Transaction Outstanding (A-B)	₹800	128
E	Finance Charges on revolving credit @ 3.75% per month i.e. 45% annually on ₹ 800 from 25th July to 1st Sept (for 38 days)	₹37.48	₹37.48
F	GST levied in Fees and Charges ( 18% of E)	₹6.75	₹6.75
	Total (as per the statement generated on 1st Sept)	₹844	₹200.00

For cases where Total Amount Due exceeds Credit Limit, account overlimit amount (Total Amount due – Credit Limit) is greater than the Computed MAD, then MAD = Overlimit Amount.

(refer Illustration shared below) : If the Card Limit is ₹ 10,000, statement date is 1st of every month and transactions done between 1st July and 31st July and customer has given consent for overlimit (OVL) Assuming no previous balance carried forward from 1st July,

the statement will be generated on 1st August showing Minimum and Total Amount Due as follows with due date of 20th August.

<b>Illustration</b>			
	<b>Credit Limit</b>	<b>10000</b>	
<b>SI</b>	<b>Description</b>	<b>Total Amount Due</b>	<b>Minimum amount due</b>
A	Purchase done on 25th July	₹10,500.00	₹210
B	Exceeding Credit Limit Charges	₹500.00	₹500
C	Total GST levied on B	₹90.00	₹90
	Total Amount Due (TAD) (Sum of A,B,C)	₹11,090.00	₹800
	Account Overlimit with Fees and Charges (TAD-Credit Limit)	₹1,090.00	
	Final Min Amount Due (MAD)		₹1,090.00

Any unpaid Minimum Amount Due (MAD) from previous statements will be added to the current statement's MAD.

In cases where the Total Amount Due (TAD) is INR 200 or less, the Minimum Amount Due (MAD) will be equal to the TAD.

Finance charges apply if the outstanding balance is not paid in full by the Payment Due Date. For cash advances, finance charges are applicable from the date of transaction until full repayment. If the Cardholder opts for the revolving credit facility and pays less than the TAD, finance charges will apply to the entire outstanding amount (excluding charges). All new transactions will also attract finance charges from the date of transaction, until the previous outstanding balance is paid in full by the due date. In the Oct'25 MAD calculation, Previous months outstanding Fees and Charges (if any) will be also included.

Method of payment:

You can pay the outstanding dues from the Scapia App itself, through the following modes:

a) Debit Card b) Netbanking c) UPI

Billing Disputes Resolution:

- All contents of the statement will be deemed to be correct and accepted by the Cardholder unless discrepancy/ irregularities if any is brought to the notice of BOBCARD LIMITED within 15 days from the date of the generation of statement date or within 45 days from the date of transaction.
- The necessary action which may include rectification, if any, will be done on the basis of merits of individual cases and after due investigation to the full and final satisfaction of BOBCARD LIMITED. Investigations conducted by BOBCARD LIMITED shall be final and binding on the Cardholder.
- Disputes raised after the period as aforesaid, shall be accepted at the sole discretion of BOBCARD LIMITED. Liability to clear outstanding dues shall not be affected merely

by the existence of a pending claim or a dispute between the Cardholder and BOBCARD LIMITED.

#### Grievance Redressal

In the event that you are not satisfied with our services, kindly contact us as per the level below

##### Level 1

Customer can call Scapia's 24-hour customer care on 080-65199888

For travel related queries and general enquires on card features, please email us at [care@scapia.cards](mailto:care@scapia.cards)

For transaction related queries, please reach out at [crm@bobcard.co.in](mailto:crm@bobcard.co.in) or call 24\*7 toll free: 1800 2090 or 1800 1210

##### Level 2

If your complaint is still unresolved after 5 working days, you can write to:

Mr. Ravi Ranjan Kumar

Grievance Redressal Officer

BOBCARD LIMITED (formerly known as BOB Financial Solutions Limited)

15th Floor, 1502/1503/1504, DLH Park

S.V. Road, Goregaon (West)

Mumbai - 400104

Email - [escalations@bobcard.co.in](mailto:escalations@bobcard.co.in)

Phone: +91-22- 69753600

You can also register your grievances by visiting <https://www.bobcard.co.in/grievance-and-redressal>