

**Dear Cardholder,**

We welcome you to BOBCARD LIMITED [Herein referred as THE COMPANY] family and thank you for giving us an opportunity to serve you.

The following pages contain the “Key Fact Statement” (KFS) for your Credit Card. The terms and conditions are subject to change at the discretion of THE COMPANY and/ or as per the guidelines issued by the regulators from time to time. The updated KFS with such changes would be uploaded on our website. The KFS is also available at [www.bobcard.co.in](http://www.bobcard.co.in).

The KFS are to be read and understood in conjunction with the Cardholder Agreement as communicated on [www.bobcard.co.in](http://www.bobcard.co.in)

Details of product features applicable on your credit card along with important terms and conditions are provided on respective product page available on our website [www.bobcard.co.in](http://www.bobcard.co.in)

Assuring you of our best services and looking forward for a long- lasting relationship

**1. FEES AND CHARGES** (Subject to change from time to time at the sole discretion of THE COMPANY)

- a. **First year Fees & Annual Fees:** There are first year fees and annual fees applicable on the various credit cards issued by THE COMPANY for primary as well as add- on cards, subject to revision from time to time. First year fee is a one-time charge and Annual fee is charged every year for renewal. These fees/charges vary for different cards. The applicable fee is communicated to the Cardholder at the time of applying for the credit card. Further, fee as applicable is directly charged to the Cardholder’s credit card account and is indicated in the bill. (Details under “TARIFF OF CHARGES” section). Any reductions or waivers in the fees may be offered at the sole discretion of THE COMPANY.
- b. **Cash Withdrawal/Advance Fees:** The Cardholder can use the credit card to withdraw cash from ATMs/cash dispensing locations in India or overseas in accordance with the compatibility of the credit card at the said ATM(s)/cash dispensing locations. A transaction fee shall be levied on all such withdrawals and would be billed to the cardholder in the next/forthcoming statement. (Details under “TARIFF OF CHARGES” section). Further, cash withdrawal transactions shall also carry finance charge from the date of transaction till the date of full payment.
- c. **Finance Charges**
  - i. Finance Charges at applicable rates, are payable by Cardholder towards the services provided by THE COMPANY to the Cardholder(s) and/or for defaults/ delays committed in payments with reference to the card account.
  - ii. THE COMPANY exclusively retains the right to alter any/all charges or fees from time to time or introduce any new charges or fees, as it may deem appropriate, by issuing at least 30 days prior notice to the Cardholder/s of such change in the charges or fees. It is clarified that the said change may be intimated to the Cardholders through THE COMPANY’s website exclusively.
  - iii. Finance Charges also accrue on
    1. Cash withdrawal from the day of cash withdrawal
    2. New Purchases, if the total outstanding is not paid by due date. Exceeding limit - the charge will be applicable on the outstanding exceeding the sanctioned credit limit or on total outstanding balance in case of cancelled/ surrendered card.
  - iv. Finance Charge payable is debited to card account on the last date of each statement period and is indicated in bill.
  - v. The finance charges will continue to be levied till card outstanding is cleared in full.

- vi. For the finance charges applicable refer “TARIFF OF CHARGES” section.

**TARIFF OF CHARGES**

Subject to change at the sole discretion of THE COMPANY from time to time. For latest rates/ charges applicable, please refer to [www.bobcard.co.in](http://www.bobcard.co.in)

**First Year Fees**

Product	Joining Fee	Fee waiver Criteria
		(Fee levied in the Third Statement if Spends Criteria not met)
Easy	₹ 500	₹ 6,000 in first 60 days
Select	₹ 750	₹ 7,500 in first 60 days
Premier	₹ 1,000	₹ 10,000 in first 60 days
Eterna/Eterna (FD Backed)	₹ 2,499	₹ 25,000 in first 60 days
Tiara	₹ 2,499	₹ 25,000 in first 60 days
		(Fee levied in the first Statement Cycle and waiver once the Spends criteria is met)
Swavlamban	₹ 250	₹ 2,500 in first 60 days
Easy/Select/Premier (FD Backed)	NIL	NIL
ConQR	NIL	NIL
Empower Business Card	NIL	
Corporate Global	NIL	
PRAGATI	NIL	NIL
Renaissance	NIL	NIL
IRCTC	₹ 500	NIL
HPCL Energie	₹ 499	NIL
Snapdeal	₹ 249	NIL
CMA One	₹ 1	NIL
ICSI Dimond	NIL	NIL
ICAI Exclusive	NIL	NIL
Yoddha	NIL	NIL
The Sentinel	NIL	NIL
Rakshamah	NIL	NIL
Vikram	NIL	NIL
Varunah Premium	₹ 2,499	₹ 25,000 in first 180 days
Varunah Plus	₹ 1,499	₹ 15,000 in first 180 days
Varunah	NIL	NIL
Micro Enterprise	NIL	NIL
Cashback		Monthly fee of just ₹49* Or Joining fee of ₹499*. Fee Reversal Criteria is Not Applicable.

### Annual Fees

Product	Annual Fee	Fee waiver Criteria
Easy	₹ 500	₹ 35,000 in Anniversary year
Select	₹ 750	₹ 70,000 in Anniversary year
Premier	₹ 1,000	₹ 1,20,000 in Anniversary year
Eterna/Eterna (FD Backed)	₹ 2,499	₹ 2,50,000 in Anniversary year
Tiara	₹ 2,499	₹ 2,50,000 in Anniversary year
Swavlamban	₹ 250	₹ 12,000 in Anniversary year
Easy/Select/Premier (FD Backed)	NIL	NIL
ConQR	NIL	NIL
Empower Business Card	₹ 500	₹ 50,000 in Anniversary year
Corporate Global	₹ 1000	₹ 100,000 in Anniversary year
PRAGATI	₹ 250	₹ 25,000 in Anniversary year
Renaissance	₹ 250	₹ 25,000 in Anniversary year
IRCTC	₹ 350	NIL
HPCL Energie	₹ 499	₹ 50,000 in Anniversary year
Snapdeal	₹ 249	NIL
CMA One	NIL	NIL
ICSI Dimond	NIL	NIL
ICAI Exclusive	NIL	NIL
Yoddha	NIL	NIL
The Sentinel	NIL	NIL
Rakshamah	NIL	NIL
Vikram	NIL	NIL
Varunah Premium	₹ 2,499	₹ 150,000 in Anniversary year
Varunah Plus	₹ 1,499	₹ 150,000 in Anniversary year
Varunah	NIL	NIL
Micro Enterprise	₹ 500	₹ 50,000 in Anniversary year
Cashback	Monthly fee of just ₹49* Or Annual fee of ₹499*. Fee Reversal Criteria is Not Applicable.	

- No joining/annual fee is applicable for add-on Card

Interest Free Period	20 to 50 Days in case there is no previous outstanding
Total Amount Due (Total Outstanding / outstanding balance)	Total Amount Due is the total amount (net of credit received during the billing cycle, if any) payable by the cardholder as per the credit card statement generated at the end of a billing cycle
Minimum Amount Due	100% of (all Fees/Charges + Finance Charges + GST + EMI amount) + 2% of (Retail Spends + Cash Advance) (Please refer Illustration I) or ₹200 whichever is higher. 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
Cash Withdrawal Charges	2.5% of the withdrawn amount or ₹500 whichever is higher
Finance Charges	Eterna, Tiara: 3.25% per month i.e. 39% per annum All other Credit Cards: 3.75% per month i.e. 45% per annum Micro Enterprise: 1.5% per month i.e. 18% per annum
Duplicate Bill	₹25 per bill
Surcharge on usage at Petrol outlets upon spending with BOBCARD*	IRCTC Cobrand: 1% of fuel transaction amount surcharge waived for fuel transactions between ₹500 to ₹3000 (subject to maximum of ₹100 per statement) Varunah (base variant): 1% of fuel transaction amount surcharge waived for fuel transactions between ₹400 to ₹5000 (subject to maximum of

	₹100 per statement) HPCL Energie Cobrand: 1% of fuel transaction amount surcharge waived for fuel transactions done only at HPCL fuel stations between ₹400 to ₹5000 (subject to maximum of ₹100 per statement) All other credit cards: 1% of fuel transaction amount surcharge waived for fuel transactions between ₹400 to ₹5000 (subject to maximum of ₹250 per statement)	
Cheque Return charges	2% of the payment amount subject to min of ₹ 500	
Auto Debit/Sl Bounce Fee **	2% of the payment amount subject to min of ₹ 500	
Cash Payment Processing Fee	₹250 for every Cash payment	
Cheque Payment Process Fee	₹100 for every Cheque payment	
Goods & Services Tax (GST)	18%### (applicable on all fees, interest & other charges)	
Exceeding Credit Limit Charges	2.5% of the amount over & above the sanctioned credit limit or ₹600, whichever is higher	
Card Replacement Charges	₹100/- per card	
Charge Slip Retrieval Charge	₹250/- per Charge Slip	
Foreign Currency Transaction Fee	Eterna, Tiara, Varunah Premium, ICAI, ICSI, CMA: 2% of transaction amount. Varunah Plus: 2.5% of transaction amount Yoddha, The Sentinel, Rakshamah, Vikram: 3.00% of transaction Amount. All other credit cards: 3.5% of transaction amount.	
Limit Enhancement	No Fee	
Late Payment Charges	Statement Balance	Charges
	Less than ₹100	NIL
	₹100 to ₹500	₹ 100
	₹501 to ₹1,000	₹ 400
	₹1,001 to ₹10,000	₹ 750
	₹10,001 to ₹25,000	₹ 950
	₹25,001 to ₹50,000	₹ 1,100
More than ₹50,000	₹ 1,300	
Processing Fee on Rent Payments	A fee of 1% of the total transaction amount will be levied on all rent payment transactions (Merchant Category Code or MCC 6513) done using your BOBCARD Card. If you do a rent payment transaction of ₹ 10,500 using your BOBCARD, a fee of 1% of ₹10,500 i.e. ₹105 will be levied on this transaction.	
Processing Fee on Wallet Loading Transactions	1% processing fees will be levied on Wallet loading Transactions (MCC's 6539, 6540, 6541,6542) Wallet Loading transactions not allowed on Micro Enterprise	
Processing Fee on Utility Transaction	1% (Maximum ₹3000 per transaction) Processing fee will be levied to Utility transactions (MCC 4900) where transaction amount is ₹50,000 or higher. If you do a Utility payment transaction of ₹50,500 using your BOBCARD, a fee of 1% of ₹50,500 i.e. ₹505 will be levied on this transaction.	
Processing Fee on Fuel Transaction	1% processing fee per transaction will be levied on fuel transactions (MCC 5172, 5541, 5542,5983) where transaction amount is ₹10,000 or higher. Please note, this change is not applicable to HPCL ENERGIE-BOBCARD. If you do a Fuel payment transaction of ₹11,000 using your BOBCARD, a fee of 1% of ₹11,000 i.e. ₹110 will be levied on this	

	transaction
Processing fee on online education fee payment (w.e.f 1st April 2026)	1% fee (subject to maximum of ₹5000 per transaction) will be charged on online education fee payments via Third party payment apps - Cheq, CRED, Ease My Deal, Mobikwik, NoBroker, Paytm, Phonepe, SuperPe. If you do a online education fee payment transaction of ₹11,000 using your BOBCARD Via any of the above mentioned apps, a fee of 1% of ₹11,000 i.e. ₹110.00 will be levied on this transaction.
Processing fee on toll & bus bookings (w.e.f 1st April 2026)	Flat 1% fee will be charged on all Toll & Bus (MCC 4784) transactions where transaction amount is ₹5000 or More. If you do a Toll & Bus (MCC 4784) payment transaction of ₹5,500 using your BOBCARD, a fee of 1% of ₹5,500 i.e. ₹55.00 will be levied on this transaction.
Processing fee on railway bookings (w.e.f 1st April 2026)	1% fee (Subject to maximum ₹5000 per transaction) will be charged on railway bookings (MCC 4112) of ₹30,000 or higher. Please note, this charge is not applicable to BOBCARD IRCTC. If you do a railway bookings (MCC 4112) payment transaction of ₹35,000 using your BOBCARD, a fee of 1% of ₹35,000 i.e. ₹350.00 will be levied on this transaction.
Credit Guarantee Fund Trust for Micro and Small Enterprises (CGTMSE) Fee	0.55% (Only for Micro Enterprise Credit Card)

The GST component is not reversed. Fuel transactions eligible for surcharge waiver do not earn Reward Points. Please note that the rate of fuel surcharge may vary depending on the fuel station and their acquiring bank. The surcharge is levied by the acquiring bank providing the terminal to the merchant. Please also 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.

\*\*Applicable only once per Statement cycle per card & only in case Auto debit/Standing instruction fails due to insufficient balance in the Customer's Account

# All terms and conditions governing QR acceptance will be as per Merchant agreement.

## As per prevailing government guideline

**d. Interest Free Grace Period:** The interest free grace period could range from 20 to 50 days, depending upon date of transactions, provided there are no previous outstanding on the card. Example: This means that a customer who has a billing date of 1st of the month can spend on his Card from 1st April to 30th April, his bill will be generated on 1st May and his Payment Due Date will be 20th May. Hence a purchase made on 14th April will have interest free grace period of 37 days, while a purchase made on 20th April will have interest free grace period of 31 days. However, this is not applicable if the Previous month's balance has not been cleared in full or if the Card member has availed of cash from ATM.

**e. Computation of Finance Charges**

- The interest free period for a purchase (and any related debited charge) in any statement period will apply, if the Outstanding balance on the Card Account for the previous statement period (if any) is paid in full by its due date.
- Finance charges are payable at the monthly interest rate on all transactions including unpaid EMI installments from the date of transaction in the event of the Cardholder choosing not to pay his balance in full, till they are paid back in full.
- If the Outstanding balance on the Card Account is not paid in full by its due date, a finance charge will be levied on any new purchase (and any related debited charge) from the day on which the purchase (and any related debited charge) is debited to the Card Account and on the Outstanding account balance on the Card Account from the first day of the last statement period.

**iv. Finance charges for both revolving credit and cash advances:**

Finance charges are calculated on the balance outstanding (purchase balance + cash advance) on the Card Account on a daily basis by applying the current daily percentage rate to the amount of the balance outstanding (purchase balance + cash advance) at the end of each day.

- Finance charges on overdue amount: The current rate of finance charges is up to 3.75% monthly i.e. 45% per annum from the transaction date and is subject to change at the discretion of THE COMPANY.
- The Cardholder pays finance charges when he/she does not pay off the full dues by the payment due date.
- The Cardholder does not have to pay finance charges in the following scenarios:
  - Opening balance is zero.
  - Has an outstanding and pays off 100% of the full outstanding by the due date.

**Illustration I:**

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.

Full payment done on Due date			
Sl	Description	Total Amount Due	Minimum amount due
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 follow.

Scenario I: No payment on due date			
Sl	Description	Total Amount Due	Minimum amount due
C	Transaction done on 25th July	₹ 1,000	₹ 20
D	Finance Charges (@ 3.75% on ₹ 1000 from 25th July to 1st Sept (for 38 days))	₹ 46.85	₹ 46.85
E	Late Payment Fee levied	₹ 400	₹ 400
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

Scenario II: MAD paid on due date			
	Description	Total Amount Due	Minimum amount due
D	Principal Transaction Outstanding (A-B)	₹ 800	₹ 16
E	Finance Charges @ 3.75% on ₹ 800 from 25th July to 1st Sept (for 38 days)	₹ 37.48	₹ 37.48
F	GST levied in Fees and Charges (18% of D)	₹ 6.75	₹ 6.75

Total (as per the statement generated on 1st Sept)	₹ 844.23	₹ 200
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- a. Computation of Minimum Amount Due (MAD):
- BOBCARD LIMITED offers revolving credit facility subject to regular payment of at least the minimum amount due. The total or minimum amount due is to be paid on or before the payment due date, as indicated in the bill. Bills/Statements are sent on e-mail & SMS.
  - 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. BOBCARD LIMITED may at its sole discretion also instruct the merchant establishment not to honor the credit card transaction.
  - Cardholder may pay more than the minimum amount due/ total amount due outstanding balance before the payment due date. Payments can be made more than once during the billing period.
  - In the event of part payment, the balance outstanding amount payable shall be carried forward to subsequent month which will attract finance charges and taxes till the date of full and final payment.
  - In compliance of the RBI circular on Harmonization of Turn Around Time (TAT) and customer compensation for failed transactions using authorized payment systems dated 20th September 2019, in case BOBCARD Card does not reverse the money debited due to a failed transaction within a prescribed timeline in applicable cases, then compensation shall be paid to the customer as per provisions of the above circular, basis any such confirmation/information received from card networks on failed transactions
  - Effective 1st Oct' 2025, BOBCARD's minimum amount due will be calculated as below.**
  - MAD is calculated as = 100% of (all Fees/Charges + Finance Charges + GST + EMI amount) + 2% of (Retail Spends + Cash Advance) (Please refer Illustration I, and Scenario I and II under computation of Finance Charges section)
  - 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 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.

Illustration			
	Credit Limit	₹ 10,000	
		Total Amount	Minimum amount due
A	Purchase done on 25th July	₹ 10,500.00	₹ 210.00
B	Exceeding Credit Limit Charges	₹ 600.00	₹ 600.00
C	Total GST levied on B	₹ 108.00	₹ 108.00
	Total Amount Due (TAD) (Sum of A,B,C)	₹ 11,208.00	₹ 918.00
	Account Overlimit with Fees and Charges	₹ 1,208.00	
	Final Min Amount Due (MAD)	₹ 1,208.00	

- 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.
- Late Payment Charges (Charges in case of default): Will be applicable if the minimum amount due is not paid by the payment due date. Clear funds need to be credited in the card account on

or before the due date. (Details under "TARIFF OF CHARGES" section)

- Exceeding Credit Limit facility will be provided only on basis of explicit consent from the cardholder as per regulatory guideline. For cases, where account goes overlimit due to customer-initiated transactions, cardholder will be charged additional 2.5% over and above the sanctioned credit limit subject to minimum of 600. Here outstanding amount doesn't include fees, service charges, other charges and GST.

## 2. CREDIT AND CASH WITHDRAWAL LIMITS

- THE COMPANY will, at its sole discretion, determine the credit limit and cash withdrawal limit (part of credit limit) for the principal Cardholder (including the add-on cardholder/s). Credit limit and available credit limit will also be shown on the monthly bills. THE COMPANY may at its discretion and/or on cardholder's request, revise the credit limit from time to time.
- THE COMPANY reserves the right to cancel, suspend or reduce the credit limit available to a Cardholder at any time without prior notice, with or without assigning any reason.
- Credit limit of Cardholder can be cancelled automatically in the event of deterioration in the Cardholder's creditworthiness.
- The outstanding on the card account must not exceed the credit limit at any time, failing which exceeding limit charges are applicable /may even lead to blocking of card.
- In the event cardholder makes payment over and above the amount due as per the monthly bills, cardholder shall not be entitled for interest on the credit balance and the same shall be adjusted against the amount due subsequently.
- Credit limit and Cash limit are assigned to the Cardholder based on various factors including but not limited to the internal parameters of THE COMPANY, the credit history with the credit bureaus. On periodic review of the card account, THE COMPANY reserves the right to allow the customer to continue with the same / reduced limit. Customers seeking to have their limits enhanced can do so by writing to THE COMPANY and providing documents as required. THE COMPANY at its sole discretion may/ may not increase the limit without assigning any reasons/ clarifications.
- Available Credit Limit: Available credit limit is derived by subtracting the current outstanding on the credit card from credit limit allocated on the card. The available credit limit at the time of the statement generation is provided as a part of the monthly credit card statement.
- Renewal of Card: Unless requested by the Cardholder, THE COMPANY shall renew the card on expiry, except where.
  - the conduct of account is found to be unsatisfactory.
  - credit history as per the credit bureau is found to be unsatisfactory.
  - the outstanding dues are high.
  - contact details and/or KYC details are not updated by Cardholder
  - card is in blocked state
  - no transaction is observed in the card account in the past 1 year from the due date of renewal

## 3. BILLING

### a. Billing Statement

- THE COMPANY follows the pattern of monthly billing cycle & sends statements through Email/SMS/Hard copy once in a month comprising details of transactions and/or payments made during that cycle. Billing Statement can also be downloaded by the Cardholder on registering the card at <https://portal.bobcard.co.in> or through our mobile app "BOBCARD". BOBCARD app can be downloaded from <https://bobcard.io/App>. Any omissions in the statement shall be adjusted in future statements.
- If the bill date is 1<sup>st</sup> of the month, then due date will be 20th i.e. 20 days from bill generation date. Non-receipt of bill does not absolve the Cardholder of his/her obligations and liabilities under this agreement and the Cardholder shall be solely liable to settle the outstanding balance on the card within the due date.
- For SMS alerts and e-bill facility, the Cardholder should update e-mail id and mobile number with THE COMPANY by sending an e-mail to [crm@bobcard.co.in](mailto:crm@bobcard.co.in) along with copy of self- attested photo ID proof. Billing Statement can also be downloaded by the Cardholder on registering the card at <https://portal.bobcard.co.in>

iv. Duplicate monthly bills on specific request are provided by THE COMPANY. Duplicate bill charges as applicable will be debited in the subsequent bill.

**b. Method of Payment:**

i. The payment may be made by way of Demand Draft, Cheque or Cash (at Bank of Baroda branches only) or online through bill desk (NEFT/RTGS/ IMPS mentioning the 16-digit credit card number). Bank of Baroda customers may pay through e-banking/BOB World. Outstation cheque/ drafts if received may attract processing fees which may be charged by bank at its sole discretion without notice. Cardholders may deposit payment at any of the Bank of Baroda branches.

ii. In case of dishonoring of cheque, the card privileges may be suspended/terminated without notice and cheque return charges, as mentioned in the tariff of charges shall be levied to the card account, at the sole discretion of THE COMPANY as per prevailing rates. THE COMPANY also reserves the right to initiate any appropriate legal action.

iii. Appropriations: The payments made by cardholders shall be appropriated in the order of EMI (Equated Monthly Installments), taxes, fee and other charges, finance charges, cash withdrawal and retail usage.

iv. Cardholder is advised to promptly communicate any change in billing address or contact numbers along with the documentary proof immediately to ensure receipt of bill/ communications regularly and timely. The card holder shall be solely liable for any /all misuse that may arise due to wrong delivery of card, unless the new address has been communicated to THE COMPANY and confirmation of the same has been received from THE COMPANY.

v. Payment towards the card account may be made in any of the following ways

1. Direct payment at Bank of Baroda branch.
2. Auto Debit instructions (only for Bank of Baroda customers).
3. Online payment i.e. bill desk/VISA Money transfer/Net Banking/ NEFT/ RTGS/ IMPS/ Instapay etc. The cheque/draft should be made payable to "BOBCARD No. XXXX XXXX XXXX XXXX". The cardholders are advised to mention their Name & contact nos. on the back side of cheque/demand draft

**c. BILLING DISPUTES**

i. 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 THE COMPANY within 15 days from the date of the generation of statement date or within 45 days from the date of transaction.

ii. 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 THE COMPANY. Investigations conducted by THE COMPANY shall be final and binding on the Cardholder.

iii. Disputes raised after the period as aforesaid, shall be accepted at the sole discretion of THE COMPANY. Liability to clear outstanding dues shall not be affected merely by existence of a pending claim or a dispute between the Cardholder and THE COMPANY.

**4. CUSTOMER SUPPORT**

If the customer has any query or complaint, they can call us on the following numbers of our corporate office or by registering their cards at <https://portal.bobcard.co.in>

Issues	Product	Email ID/Tel.No
Billing/Payment/Card maintenance/Service request or other queries/ Lost/Stolen Card	Eterna	Eterna@bobcard.co.in 24*7 Eterna helpline: 1800 103 1002
		crm@bobcard.co.in 24*7 toll-free: 1800 103 1002
	Tiara	crm@bobcard.co.in 24*7 toll-free: 1800 2090 & 1800 1210
	All other Cards	Block your card immediately by calling on 1800 2090, 1800 1210 (24*7) Toll Free from MTNL/BSNL Lines or SMS BLOCK<last 4 digits of your credit card number> at 9223172141 from your registered mobile number OR block the card online by logging to your web portal account
Complaint Redressal mechanism If the complaint remains unattended from more than 5 working days.	All cards	<a href="mailto:escalations@bobcard.co.in">escalations@bobcard.co.in</a>

Please be ready with the following information before making a call: Your credit card number, your name, your contact phone number, your Email ID (if any)

Customers can also directly write to our: **Grievance Redressal Officer BOBCARD LIMITED**  
15th Floor, 1502/1503/1504, DLH Park,  
S.V.Road, Goregaon West, Mumbai - 400104  
24\*7 Toll Free number - 1800 2090 & 1800 1210  
[www.bobcard.co.in](http://www.bobcard.co.in)