

MOST IMPORTANT TERMS AND CONDITIONS (MITC) – CREDIT CARDS
(Effective from 02nd December 2024)

A. FEES AND CHARGES

ADMISSION / JOINING FEE AND ANNUAL FEE:

- Admission / Joining Fee is a one-time fee collected from the Cardholders upon activation of the Card and may vary for different Card Variants.
- Annual Fee is a fee collected in advance at the beginning of the second year of the Card.
- Both Joining Fee and Annual fee as mentioned hereunder will be charged to the Principal Cardholders Credit Card account and would be reflected in the monthly Credit Card statement of the month in which it is charged.
- No refund of the fees will be available.

Card Variant	Admission / Joining Fee		Annual Fee	
	Primary	Add on	Primary	Add on
VISA Gold	NIL	NIL	Rs. 350/-	Rs. 250/-
VISA Platinum	NIL	NIL	Rs. 450/-	Rs. 350/-
VISA Signature	NIL	NIL	Rs. 1999/-	Rs. 999/-
RuPay Platinum	NIL	NIL	Rs. 350/-	Rs. 250/-
RuPay Select	NIL	NIL	Rs. 550/-	Rs. 450/-
Union UNI CARBON	Rs 499/-	NIL	Rs. 550/-	Rs. 250/-
Union JCB Wellness	Rs 999/-	NA	Rs. 999/-	NA
Union JCB Health	Rs 499/-	NA	Rs. 499/-	NA
Divaa Credit Card (RuPay Platinum)	NIL	NIL	Rs. 499/-	Rs. 399/-
Union MSME	NIL	NA	NIL	NA
VISA Business Platinum Corporate Cards	Rs.1,500/-	NA	Rs. 2,000/-	NA

Annual fee will be waived if credit card usage in last 12 months (from credit card issuance date) is	VISA Gold / RuPay Platinum/ Diva Credit Card	Rs.30,000/-
	VISA Platinum / RuPay Select / Union JCB Health	Rs.50,000/-
	Union UNI CARBON / Union JCB Wellness	Rs.1,00,000/-
	VISA Signature	Rs.2,70,000/-

CASH ADVANCE INTEREST FEE & WITHDRAWAL FEE

- Union Bank of India Credit Card holders have been provided with the facility to withdraw cash from any Bank ATM within the assigned limit.
- All Cash advances attract interest (finance charge) @ 2.5% p.m. (30% on annualized basis) from the date of withdrawal / advance.
- A Cash Advance fee as tabulated hereunder will be charged to the Cardholder upon availing this facility.

Cash Withdrawal Fee at own Bank ATMs	3% of Cash Advance or Min. of Rs.200/-
Cash Withdrawal Fee at Other Bank ATMs	3% of Cash Advance or Min. of Rs.250/-

Example:

Considering Billing date 25th of every month

Transaction Period: 25th Mar'24 to 24th Apr'24

Billing Date: 25th Apr'24 and Due Date: 15th May'24 (20days from the billing date).

Date of Transaction	Transaction Particulars	Amount (in Rs.)	% Contribution to MPD	MPD calculation (in Rs.)
08-Apr-24	Cash withdrawal at own ATM	5,000.00	5%	250.00
25-Apr-24	Cash withdrawal fee	200.00	100%	200.00
25-Apr-24	GST on Cash withdrawal fee	36.00	100%	36.00
25-Apr-24	Service/Finance charge @2.50% p.m. on Rs.5,000 cash withdrawal	69.86	100%	69.86
25-Apr-24	GST on Service/Finance charge on cash withdrawal	12.57	100%	12.57
Total Amount Due		5,318.43	Total	568.43

Assuming no previous balance carried forward from 25th Mar'24, the Statement generated on 25th Apr'24 shows an outstanding balance of Rs.5,318.43/-.
 MPD would be Rs.570/- (round off higher to Rs.10).
 Payment Due date is 15th May'24.

SERVICE CHARGES

Card Replacement Charges	VISA Gold/ RuPay Platinum/ Union UNI CARBON/ Union JCB Wellness/ Union JCB Health	Rs.149/-
	Divaa Credit Card	Rs.199/-
	VISA Platinum/ RuPay Select/ Union MSME	Rs.249/-
	VISA Signature	Rs.299/-
Lost Card Charges	NIL	
Charge slip Request Charges	Rs. 200/-	
Temporary Enhancement (Not allowed for Union MSME)	Rs. 200/- per occasion	
Hot Listing Charges	Nil	
Hot Listing Charges if MPD not paid	Rs. 200/-	
Balance enquiry Charges	At own Bank ATM – Nil At other Bank ATM – Rs. 20/-	
Green PIN Charges	Nil	
Cheque Return Charges	Rs. 250/-	
Over limit Charges	2.5% of the over limit amount, Minimum Rs. 250/-	
Foreign Currency Markup Fee	3%	
Fuel Surcharge Waiver	a. 1% up to Rs 100/- per month (except Union UNI CARBON Card) b. For Union UNI CARBON card 1% waiver on transaction value of Rs. 200/- and above at HPCL outlets with a cap of Rs. 100/- per billing cycle	
Transaction Charges at Railways	1.5% + IRCTC Charges	
Late Payment Charges	a. Outstanding dues up to Rs. 25,000/- : Rs.200/- b. Outstanding dues above Rs.25,000/- : Rs.500/-	
Statement for >3 months	Rs. 50/- Per statement	

EMI FACILITY

Cardholders can avail EMI facility on all merchant transactions of Rs.10,000/- & above, except on Jewellery purchases, Cash withdrawal through ATMs and Cash @ PoS, Purchase of fuel at Petrol Pumps and transactions at Bars. The facility can be availed for 3 / 6 / 9 / 12 / 18 / 24 months. This facility attracts the following charges.

Rate of Interest	16% per annum on reducing balances
Processing Fee	2% with a Minimum of Rs. 200/- and Maximum of Rs. 1,000/-
Pre-closure charges	2% of the Outstanding Amount

All the above Fees & Charges are exclusive of GST.

The above charges are subject to change. For latest charges, please visit our website <https://unioncards.unionbankofindia.co.in/>.

INTEREST-FREE (GRACE) PERIOD:

The Interest-free credit period could range from 20 to 50 days. However, this is applicable only on retail purchases and if the previous month's balance has been cleared in full. There is no Interest-free grace period for Cash withdrawals from ATMs (Cash Advance).

SERVICE CHARGES (SIMPLE INTEREST)

If Minimum Payment Due (MPD) paid by Payment Due Date	2.50% p.m. / 30% on annualized basis
If Minimum Payment Due (MPD) not paid by Payment Due Date	2.95% p.m. / 35.4% on annualized basis

SERVICE CHARGES (INTEREST) CALCULATION (ILLUSTRATIVE EXAMPLE):

In the event a Credit Cardholder chooses not to pay his/her Outstanding balance in full on the due date, the Cardholder will not have any Grace period and Service charges (interest) are payable at the monthly interest rate.

For Cash Withdrawals (Cash Advance), there is no Grace period and interest is payable from the date of withdrawal.

Example:

Considering Billing date 25th of every month

Transaction Period: 25th Mar'24 to 24th Apr'24

Billing Date: 25th Apr'24 and Due Date: 15th May'24 (20days from the billing date)

Date of Transaction	Transaction Particulars	Amount (in Rs.)	% Contribution to MPD	MPD calculation (in Rs.)
08-Apr-24	Online Purchase	5,000	5%	250.00

Assuming no previous balance carried forward from 25th Mar'24, the Statement generated on 25th Apr'24 shows an outstanding balance of Rs.5,000/-.

MPD @ 5% would be Rs.250/-.

Payment Due date is 15th May'24.

Possibility – 1: If the entire outstanding of Rs.5,000/- is paid by due date i.e. on or before 15th May'24, no service/finance charges (interest) will be levied.

Possibility – 2: If MPD (Rs.250) paid on or before Payment Due date (assuming no spends on credit card from 25th Apr'24 to 24th May'24):

Since, only MPD amount has been paid, net outstanding of previous month bill remains to be paid. Thus, service/finance charges at the rate of 2.50% p.m on Net Outstanding amount (=5,000-250 = Rs.4,750/-) + GST shall be charged.

Transaction Period: 25th Apr'24 to 24th May'24

Billing Date: 25th May'24 and Due Date: 14th Jun'24 (20days from the billing date)

Date	Transaction Particulars	Amount (in Rs.)	% Contribution to MPD	MPD calculation (in Rs.)
	Net Outstanding from previous month bill	4,750.00	5%	237.50
25-May-24	Service/Finance Charges @2.5%p.m. on Rs.4750	118.75	100%	118.75
25-May-24	GST on Service/ Finance Charges	21.38	100%	21.38
Total Amount Due		4,890.13	Total	377.63

Statement generated on 25th May'24 shows total dues as Rs. 4,890.13 and MPD of Rs.380/- (round off higher to Rs.10).

Possibility – 3: If MPD is not paid on or before Payment Due date

(assuming no spends on credit card from 25th Apr'24 to 24th May'24):

Since, no amount paid, total outstanding of previous month bill (Rs.5,000/-) remains to be paid. Bank will charge service/finance charge (interest) @ 2.95% p.m. on Outstanding amount (Rs.5,000/-) + GST. Late payment fee Rs. 200/- + GST shall also be levied.

Date	Transaction Particulars	Amount (in Rs.)	% Contribution to MPD	MPD calculation (in Rs.)
	Outstanding from previous month bill	5,000.00	5%	250.00
25-May-24	Late Payment Fee	200.00	100%	200.00
25-May-24	GST on Late Payment Fee	36.00	100%	36.00
25-May-24	Service/Finance Charges @2.95% on Rs.5000 spends	147.50	100%	147.50
25-May-24	GST on Service/ Finance Charges	26.55	100%	26.55
Total Amount Due		5,410.05	Total	660.05
			Unpaid MPD of previous month bill	250.00
			Grand Total	910.05

Statement generated on 25th May'24 shows total dues as Rs.5,410.05 and MPD of Rs.920/- (rounded to the next higher 10th digit).

Possibility – 4: If partial payment (less than MPD) is paid on or before Payment Due date (assuming no spends on credit card from 25th Apr'24 to 24th May'24):

Since, Rs.200 (less than MPD) is paid, net outstanding of previous month bill remains to be paid. Thus, service/finance charges at the rate of 2.95% p.m on Net Outstanding amount (=5,000-200 = Rs.4,800/-) + GST shall be charged. Late payment fee Rs. 200/- + GST shall also be levied as payment was less than MPD amount.

Date	Transaction Particulars	Amount (in Rs.)	% Contribution to MPD	MPD calculation (in Rs.)
	Net Outstanding from previous month bill	4,800.00	5%	240.00
25-May-24	Late Payment Fee	200.00	100%	200.00
25-May-24	GST on Late Payment Fee	36.00	100%	36.00
25-May-24	Service/Finance Charges @2.95% on Rs.4800 spends	141.60	100%	141.60
25-May-24	GST on Service/ Finance Charges	25.49	100%	25.49
Total Amount Due		5,203.09	Total	643.09
			Unpaid MPD of previous month bill	50.00
			Grand Total	693.09

Statement generated on 25th May'24 shows total dues as Rs.5,203.09 and MPD of Rs.700/- (rounded to the next higher 10th digit).

B. DRAWAL LIMITS

- The Bank will at its sole discretion, determine the Credit Limit and Cash Advance Limit and notify the Cardholder.
- The available Credit Limit to the Cardholder will be the unutilized value of the Credit Limit at any point of time after taking into account, the balance outstanding, any transaction already done by the Cardholder, but not received by the Bank for processing as on that date and unpaid portion of amount converted for EMI payment.
- The Bank at its sole discretion may consider Renewal, Enhancement / Reduction in Credit Limit/ Cash Advance Limit based on proven income as per Bank's policy guidelines.
- The total limit will be terminated upon cancellation of the Credit Card.
- The Cash withdrawal limits for all Card variants is as under.

VISA Gold	20% of Card Limit
RuPay Platinum/ VISA Platinum/ Union JCB Health/ Divaā Credit Card	30% of Card Limit
RuPay Select/ VISA Signature/ Union UNI CARBON/ Union JCB Wellness	40% of Card Limit
Union MSME / VISA Corporate Business Card	Cash withdrawals not Allowed

C. BILLING

Bills will be mailed by the Credit Card Department on the 10th and 25th of every month (depending on choice of billing cycle) to the Registered e-mail ID provided by the cardholder. Physical copy of the bill will be sent to those card holders whose email ID is not available in the Bank record. Bills are sent to cardholders provided there is (1) usage in the card (2) any outstanding amount in the Card and (3) any Credit balance in the Card.

- Monthly bills shall be prepared by the Service Provider on 10th and 25th of every month showing the summary of the transactions in the card account from 10th and 25th of the previous month to 9th and 24th of current month, respectively.
- Due Date for payment of the bill amount will be 20 days from the date of Billing (date mentioned in the statement).
For example, for bill generated on 25th of every month (for all months except Feb.), due date shall be 14th / 15th of next month, provided, due date is 20 days from the date of billing.
For bill generated on 25th of every Feb. month, due date shall be 16th (if leap year) / 17th (if non-leap year) of next month.
- To find out the details of the Bill, Card holder can contact the Bank through 24x7 National Toll-free No. 1800 425 1515/1800 208 2244/1800 425 3555 or Phone No. 040-24683219 / 3210 /3220 or during office hours. Bill can be generated from

- VYOM app., Union Credit Card App., bank's credit card website <https://unioncards.unionbankofindia.co.in/> or visiting bank's nearest branch.
- iv. Card holders are expected to settle the bills based on usage of the Card / Charge slips or by inquiring the bill amount on the above numbers or through Mobile App (Union Credit Card App / VYOM) or through Union Bank of India branches. Card holder can also check credit card dues in their respective Internet Banking after login. Non-receipt of the Bill will not absolve the Card holder's obligation or liability under the agreement.
 - v. **Rollover Credit Facility:** Card holder can choose to pay "Minimum Payment Due" (MPD) as shown in the Bill. MPD will be equal to 5% of Real Balance + 100% of Fees/Charges/GST (including service charges, joining fee, annual fee, interest on cash advance and any other charge/fee)+ previous unpaid minimum dues (MPD) + Over limit amount (if any) + EMI amount (if opted). Real Balance shall consist of any retail purchase, cash advance and principal amount that becomes due on pre-closure of availed EMI facility.
 - vi. If only MPD is paid on or before Due Date, the outstanding balance will be rolled over to the subsequent month. The Roll-over balances attract Service/Finance charges (interest) as mentioned under the head 'Fees and charges' above.
 - vii. Card holder is also at liberty to pay the total dues or MPD or any amount between the MPD and total dues.
 - viii. The liability arising out of the usage of Add-on Card will be that of the Principal Cardholder only.
 - ix. Making only the minimum payment every month would result in the repayment stretching over months/years with consequential compounded interest payment on the outstanding balance.

Method of Payment

I. UPI:

The VPA (Virtual Payment Address) for payments via UPI will be as per following syntax:

cc<XXXXXXXX>@ubicard; where <xxxxxxxx> stands for Credit Card customer ID.

VPA and QR code are also mentioned in statement delivered to the cardholder by email/post for payment through UPI.

- II. **Bill Desk:** Cardholder can pay credit card dues through Bill Desk on bank's credit card website <https://unioncards.unionbankofindia.co.in/>

- III. **NEFT / RTGS / IMPS:** Credit Card holders can also make payment from any other Bank through NEFT / RTGS / IMPS. Such cardholders have to provide the following details to their Bank along with Credit Card number:

Name of the Beneficiary Bank	: Union Bank of India
Branch Name	: Credit Card & MAB Department
IFSC Code	: UBIN0807826
Account number of Beneficiary	: 16 Digit Credit Card Number
Name of the Beneficiary	: Union Bank Credit Card & MAB Department
Sender's information	: Mobile number & e-mail ID

- IV. **Standing Instruction:** Customers can opt for standing instructions / Auto debit for payment of "Total bill amount" OR "Minimum Payment Due" from their linked Operative Account. Sufficient balance is to be maintained in such Operative

account to execute the Standing instruction on due date.

- V. **Net Banking:** Card holders who have opted for Internet Banking facility can make the payment through the option available by logging in to <https://www.unionbankonline.co.in>.
- VI. Cardholders can also pay the credit card dues through Bharat Bill Payment System (BBPS) enabled channels. Bharat BillPay transaction can be initiated through multiple payment channels like internet banking, mobile banking, mobile wallets etc.
- VII. **Cash / Cheque / Draft:** Payment of Credit Card bills are accepted in cash or cheque or any other Bank cheque/DD across the counter at all Branches of Union Bank of India.
- VIII. In the event of dishonour of cheque or if standing instruction is not executed due to insufficient balance or for any other reason, Bank reserves the right to initiate appropriate action under Sec. 138 of Negotiable Instrument Act, in addition to levying Cheque Return Charges & Service Charges as applicable.
- IX. In the event of Card holder making payment in excess of the amount due as per the monthly bill, Card holder shall not be entitled to any interest on the credit balance. The same shall be adjusted against amount due in the subsequent monthly bills.
- X. In case of change in address, registered Mobile number, landline number or e-mail ID, Card holders are requested to communicate the change to the Bank immediately, for effective communication.
- XI. Turnaround time for payment credit to card account through various modes as below:

Mode of payment	Turnaround Time (TAT) for credit to card account
UPI using VPA / QR code in statement	T day
Cash / Transfer cheque in Union Bank of India branch	T day
VYOM app.	T day
Bill Desk	T+2 days
Auto-debit from Union Bank of India account	T+1 day
NEFT / RTGS / IMPS	T day
Internet Banking – Union Bank of India	T day
Cheque / Draft	Subject to realisation of clearing funds

Note: Only business / working days are considered for calculation of TAT in above table.

- XII. **Billing Disputes:** All contents of monthly bill will be deemed to be correct and accepted by the Card holder, unless Card holder informs the Bank of any discrepancies before the due date of the bill. The Bank on receipt of written complaint shall duly investigate as per the VISA/NPCI dispute resolution procedure and rectify, in case of any genuine discrepancy.

The Cardholder may contact the Bank for making any enquiries or for any Grievance Redressal through any of the following means:

- 1) 24x7 Toll Free No.: 1800 425 1515/1800 208 2244/1800 425 3555
- 2) 040-24683210 / 3219 / 3220 (Customer Service Officer during office hours)
- 3) Through e-mail: ccdhelpdesk@unionbankofindia.bank
- 4) In case response is not received by the Cardholder within a reasonable time, Card holder may contact the Credit Card & MAB Department Grievance Redressal Officer at Credit Card & MAB Department, Union Bank of India, Union Bank Building, Mafatlal Centre, 6th Floor, near Vidhan Bhavan Marg, Nariman Point, Mumbai 400021 or by sending an e-mail to: ccd.grievances@unionbankofindia.bank

XIII. Bank shall seek explicit consent of the cardholder to adjust credit amount beyond a cut-off, one percent of the credit limit or Rs.5,000/-, whichever is lower, arising out of refund/failed/reversed transactions or similar transactions against the credit limit for which payment has already been made by the cardholder. The consent shall be obtained through e-mail or SMS within seven days of the credit transaction. The card-issuers shall reverse the credit transaction to the cardholder's bank account, if no consent/response is received from the cardholder. Notwithstanding the cut-off, if a cardholder makes a request to the Bank for reversal of the credit amount outstanding in the card account into his/her bank account, the Bank shall do it within three working days from the receipt of such request.

D. IN CASE OF DEFAULT

Before reporting a Cardholder as defaulter, such Cardholder will be issued a seven-day notice period about Bank's intention to report him/her as defaulter to the Bank.

If the Cardholder settles the dues after having been reported as defaulter, Bank will update the status within 30 days from the date of settlement of the dues.

Special Mention Accounts (SMA)

As per the Regulatory guidelines, Bank is required to identify stress accounts by creating sub-asset categories known as Special Mention Accounts (SMA).

SMA is categorized based on Principal or Interest payment or any other amount wholly or partly overdue. Operative account shall be auto debited to recover MPD amount on daily basis till recovery of MPD.

Bank shall report a credit card account as 'past due' to credit information companies (CICs) or levy penal charges, viz. late payment charges and other related charges, if any, only when a credit card account remains 'past due' for more than 3 days.

Default Category	Default Age	Card Status
SMA 0	Up to 30 days from Payment Due Date	No change
SMA 1	More than 30 days & up to 60 days from Payment Due Date	Card is blocked for further usage until repayment of amount equal to or greater than MPD is done.
SMA 2	More than 60 days & up to 90 days from Payment Due Date	Card is hot listed.

Non-performing Asset (NPA)

A Credit Card account will be treated as NPA if the MPD is not paid within ninety (90) days from the Payment Due Date as mentioned in the statement.

In case of default Payment, reminders are sent by telephone, SMS, e-mail from time to time to the Card holders, for payment of outstanding amount in the card account. Bank staff and or third parties will contact cardholder personally to remind, follow-up and collect dues. Any third party so appointed, shall adhere fully to the Fair Practices Code for lenders. Bank retains the right to initiate legal action against the Card holder / legal heirs in case of default.

Occurrence of one or more of the following instances shall constitute an event of default and the Bank may, at its sole discretion, withdraw the Credit Card facility.

- Card holder fails to pay amount due to the Bank within the stipulated period.
- Card holder fails to perform his/her obligations as per Credit Card Application / Agreement.
- Any representation made by the cardholder, if proved to be incorrect, false or incomplete including but not limited to income and / or Photo and address identification documents submitted to the Bank.
- Default status of the Credit Card holder shall be reported to CIBIL/Experian or any other Credit Information Company as approved by RBI, if Minimum Payment Due or Total Dues are not paid.
- In the event of settlement of dues by the Cardholder to the full satisfaction of the Bank, the default report shall be withdrawn within 30 days from the date of full settlement of dues.
- In case of death of Cardholder, the Bank retains the right to proceed against the legal heirs.

INSURANCE COVERAGE

Group Personal Accidental Insurance coverage is available to the Credit Cardholders as detailed below, the Premium for which is to be borne by the Cardholders only.

S. No.	Variant	Accidental death Insurance Coverage (in Rs.)
1	VISA Gold / VISA Classic	5,00,000
2	VISA Platinum	10,00,000
3	VISA Business Platinum	NIL
4	VISA Signature	30,00,000
5	RuPay Platinum / Diva Credit Card	10,00,000
6	Union UNI CARBON / Union JCB Health (RuPay Platinum variants)	10,00,000
7	RuPay Select / Union JCB Wellness / Union MSME	30,00,000

In addition to the above, complimentary insurance offers if any, provided by any Network shall be applicable.

Presently NPCI is offering the following free accidental death coverage for the RuPay Cardholders i.e. the Premium shall be borne by NPCI only for Primary and Add-on Cards.

S. No.	Variant	Accidental death Insurance Coverage (in Rs.)
1	RuPay Platinum / Divaā Credit Card	2,00,000
2	RuPay Select / Union JCB Wellness / Union UNI CARBON / Union JCB Health / Union MSME	10,00,000

Insurance coverage amount, Premium, Policy Tenure along with Policy Provider are subject to changes from time to time. For latest details please visit our Credit Card website <https://unioncards.unionbankofindia.co.in/> .

Details of Accidental death Insurance Coverage and Premium payable:

- In the event of settlement of claim, the Bank is at its discretion, to adjust the proceeds of insurance claim first to all its outstanding liabilities of the Cardholder in the card account and any other loans & advances pertaining to the deceased cardholder.
- Bank is only a facilitator in settlement of Insurance claims and any claim settlement, is at the discretion of the insurance Company as per terms and conditions of Policy. Any dispute in settlement of claim is at the discretion of the Insurance Company as per Terms of the Policy and Bank takes no responsibility or liability in this matter, whatsoever.
- For claim under Free Accidental Death Insurance coverage (premium borne by NPCI) provided by NPCI on RuPay credit cards, Minimum one successful transaction at any POS using physical RuPay card or an e-commerce transaction done using details of RuPay card, both Intra and Inter-bank i.e. on-us or off-us within 30 days prior to date of accident, including date of accident. UPI transaction or ATM transaction is not covered. Any terms and conditions of Free Accidental Death Insurance (provided by NPCI) may change from time to time.
- Cardholder desirous of opting for Accidental Death Insurance Coverage, can do so explicitly in writing or in digital mode, duly providing the details of nominee viz. Name of the Nominee, Age of the Nominee and Relationship with the Cardholder. Premium shall be debited after successfully processing of opt-in request.
- Under Accidental Death Insurance coverage (where premium borne by cardholder) (for VISA/RuPay credit cards):
 - Cardholders who have attained the age of 18 years and not completed 70 years are eligible to be covered.
 - Up to 3 Add-on card holders other than the primary card holders are eligible for insurance after the consent from the Primary card holders and payment of premium. However, add-on members can be covered only if primary member is covered.
 - The premium for add-on card holders will be debited from the respective card account with the consent of Primary card holders.

4. In case premium is debited for only one person, the primary member will be taken as insured and other add-on member will be considered as uninsured and no claim will be entertained towards uninsured persons.
5. For newly issued cards, if card holder opted for the insurance coverage, bank will debit the premium from Credit Card holders' card account on the date of activation of Credit Card and hence, the Cardholder will be covered from the date of premium debited from Credit Card holders A/c.
6. Once card holder has opted for insurance coverage, the insurance (policy) shall be renewed every year and renewal premium shall be paid to the Insurer on or before the date of expiry of the existing insurance policy or of the subsequent renewal thereof. The Insurer shall not however, be bound to give notice that such renewal premium is due.

E. TERMINATION / REVOCATION

- i. Cardholder is at liberty to terminate the agreement at any time by notifying the Bank in writing or through dedicated e-mail ID, IVRS or SMS. Termination will be effective only after payment of the total dues in the Card account.
- ii. For cancellation of Credit Card, Cardholder can also visit our Website <https://unioncards.unionbankofindia.co.in/> > Log in > Requests > Cancel Card.
- iii. Cardholders can also send credit card cancellation (closure) request in e-mail to ccdhelpdesk@unionbankofindia.bank from their registered e-mail.
- iv. The Agreement shall stand terminated on the death or insolvency of the Cardholder and the Bank will be entitled to recover the entire dues against the Card immediately on the death or insolvency of the Cardholder.
- v. The Bank at its sole discretion may terminate the agreement at any time and restrict the use of the Cards without assigning any reason whatsoever and without prior notice thereto. However, Card holder will be informed of such action.
- vi. Cardholder is liable for all charges incurred by using primary card/add-on card before termination or cancellation of the Cards.
- vii. If a Credit Card has not been used for a period of more than one year, the process to close the Card is initiated after intimating the Cardholder. If no reply is received from the cardholder within a period of 30 days, the card account is closed, subject to payment of all dues by the Cardholder.
- viii. Cardholder should activate the Card within 30 days from the date of issuance of the Card, failing which the Card will be cancelled as per RBI guidelines.
- ix. When card closure is requested by the cardholder, failure on the part of the card-issuers to complete the process of closure within seven working days shall result in a penalty of Rs.500/- per calendar day of delay payable to the cardholder, till the closure of the account provided there is no outstanding in the account. However, if dues exist at the time of closure request, the said closure request shall be considered null & void.

F. LOSS / THEFT / MISUSE OF CARD:

- i. In case of loss / theft / misuse of the credit card, cardholder can block the card using below channels:

24x7 National Toll-free Number-1800 425 1515/1800 208 2244/1800 425 3555

UV connect - Avail credit card services (block/unblock) on our official WhatsApp number 9666606060 from your registered mobile number.

Union Credit card app. > Log in > **Manage card** > Block your credit card.

VYOM app. > Log in > Transact > Credit card > select credit card (to block) > Hot-list Credit Card.

Credit card website (<https://unioncards.unionbankofindia.co.in/>) > Log in > Request > Lost Card (choose Re-issue card option for issuance of replacement card).

- ii. The Card holder must lodge a complaint/First Information Report (FIR) with police and a copy of which must accompany the notice to the Bank.
- iii. Card holder is liable for all transactions, charges incurred on the Cards, till the notice/communication is received by the Bank.
- iv. If the Card holder has a reason to believe that he/she has not received the Card, or his/her Card is being misused by others, the Cardholder must immediately notify the same to the Bank in Writing.
- v. Cardholder shall bear the entire loss in cases where the loss is due to negligence by the Cardholder, e.g. where the Cardholder has shared payment credentials or Account/Transaction details, viz. Internet Banking user Id & PIN, Credit Card PIN/OTP or due to improper protection on customer devices like mobile / laptop / desktop leading to malware / Trojan or Phishing / Vishing attack. This could also be due to SIM deactivation by the fraudster. Under such situations, the Cardholder will bear the entire loss until the Cardholder reports the unauthorized transaction to the Bank.
- vi. Card holder must fully co-operate with the Bank / Law enforcing authorities in the event of any investigation into any disputed transactions.
- vii. Whenever a cardholder has informed about fraudulent use of his/her card, Bank shall examine such complaint and do the necessary initial investigation. On confirming that prima facie there is fraud and it happened without connivance or negligence of the customer, Bank shall initiate the chargeback to get back the amount from the acquiring Bank/merchant. Wherever the disputes could not be resolved through chargeback, Bank shall raise Pre-arbitration/ Arbitration claim against the acquiring Bank/ merchant. However, since such procedures would take long time to settle, Bank, in the meantime, will consider releasing the money to the customer, pending settlement of chargeback/pre-arbitration/arbitration claim.

G. GRIEVANCE REDRESSAL AND COMPENSATION FRAMEWORK

The Cardholder may contact the Bank for making any enquiries or for any Grievance Redressal through any of the following means:

- i. 24x7 Toll Free No.: 1800 425 1515/1800 208 2244/1800 425 3555
- ii. 040-24683210 / 3219 / 3220 (Customer Service Officer at office hours)
- iii. Through e-mail to ccdhelpdesk@unionbankofindia.bank
- iv. By writing to Credit Card & MAB Department, Union Bank of India, Mafatlal Centre, 6th Floor, near Vidhan Bhavan Marg, Nariman Point, Mumbai 400021.
- v. In case response is not received by the Cardholder within a reasonable time, Cardholder may contact the Grievance Redressal Officer at Credit Card & MAB Department, Union Bank of India, Mafatlal Centre, 6th Floor, near Vidhan Bhavan Marg, Nariman Point, Mumbai 400021 or by sending an e-mail to ccd.grievances@unionbankofindia.bank
- vi. Any amount blocked for unsuccessful transaction / failed transaction shall be reversed/unblocked within T+5 days (business / working days).

Bank will be guided by the Policy on Compensation, Grievance Redressal and Customers Rights for financial losses which customers might incur due to deficiency in the services offered by the Bank which can be measured directly. The commitments as per the Compensation Policy are without prejudice to any right, the Bank will have in defending its position before any Forum duly constituted to adjudicate banker-customer disputes.

H. DISCLOSURE

- i. The applicant expressly authorizes the Bank as under.
 “To disclose, from time to time any information relating to my/our card/s including any default or payments to any other card issuer, CIBIL/Experian or any credit information bureau, financial institution, subsidiary, affiliate or associate of Union Bank of India and to any third party engaged by Union Bank of India for purposes such as Marketing, Verification, Recovery or follow-up of card dues and to improve functionality and stability of the financial system.

I. EXCLUSION OF LIABILITY

Without prejudice to the foregoing, the Bank shall be under no liability whatsoever, to the Card holder in respect of any loss or damage arising directly or indirectly out of -

- a) Any defect in any goods or services purchased through the Credit Card.
- b) Refusal of any person to honour or accept the Credit Card
- c) Malfunction of any Electronic Data Terminal or any computer terminal/equipment or communication network.
- d) Giving transaction instruction other than by the Card holder.
- e) Any statement made by any person requesting to return of the Card or any act performed by any person in conjunction.

- f) Handing over of the Card and details like card number, expiry date, 3 digit CVV number mentioned on the rear side of the card or PIN or Password created under One Time PIN (OTP) by the Cardholder to others.
- g) The Bank exercising its right to demand and procure the surrender of the Card, prior to the expiry date embossed on its face, whether by the Bank or any person or Electronic Data Capture Terminal (EDC or PAS) or computer terminal or ATM.
- h) The exercise by the Bank of its right to terminate any Card.
- i) Any injury to the credit character and reputation of the Cardholder alleged to have been caused by repossession of the Card and for any request for its return or the refusal by any merchant establishment/ATM/website or mail order, or any establishment to honour or accept the Card.
- j) Decline of a charge because of exceeding foreign exchange entitlements as prescribed by FEMA rules or RBI guidelines, issued from time to time or the Bank becoming aware of the Card holder exceeding his/her limit or entitlements etc.
- k) In the event of a demand of outstanding dues or claim for settlement of outstanding dues from the Card holder is made either by the Bank or any person acting on behalf of the Bank, the Cardholder agrees and acknowledges that such demand or claim shall not tantamount to be an act of defamation or an act prejudicial to or reflecting upon the character of the Card holder, in whatsoever manner.
- l) Bank is nowhere held responsible for whatsoever the acts of VISA / NPCI concierge services or any other services offered by VISA / NPCI in any country or merchants who have offered any discounts or cash back or any merchant benefits or under any scheme, that is offered or that may be offered, from time to time.
- m) Decline on any online transaction authorization by the computer system or communication network due to defects in authentication on validating with wrong details of the card.

J. LIEN AND RIGHT TO SET-OFF:

- i. The Bank will have a lien and right to set-off on all monies belonging to the cardholder and/or Add-on Card holder standing to their credit in any accounts, whatsoever with the Bank or in the possession or custody of the Bank, without any relation to the age of the debt/liability.
- ii. The Bank reserves the right to alter/modify any terms and conditions, from time to time as per the Internal policy of the Bank or Statutory or RBI Guidelines.
- iii. Such changes made from time to time will be communicated through the Monthly bill or by sending SMS or by email and are binding on the Cardholder.
- iv. In case of Corporate cards, the company is wholly liable for unpaid outstanding balance. Bank will have a lien/right to set-off over the balances lying in the accounts of the company, whatsoever with the Bank/Securities in the possession or custody of the Bank.

K. MISCELLANEOUS:

- i. Cardholder should activate the Card within 30 days from the date of issuance of the Card, failing which the Card will be cancelled as per RBI guidelines.
- ii. Cardholder shall visit our Website <https://unioncards.unionbankofindia.co.in/> or use the Union Credit Card App / VYOM for Green PIN generation.
- iii. Cardholder can check and redeem reward points for credit card bill payment, purchasing gift vouchers etc. using:
 Union Rewardz app. (available on Google Playstore & Apple Store) or
 Union Rewardz website <https://www.unionrewardz.com/user/login>
- iv. Cardholder can use contactless feature of Union Bank of India Credit Cards to make transactions of Rs.5,000/- or less with a simple tap. International/Domestic payment channels (POS/Online/Contactless) can be enabled/disabled using Union Credit card app., VYOM app. & website login (<https://unioncards.unionbankofindia.co.in/>).
- v. Cardholder should furnish the Mobile number and e-mail address for receiving the transaction alerts. Any change in the e-mail ID or Mobile number is to be informed to the Bank immediately, by approaching any branch of Union Bank of India. Any correspondence with the Bank shall be from the registered e-mail id only.
- vi. Cardholder shall set the sub-limits within his/her overall Credit Card limit viz. for e-Comm, PoS, ATM for domestic as well as for International transactions, through the Union Credit Card App / VYOM.
- vii. Cardholder should inform the Bank immediately (24x7 Toll free No. 1800 425 1515/1800 208 2244/1800 425 3555) upon receipt of any alert not pertaining to him/her, which may be of suspicious nature on account of fraudulent transaction / misuse of the card.
- viii. Cardholder shall use the card only in a reputed merchant establishment and ensure that the card swipe takes place in their presence to avoid skimming fraud. Any online transactions to be made only in a secured website (website with https://) to prevent misuse or hacking the card data.
- ix. Whenever a Cardholder makes any online transactions, it should be ensured that the transaction is done with a 2-factor authentication (2FA). If the Website is not prompting for additional password authentication, the Cardholder is held responsible for all acts and payments in this regard. Bank is not responsible in case any dispute arises at a later date.
- x. Cardholder to avoid any phishing e-mail that may demand for the card details, expiry date CVV number or 2 factor authentication password or OTP.
- xi. Apart from the terms and conditions mentioned above, Bank retains the right to alter any charges or fees from time to time or to introduce any new charges or fees, as it may deem appropriate, with due intimation to cardholders.
