

## Know Your Credit Card

At BOBCARD, we are committed to helping our customers understand how credit card works. From billing and payments to charges and account status, we give you the knowledge to manage your credit card confidently.

### Payments & Billing

- Understanding Your Billing Cycle

Your credit card billing cycle is the period during which your transactions are recorded. At the end of each cycle, a statement is generated detailing your transactions, total amount due, and payment due date.

- Payment Due Date

The payment due date is clearly mentioned in your monthly statement. You are required to make the payment on or before this date to avoid late fees and additional charges.

- Minimum Amount Due

The minimum amount due is a small portion of your total outstanding balance. Paying only the minimum amount may help you avoid late payment fees. However, interest will continue to be charged on the remaining balance

- How to Pay Your Credit Card Bill

You can pay your credit card bill through multiple channels such as:

- BOBCARD APP or PORTAL
- Online payment (net banking, UPI)
- Auto-debit

Know More: <https://www.bobcard.co.in/pay-credit-card-bill>

### Overdue & Account Classification

When you do not pay your credit card dues by the due date, your account may be classified as overdue and subsequently categorized under SMA or NPA, as per regulatory guidelines.

- Date of Overdue

If your payment is not received by BOBCARD on or before the due date, your account is marked as overdue. Date of Overdue is the due date itself that is mentioned on your bill statement.

Example: Payment Due Date: 20 July 2025. Payment not received by end of day | Date of Overdue: 20 July 2025

Overdue is calculated on a daily basis, even a single day delay may impact account classification. Delayed payments may affect your credit score and future credit eligibility; therefore, customers are advised to pay dues on or before the due date.

- How BOBCARD Calculates Overdue (Day-End Process)

BOBCARD updates account status at the end of each day. Payments received before day-end are considered on the same day and the payments received after day-end are considered on the next day. All overdue and classification calculations are calculated based on days past due at day-end.

- SMA (Special Mention Account) Classification

If your payment remains overdue, your account will be classified as Special Mention Account (SMA)

Days Past Due	Classification
1–30 days	SMA-0
31–60 days	SMA-1
61–90 days	SMA-2

- NPA (Non-Performing Asset)

If your dues remain unpaid for more than 90 days, your account is classified as Non-Performing Asset (NPA)

Example: Payment Due Date: 20 July. No payment made

Date Range	Status
20 July	Overdue begins (if unpaid by day-end)
21 July – 19 August	SMA-0
20 August – 18 September	SMA-1
19 September – 18 October	SMA-2
After 18 October	NPA

- Upgradation of Account

If you clear all overdue amounts, your account status will be upgraded to Standard (Regular Account Status). Upgradation is carried out in accordance with applicable regulatory norms after payment of all overdue dues.

#### Important Points:

- Payment delays are tracked on a daily basis
- Even a one-day delay may result in overdue classification
- Account classification may impact your:
  - Credit score
  - Eligibility for future credit facilities
- Customers are advised to pay dues on or before the due date
- Account classification is done in accordance with applicable regulatory guidelines.
- The timelines and classification norms are subject to change as per regulatory updates.

- Please refer to your monthly statement and card agreement for complete details

### **Fees & Charges**

Your BOBCARD credit card may include the following charges:

- Interest charges on outstanding balances
- Late payment fees
- Annual or joining fees
- Over-limit charges (if applicable)

ALWAYS refer to the [Most Important Terms and Conditions \(MITC\)](#) for detailed information on the BOBCARD variant you own.

### **Rewards & Benefits**

Your credit card may offer benefits such as:

- Reward points/Cashback on eligible transactions
- Discounts and partner offers
- Complimentary memberships & services
- Smart EMI options
- Airport lounge access based on your card type

Know More: <https://www.bobcard.co.in/credit-card-types>

ALWAYS refer to the [Most Important Terms and Conditions \(MITC\)](#) for detailed information on the BOBCARD variant you own.

### **Card Security**

Safe Usage Tips

- Do not share your OTP, PIN, or CVV with anyone
- Always use secure websites and apps for transactions
- Regularly monitor your statement for any unauthorized transactions

Lost or Stolen Card

- Report immediately to customer care or through the app
- Your card will be blocked to prevent misuse

Know More Tips: <https://www.bobcard.co.in/security>

### **Key Terms (Quick Reference)**

- Credit Limit: Maximum amount you can spend on your BOBCARD
- Available Limit: Remaining amount you can use
- Billing Cycle: Period during which transactions are recorded
- Due Date: Last date to clear your BOBCARD dues
- Minimum Amount Due: Minimum payment required to keep account active

Know More: <https://www.bobcard.co.in/cards-holders-agreement>

## Understand Your Cardholder Agreement

Your BOBCARD Cardholder Agreement contains detailed information about your card usage, billing, interest rates, fees, and terms of service. It is important to review this document to fully understand your rights and responsibilities as a cardholder.

What you'll find:

- Detailed terms and conditions
- Interest rates and calculation methods
- Billing and payment policies

Read Full Agreement: <https://www.bobcard.co.in/cards-holders-agreement>

## Billing Disputes & Grievance Redressal

If you notice any discrepancy in your statement, you can raise a dispute or contact customer support. BOBCARD follows a structured grievance redressal mechanism for timely resolution.

Know the Grievance Mechanism: <https://www.bobcard.co.in/grievance-and-redressal>

Nodal Officer Details: <https://www.bobcard.co.in/nodal-officer-details>

\* The above information is provided for customer awareness and is in accordance with applicable regulatory guidelines. Classification and timelines are subject to change as per regulatory updates. Always refer to your card agreement, MITC, and monthly statement for details on your BOBCARD variant.

## We Value Your Feedback

We regularly review and update our policies to stay aligned with regulatory requirements and improve customer experience.

If you have specific feedback for us, please write to [crm@bobcard.co.in](mailto:crm@bobcard.co.in)

## Frequently Asked Questions (FAQs)

### **Q: Can I pay more than the minimum amount due?**

**A:** Yes. Paying more than the minimum reduces your outstanding balance faster and lowers interest charges. It also helps maintain a healthier credit score.

### **Q: What happens if I pay after the due date?**

**A:** Payments received after the due date are considered overdue. Your account may be classified as SMA or NPA depending on the number of days past due, and late payment fees may apply.

### **Q: How is interest calculated on my credit card?**

**A:** Interest is charged on the unpaid balance after the due date. The rate depends on your card variant. Paying your full balance by the due date avoids interest charges.

**Q: Can I set up auto-debit for my credit card payment?**

**A:** Yes. You can link your bank account to automatically pay your total or minimum due each month through the BOBCARD app or portal.

**Q: How do I check my credit card statement?**

**A:** You can view your statement through the \*\*BOBCARD app, portal, or email\*\*. Statements include your transactions, payment due date, minimum due, and rewards earned.

**Q: What are SMA and NPA?**

**A:** SMA (Special Mention Account): Accounts overdue 1–90 days, classified as SMA-0, SMA-1, or SMA-2 depending on days past due.

NPA (Non-Performing Asset): Accounts overdue for more than 90 days.

**Q: How can I improve my credit score with my BOBCARD?**

**A:** Pay your bills on time, maintain a low balance relative to your credit limit, and avoid missing payments. Timely payments prevent overdue classification.

**Q: How can I redeem my reward points?**

**A:** Rewards can be redeemed as cashback through the BOBCARD app or portal. Check your card-specific MITC for eligibility, redemption options, and partner offers.

**Q: What should I do if my card is lost or stolen?**

**A:** Immediately report the card through the BOBCARD app, portal or customer helpline nos. 1800 2900 | 1800 1210. The card will be blocked to prevent misuse.

**Q: Can I increase my credit limit?**

**A:** Yes. You can request a credit limit increase through the BOBCARD app, portal or customer helpline nos. 1800 2900 | 1800 1210. Approval is subject to credit history, account behavior, and regulatory guidelines.

**Q: Can I convert a large purchase into EMI?**

**A:** Yes. BOBCARD offers a Smart EMI option for eligible transactions. You can choose the tenure from 6 to 48 months and convert purchases into manageable installments.

**Q: How do I know if my payment has been received?**

**A:** Payments made through the app, portal, or other modes are updated in your account at the closure of business hours. You can check your updated balance in the BOBCARD app or portal.

**Q: Will overdue payments affect my future credit card applications?**

**A:** Yes. Overdue payments and account classifications such as SMA or NPA may impact your credit score and eligibility for future credit facilities.