



## **Frequently Asked Questions (FAQ) regarding implementation of the COVID-19 Moratorium**

**Q. What is the COVID-19 Moratorium?**

A. RBI released a Circular (RBI/2019-20/ 186 DOR.No.BP.BC.47/21.04.048/2019-20) dated 27th March 2020, titled "COVID-19 – Regulatory Package" where certain regulatory measures to mitigate the burden of debt servicing brought about by disruptions on account of COVID-19 pandemic and ensure the continuity of viable businesses have been detailed.

As per the circular, all commercial banks (including regional rural banks, small finance banks and local area banks), co-operative banks, all-India Financial Institutions, and NBFCs (including housing finance companies) ("lending institutions") are permitted to grant a moratorium of three months on payment of all instalments falling due between March 1, 2020 and May 31, 2020. This permission is given for all term loans (including agricultural term loans, retail and crop loans).

**Q. Are Credit Card dues part of this Moratorium?**

A. Yes, the following payments falling due from March 1, 2020 to May 31, 2020 are included (i) principal and/or interest components; (ii) bullet repayments; (iii) Equated Monthly instalments; (iv) credit card dues

**Q. Is the Moratorium applicable to Bank of Baroda (BoB) Credit Cards?**

A. Yes, the 3-months moratorium is applicable to BoB Credit Card dues of all customers where the Payment Due Date is not 'IMMEDIATE' in the statement dated 1st March 2020.

**Q. I have a BoB Credit Card. How do I know if I am eligible for the moratorium?**

A. Please check your statement dated 1<sup>st</sup> March 2020. In the Payment Due Date column, if the word IMMEDIATE is written, then you are not eligible for the moratorium. However, if the Payment Due Date is mentioned as 20/03/2020, then you are eligible for the moratorium.

You are also eligible for the moratorium if there was no statement generated for your BoB credit card on 1<sup>st</sup> March 2020 (as there was neither any balance carried forward nor any fresh spends in February 2020), but you have a BoB credit card that can be used, and you decide to use it any time between 1<sup>st</sup> March 2020 and 31<sup>st</sup> May 2020.

**Q. Why am I not eligible if the Payment Due Date mentions "IMMEDIATE"?**

A. If the Payment Due Date mentions "IMMEDIATE" in your statement dated 1<sup>st</sup> March 2020, it means you had missed making the payment (at least the Minimum Payment Due by the Payment Due Date) in one or more statements generated before 1<sup>st</sup> March 2020. As per the regulatory guidelines, the moratorium can be granted only for payments that become due between 1<sup>st</sup> March 2020 and 31<sup>st</sup> May 2020. It cannot be granted for payments that became due before 1<sup>st</sup> March 2020, and were not paid by the customer.

**Q. Can I become eligible for the moratorium if my statement of 1<sup>st</sup> March 2020 mentions "IMMEDIATE" under Payment Due Date?**

A. This may or may not be possible, depending on how many payments you have missed. Please follow the advice mentioned on your statement or received on call from our representatives, the payable amount to make your card current / non-delinquent will differ depending on the number of payments missed by you. Once you make the required payment and your statement dated 1<sup>st</sup> April 2020 or 1<sup>st</sup> May 2020 does not mention IMMEDIATE under Payment Due Date, you will be eligible for the remaining moratorium period

**Q. My card is under settlement with a fixed repayment schedule which falls during the moratorium period. If I fail to pay during this period will my settlement get cancelled?**

A. Moratorium benefits are applicable only to customers where there had been no overdue amount as on 1<sup>st</sup> March'2020. Cards under settlement are not eligible for the moratorium benefits; hence the repayment schedule remains unaffected.

**Q. I am eligible for the moratorium. What are my benefits?**

A. As you are aware, your BoB Credit Card statement indicates both Minimum Payment Due as well as the Total Payment Due. You are required to pay at least the Minimum Payment Due (that includes any

EMI/s running on your credit card account) to ensure no Late Payment Charges (LPC) are levied, and your credit card remains in the regular / non-delinquent status.

Under the moratorium period, you may choose not to make any payments towards the dues indicated in statements dated 1<sup>st</sup> March 2020, 1<sup>st</sup> April 2020 and 1<sup>st</sup> May 2020. No LPC will be levied. You will also remain regular i.e. will not be classified as an overdue or delinquent customer during the moratorium period.

**Q. I am eligible for the moratorium. Will interest accrue during the moratorium period?**

A. As mentioned in the RBI guidelines, the moratorium is granted to help you mitigate the burden of paying your credit card dues, if there are disruptions caused to your earning / payment capacity, on account of the COVID-19 pandemic.

However, if you are able to pay the dues, please continue doing so, as interest will continue to accrue on all unpaid dues during the moratorium period. This is as per RBI guidelines. Hence, if you choose to not make any payments, or make payments less than the Total Payment Due, the unpaid dues and all fresh transactions will continue to accrue interest at the rate applicable to your BoB credit card. The interest burden will become significant when the moratorium ends on 31<sup>st</sup> May 2020, and you are required to make payments towards the dues indicated in the statement dated 1<sup>st</sup> June 2020.

**Q. I am eligible for the moratorium and I have EMIs running on my BoB Credit Card. How will the EMIs be treated in terms of tenure and interest accrual?**

A. EMIs on your BoB Credit Card are part of the Minimum Payment Due. Thus, unlike standalone EMI loans, there will be no extension of the EMI tenure. If you do not make payments towards at least the Minimum Payment Due during the moratorium, the EMIs will also be considered unpaid, and will attract interest at the rate applicable to your BoB Credit Card. The EMI rate of interest will not be applicable on the unpaid EMIs.

**Q. I always pay my BoB credit card dues in full. My statement of 1<sup>st</sup> March 2020 does not mention any interest / finance charges. Will interest accrue for me as well, during the moratorium period?**

A. Your 1<sup>st</sup> March 2020 statement does not show any interest/finance charge as you would have made the Total Payment Due indicated in your 1<sup>st</sup> February 2020 statement. If you continue to make the Total Payment Due indicated in your 1<sup>st</sup> March, 1<sup>st</sup> April and 1<sup>st</sup> May statements, no interest will accrue. However, using the moratorium benefits, if you decide not to make any payment, or pay any amount less than the Total Amount Due, then interest will accrue on the unpaid balance as well as any fresh transactions, till you pay the Total Payment Due.

**Q. I want to know more about the rate of interest and the method of accrual.**

A. Please refer to the Most Important Terms & Conditions. You can find them on our website, at <https://www.bobfinancial.com/most-important-terms-and-conditions.jsp>

**Q. I am eligible for the moratorium. I have already paid towards the dues in the statement dated 1<sup>st</sup> March 2020. How will the payments be treated?**

A. If you are eligible for the moratorium, any payments of the Minimum Amount Due or more, within the Payment Due Date will be considered as regular payments. No payments will be refunded. However, if you have made a payment less than the Minimum Payment Due or made the payment after the Payment Due Date, Late Payment Charges will NOT be levied. If your payment was less than the Minimum Payment Due amount, an adjustment credit and debit for the shortfall will be done in your account, to prevent your account becoming overdue or delinquent. These adjustment entries will reflect in your statements dated 1<sup>st</sup> April 2020, 1<sup>st</sup> May 2020 and 1<sup>st</sup> June 2020. There will be no impact of these entries on the amount payable by you or the accrual of interest on unpaid dues and fresh transactions.

**Q. I am eligible for the moratorium. I have opted for Auto Debit to my BoB Savings Account. Will my BoB account continue to be debited during the moratorium?**

A. For the statement dated 1<sup>st</sup> March 2020, your BoB account would have been debited already. If we have been successful in recovering the dues as opted by you, the same will not be refunded. However, if the Auto Debit transaction was not successful on account of insufficient funds in your account, Late Payment Charges will NOT be levied and adjustment credit and debit towards the Minimum Payment Due amount will be done to ensure your credit card does not become overdue/delinquent.

However, to give you the benefit of moratorium, we will not debit your BoB savings account for the payments due in the statements dated 1<sup>st</sup> April 2020 and 1<sup>st</sup> May 2020. If you would like to continue making payments to ensure no / less interest is accrued, please use one of the digital modes of payment. As you are aware, customised payment links are sent via SMS. That is the simplest way to pay as you don't need to remember your card number or the amounts due. You may also use the Insta Pay option by visiting [www.bobcards.in/online-payment.htm](http://www.bobcards.in/online-payment.htm)

**Q. I am eligible for the moratorium. What happens after the moratorium period?**

A. As of now, the moratorium period ends on 31<sup>st</sup> May 2020. Hence, for the statement dated 1<sup>st</sup> June 2020 onwards, the regular payment requirements, due dates and charges will apply. For example, if you don't make payment for at least the Minimum Payment Due amount by the Payment Due Date, Late Payment Charges will be levied and your card account will also become overdue/delinquent. All interest accrued during the moratorium period will also be part of the payment due.

**Q. Will there be any change in the payment due date during the moratorium period.**

A. No, the payment due date remains the same i.e. 20<sup>th</sup> of each month.

**Q. I have more doubts/queries about my BoB credit card**

A. As you are aware, our customer service helpline is working with minimal staff. We encourage you to visit the [customer portal](#) for self-service of your credit card account to the extent possible. If you still need help, please write to [crm@bobfinancial.com](mailto:crm@bobfinancial.com) and we will try and respond at the earliest possible.