

BOBCARD Scapia Credit Card
Most Important Terms & Conditions

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	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)																
8	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11	Cash Advance Fees/ATM Withdrawal Fees	2.5% of amount withdrawn or Rs. 500/- whichever is higher																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	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 70%;">Statement Balance</th> <th style="width: 30%;">Late Payment Charge Rs.</th> </tr> </thead> <tbody> <tr> <td>Less than Rs. 100</td> <td>0</td> </tr> <tr> <td>Rs. 100 – Rs. 500</td> <td>100</td> </tr> <tr> <td>Rs. 501 to Rs. 1000</td> <td>400</td> </tr> <tr> <td>Rs. 1001 to Rs. 10000</td> <td>750</td> </tr> <tr> <td>Rs. 10001 to Rs. 25000</td> <td>950</td> </tr> <tr> <td>Rs. 25001 to Rs. 50000</td> <td>1100</td> </tr> <tr> <td>More than Rs. 50000</td> <td>1300</td> </tr> </tbody> </table>	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
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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	<p>1% surcharge waiver for transactions up to Rs.5000 (max waiver Rs.500 per month)**</p> <p>Fuel spends over Rs.50,000 in a month will attract a convenience fee of 1% + applicable GST (max Rs.3,000 per transaction)</p>
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	Service charges levied for transactions	Nil
20	Merchant EMI & 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>
21	Foreign Currency Mark-up	0% (Nil)
22	TDS on withdrawals above Rs 1 crore	<p>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.</p>
23	Goods and Services Tax (GST)	<p>Goods & 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) 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 (Inter state). 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 credit of supplies (credit card service) made by the</p>

		<p>Credit Card Issuer. Credit Card issuer shall not be responsible for any loss of input tax credit or delay in availment 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 & Charges/interest or on any other concession/waiver.</p>
24	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>

** Fuel transactions do not earn Reward Points. 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.

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 15th 2023 to Feb 14nd 2023 the payment due date would be Mar 4th, 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 16th, 2023, the interest free grace period is from Jan 16, 2023 to Mar 4th, 2023, i.e. 47 days.
2. For a purchase dated Feb 14th, 2023, the interest free grace period is from Feb 14th 2023 to Mar 4th, 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. Late Fee: Late Payment Charges: Will be levied in the following scenarios:

- 1) If the payment made is less than the minimum due amount, or
- 2) If the payment is made after the due date.

Example: Consider the Total Amount Due is ₹10,000 and payment due date is 27th Aug. In case the Cardholder doesn't pay at least the Minimum Amount Due i.e., ₹500, by the payment due date, then a Late Fee of ₹1,250 will be applied to the Cardholder on 28th Aug. Late Fee is applied as per the slabs defined above. This charge will also be

applicable if you make a payment of less than the minimum amount due by the payment due date. GST will be applicable on this late fee.

III. 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.

IV. Refunds/Failed/Chargebacks/Reimbursements:

You must pay for the transactions billed in the billing statement to avoid any additional charges being levied. Any refunds, chargebacks or reimbursements which are not shown in the billing statement, should not be adjusted, or reduced by you from the Total Amount Due, on your own, when making the payment. Refunds/chargebacks/reimbursements if any, will be reflected in your Card Account, as and when such refunds/failed/chargeback/reimbursement are received, and these will be adjusted immediately against your dues in your billing statement, as applicable

V. 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 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. 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 Cardholder 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 BOBCARD and confirmation of the same has been received from BOBCARD.

***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

Full payment done on Due date			
SI	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 follows

Scenario I: No payment on due date			
SI	Description	Total Due Amount	Minimum amount due
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

Scenario II : MAD paid on due date			
SI	Description	Total Amount Due	Minimum amount due
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.

Illustration			
	Credit Limit	10000	
SI	Description	Total Amount Due	Minimum amount due

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 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. Investigations conducted by BOBCARD shall be final and binding on the Cardholder.
- Disputes raised after the period as aforesaid, shall be accepted at the sole discretion of BOBCARD. 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.

VI. Default:

A. If the Card Member fails to pay the Minimum Amount Due by the date indicated in the billing statement, it shall be treated as default. In case of default, the BOBCARD can forward the default report to the Credit Information Bureaus or to such other agencies as approved by law. However, before reporting any default, the BOBCARD will inform the Card Member seven (7) days in advance regarding the BOBCARD's intention of reporting the default. The BOBCARD submits the Card Member's data to the Credit Information Bureau or to such other agencies (in India) as approved by law on monthly basis. This data will include the repayment status of all Cardholders (including the details of any settlement of dues made after reporting

to Credit Information Bureaus), i.e. both defaulters and non-defaulters, for the previous month. The bureaus will upload the submitted data onto their servers in another thirty days

B. 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.

C. Procedure for withdrawal of default report upon settlement of dues and the period within which the default report would be withdrawn after settlement of dues.

If the cardmember settles dues after being reported as a defaulter, and the card remains past due for more than three (3) days, BOBCARD will update the status to the Credit Information Bureaus or to such other agencies as approved by law within 30 days from the date of settlement. And any interest, charges, late payment fee etc will be levied from the due date.

C. Card member acknowledges the right of BOBCARD to terminate the Credit Card facility in the event of default in respect of any other loan/ financial/ credit facility extended to the Card member by BOBCARD and vice versa.

D. Recovery of dues in case of death/permanent incapacitation of the Card Member: It shall be in accordance with the applicable laws after giving sufficient notice for payment of dues and all information regarding the outstanding dues, to the successors/nominees /legal heirs/guardian of the Card Member.

E. The classification into Substandard/ Doubtful/Loss NPA will be done as per the RBI Master Circular on Prudential norms on Income Recognition, Asset Classification and Provisioning pertaining to advances which inter-alia includes the following:

- i. The classification into Substandard/ Doubtful/Loss NPA will be handled based on the ageing rules of the overdue period as specified by BOBCARD from time to time in tune with the RBI guidelines on Prudential Norms on IRAC. As per the present norm any Dues remaining unpaid for a period beyond 90 (ninety) days shall be classified as Non-Performing Asset (NPA) as per the RBI Master Circular on Prudential norms on Income Recognition, Asset Classification and Provisioning pertaining to Advances.
- ii. If any other facilities in the name of the Borrower(s) is classified as NPA, the Facility herein shall also be classified into NPA. In such case, the Facility will not be upgraded as standard asset/s unless and until the Borrower(s) clear the entire arrears / dues in respect of all his accounts (i.e. Arrears/Dues outstanding in all accounts should be zero).
- iii. Classification of borrower accounts as Special Mention Account (SMA as defined below) as well as NPA shall be done as part of day end process for the relevant date and the SMA or NPA classification date shall be the calendar date for which the day end process is run. In other words, the date of SMA/ NPA shall reflect the asset classification status of an account at the day-end of that calendar date.

Classification of default cards:

Card will be classified as Special mentioned Accounts (SMA), when there is amount pending for payment from due date. The classification of SMA is as follows:

SMA Categories	Basis for classification (Principal or interest or any other amount wholly or partly due)
SMA – 0	Upto 30 days from payment due date (PDD).
SMA – 1	More than 30 days and upto 60 days from payment due date (PDD).
SMA – 2	More than 60 days and upto 90 days from payment due date (PDD).

In the event of default, the Card member will be sent reminders from time to time for settlement of any outstanding dues on the card account, by post, telephone, e-mail, SMS messaging and/ or engaging third parties to remind, follow up and collect dues. The Card Member shall be liable to pay BOBCARD all/any expenses related to collection/recovery of dues and the same shall be debited to Card Account.

VII. Disclosure:

In the event of default, as per the Credit Information Companies Regulation Act, 2005, BOBCARD shall disclose any and all available information relating to the Cardholder to the Credit Information Bureaus/Companies or to any such other agencies approved by law , with due intimation to the Cardholder. BOBCARD /Group Companies reserve the right to retain the application forms and documents provided therewith, including photographs, and will not return the same.

BOBCARD will share information relating to cardmember, including information relating to any default committed by the cardholder in the discharge of his/her obligation, as BOBCARD may deem appropriate and necessary, with any credit information company regulated by the Credit Information Companies (Regulation) Act, 2005. However, before reporting any default, BOBCARD will inform the cardmember seven days in advance regarding BOBCARD's intention of reporting the default. BOBCARD may also, at its own discretion, record specific conversations held between the Cardholder and the representative of BOBCARD, in matters pertaining to customer grievance, recovery etc.

If the cardmember settles dues after being reported as a defaulter, BOBCARD will update the status within 30 days from the date of settlement. The disclosure/release of information pertaining to the default will be made only after the dispute is settled.

VIII. Revocation/ Termination of Credit Cards:

The Cardholder may at any time choose to terminate the Card Account with or without giving any prior notice. For avoiding misuse, it is advised to cut the Credit Card into four pieces ensuring that the hologram and magnetic strip are destroyed permanently. , The Cardholder can initiate revocation/termination of the card through the Scapia mobile app or by contacting the helpline/email id mentioned below:

Helpline Number : 1800 2090 & 1800 1210
email id : crm@bobcard.co.in

The revocation/ termination shall only be effective once BOBCARD receives the payment of all amounts due and outstanding in respect of the said Card Account. Interest/finance charges, if any applicable, for a billing cycle will be levied/payable on the next billing cycle and the Cardholder shall be liable to pay the same notwithstanding the termination/revocation of the card membership.

If a credit card has not been used for a period of more than one year, the process to close the card shall be initiated after intimating the cardholder. If no reply is received from the cardholder within a period of 30 days from the expiry of the one-year period of non-usage, the card account shall be closed by the BOBCARD, subject to payment of all dues by the cardholder. If a card has not been activated by the Cardholder for more than 30 days from the date of issuance, the card shall be closed by BOBCARD within seven working days from date of seeking confirmation from the cardholder. The information regarding the closure of card account shall also accordingly be updated with the Credit Information Company(ies) within a period of 30 days. In case there is any dues are outstanding and payable by you, the same shall be closed using the funds, if any, available in the savings account or by closure of fixed deposit (either in full or in part) and/or if sufficient funds are not available in the savings/ fixed deposit accounts, the default details of the BOBCARD Scapia Credit Card shall be reported to the Credit Information Companies as afore-stated.

IX. Loss/Theft/Misuse of Card

In case of loss/theft/misuse of the Card, it must be reported immediately to us through the following channels

Helpline Number : 1800 2090 & 1800 1210
email id : crm@bobcard.co.in

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

BOBCARD may, without referring to the Cardholder or any Additional Cardholder, give the police or other relevant authorities any information that BOBCARD considers relevant about the loss, theft or misuse of a Card or PIN. However, release of information, investigation, reports etc to the Cardholder shall be on sole discretion of BOBCARD.

BOBCARD shall thereupon suspend the Card. The Cardholder is advised to file an FIR with the local police station so that the Cardholder can produce its copy whenever requested by BOBCARD. The Cardholder shall be primarily responsible for the security of the Card including theft and for the transactions using the Card. The Cardholder shall not be liable for any transaction/s made on the Card post reporting its loss/theft/damage. However, in case of any dispute relating to the time of reporting such loss/theft/damage and/or transactions made on the Card post reporting of the loss/theft/damage/misuse, BOBCARD reserves the right to ascertain such time and or the authenticity of the disputed transactions.

BOBCARD reserves the right to block the Credit Card on suspected risk of compromise to protect the interest of the Cardholder and to avoid misuse in any manner on the Card Account. The Cardholder shall not be able to use the blocked Card for any transaction/s and

shall receive a replacement Card within 2 weeks. You shall not be able to use the blocked Card for any transaction/s until you receive a replacement Card.

In the event, the Cardholder, after being informed by BOBCARD of the probable fraud risk, still requests to unblock the Card/does not agree to block the card, BOBCARD shall not stand liable or responsible in any manner for any fraudulent transactions reported to it thereafter on account of fraudulent usage of the Card or otherwise.

Liability of cardholder:

- a. Zero liability where the unauthorized transactions occur in the following events:
 - i. Contributory fraud/negligence/deficiency on part of BOBCARD
 - ii. Third Party breach where the deficiency lies elsewhere in the system and you notify BOBCARD (including its outsourced service providers) within 3 working days of receiving the communication from BOBCARD (or any of its outsourced service providers) regarding the unauthorized transaction
- b. You shall be liable for the loss occurring due to unauthorized transactions in the following cases:
 - i. In cases where the loss is due to your negligence such as where you have shared the payment credentials, you will bear the entire loss until you report the unauthorized transaction to BOBCARD (or any of its outsourced service providers). Any loss occurring after the reporting of the unauthorized transaction shall be borne by BOBCARD.
 - ii. In cases where the responsibility of the unauthorized electronic banking transaction lies neither with BOBCARD nor You, but lies elsewhere in the system and when there is a delay of 4-7 working days after receiving communication from BOBCARD (or any of its outsourced service providers) on your part in notifying BOBCARD of such a transaction, your per transaction liability shall be limited to the transaction value or the amount whichever is lower as mentioned in the table below (as per RBI).

Overall liability of the cardholder in terms of RBI circular ref. DBR.No.Leg.BC.78/09.07.005/2017-18 dated July 6, 2017; on Customer Protection is summarised as below:

Summary of Customer's Liability	
Time taken to report the fraudulent transaction from the date of receiving the communication	Customer's liability (₹)
Within 3 working days	Zero liability
Within 4 to 7 working days	If credit card limit <= Rs 5,00,000, Max liability <= Rs 10,000 If credit card limit >= Rs 5,00,000; Max liability <= Rs 25,000
Beyond 7 working days	The customer liability to the extent of the value of the transaction(s)

if the delay in reporting by you is beyond 7 working days, your liability shall be determined as per BOBCARD's board approved policy.

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

For transaction related queries, please reach out at 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

Phone: +91-22- 69753600

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

Customer Compensation details for failed transactions using Authorised Payment Systems is given below

Harmonisation of Turn Around Time (TAT) and customer compensation for failed transactions using authorised Payment Systems			
Sl. no.	Description of the incident	Framework for auto-reversal and compensation	
		Timeline for auto-reversal	Compensation payable
I	II	III	IV
1	Automated Teller Machines (ATMs) including Micro-ATMs		
A	Customer's account debited but cash not dispensed.	Pro-active reversal (R) of failed transaction within a maximum of T + 5 days.	₹ 100/- per day of delay beyond T + 5 days, to the credit of the account holder.
2	Card Transaction		
a	Card to card transfer	Transaction to be reversed (R) latest	₹ 100/- per day of delay beyond T + 1 day.

	Card account debited but the beneficiary card account not credited.	within T + 1 day, if credit is not effected to the beneficiary account.	
b	Point of Sale (PoS) (Card Present) including Cash at PoS Account debited but confirmation not received at merchant location i.e., charge-slip not generated.	Auto-reversal within T + 5 days.	₹ 100/- per day of delay beyond T + 5 days
c	Card Not Present (CNP) (e-commerce) Account debited but confirmation not received at merchant's system.		
3	Card Closure Request		
	Request for credit card closure, subject to payment of all dues by the cardholder	Request to be processed within T+7 days	₹ 500/- per day of delay beyond T + 7 day.

For more information on aspects such as defaults, termination/withdrawal of Card services, loss/theft/Misuse of Cards and the terms applicable thereof, please see the General Credit Card Terms available [here](#).

You hereby agree and acknowledge that by submitting the application form for availing Credit Card facility from the BOBCARD through Scapia, you agree to be bound by the General Card Terms.

Purpose and Use

- a. The card is to be used only for personal use and not for any business or funding of commercial activity. Further, The Corporate and Business Card variants may be used for personal purposes and bona fide business expenses.
- b. The Credit Card is valid for use both in India as well as abroad. It is, however, not valid for making foreign currency transactions in Nepal and Bhutan.
- c. Usage of the Card for transacting outside India must be made in accordance with applicable law including the Exchange Control Regulations of Reserve Bank of India (RBI) and the Foreign Exchange Management Act, 1999.
- d. As per regulatory guidelines, credit card will be activated only for domestic POS and AT transactions. At merchant locations, these transactions can be completed using a 4-digit PIN that can be generated through customer portal or by calling our 24*7 customer service number.
- e. To activate credit card for domestic (contactless, online) and International (POS, Contactless, Online and ATM transactions), cardholder can log in to the customer portal and submit the request.

- f. Cardholder shall not disclose the PIN to any person and shall take all possible care to avoid its discovery by any person. Cardholder shall be liable for all transactions made with the use of the PIN, whether with or without cardholder's knowledge. BOBCARD reserves the right to refuse any transactions if it believes that the PIN is being misused or being used without appropriate authorization.
- g. Foreign exchange trading through internet trading portals is not permitted. In the event of any violations or failure to comply, Cardholder may be liable for penal action under prevailing laws. i. The card cannot be used for the purchase of items prohibited by law such as but not limited to cryptocurrency
- h. Acceptance of payment through QR code will be available on ConQR Card. How Merchant receives payments from customers using ConQR Card
 - i. Merchant displays the QR code which is designed on the face of the Card, to his customer.
 - ii. Customers captures the QR code using Scan & Pay option in either Mobile Banking or UPI App.
 - iii. The successful money transfer through Scan & Pay on customer's mobile phone to Merchant is credited to Merchant next day with usual settlement.
 - iv. MDR to Merchant will be as per the standard guidelines of Merchant Agreement

Insurance (If Applicable)

BOBCARD reserves right to withhold the No Objection Certificate (NOC), even after closure/termination/Cancellation of Card, if it is been found that Cardholder is in default with any of the Bank of Baroda Group Companies.

Recovery in Case of Default and Arbitration Clause

- i. In the event of default (if the minimum amount due is not paid by the payment due date or breach of any clause of the Cardholder agreement), the cardholder will be sent reminder of any outstanding on the credit card account, by visit, post, fax, telephone, e-mail, SMS messaging and/or through third parties appointed for collection purpose to remind, follow- up and collect dues.
- ii. Without Prejudice to the rights available to BOBCARD under prevailing legislation, all dispute including but not limited to the differences and/or claims/dues arising at any time during its subsistence or thereafter between the parties arising in respect of Card holder Agreement/ MITC/ Card issuance etc, hereof shall be settled by Arbitration, in accordance with the provisions of the Arbitration and Conciliation Act, 1996 and its subsequent statutory modification or re-enactment for the time being in force and shall be conducted by a mutually appointed sole arbitrator.
- iii. In absence of any recommendation from Cardholder for appointment of Arbitrator within 30 days from date of Notice for invoking arbitration, nomination recommended by BOBCARD for sole arbitrator will deemed to have been accepted.

iv. The Arbitration proceedings shall be conducted in English at a venue in Mumbai under Arbitration and Conciliation Act, 1996.

v. The decision of the Arbitrator shall be final and binding upon the parties. vi. In case of default in payment of the card outstanding, BOBCARD, not limited to though, does reserve the right to take legal recourse for collection of outstanding dues on the card account(s) apart from pursuing all other remedies available to it within the framework of the law of the land

Renewal of Card

Unless requested by the Cardholder, BOBCARD shall renew the card on expiry, except where.

- i. the conduct of account is found to be unsatisfactory.
- ii. credit history as per the credit bureau is found to be unsatisfactory.
- iii. the outstanding dues are high.
- iv. contact details and/or KYC details are not updated by Cardholder
- v. Card is in blocked state
- vi. no transaction is observed in the card account in the past 1 year from the due date of renewal