

## 8. SCHEDULE OF CHARGES { # }

Fees	
Joining / Enrollment Fee	Nil
Annual Fee	Nil
Add-on Card Fee	Nil
Renewal Fee	₹ 250/- for Primary Card; ₹ 150/- for Add-on Card
Finance Charges	
Interest Free Credit period	Upto 45 days
Minimum repayment on revolving credit	10% of billed amount subject to minimum of ₹500/-
Finance Charges	2% per month (24% per annum) from the due date.
Cash Advance	
Cash Advance Limit	25% of Credit Limit (Per day limit ₹ 25000/-) (Subject to cash withdrawal restriction if any by RBI then and there)
Free Credit Period	Nil
Finance Charges for cash withdrawal	2% per month (24% per annum) from the date of withdrawal
Cash Advance Fee	3.0% of transaction amount subject to the minimum of ₹30/- for every ₹1000/- or part thereof.
Charges for Cash withdrawal at other bank ATMs	3.0% of transaction amount subject to the minimum of ₹30/- for every ₹1000/- or part thereof. Plus extra charges levied by the respective banks.
Other Fees & Charges	
Cheque / Payment Dishonour fee	₹ 150/-
Duplicate Statement	₹ 100/-
Card Replacement	₹ 100/-
Late payment charges	₹ 250/-
Charge slip retrieval	₹ 100/- per charge slip
Collection charges for outstation cheques	₹ 100/-
Others	
Foreign Currency Transaction Conversion Markup	Upto 3.50%

All taxes should be charged as applicable on all the above fees, interest & charges.

Applicable taxes means Service Tax (ST) @14%, Swachh Bharat Cess (SBC) @ 0.5%, Krishi Kalyan Cess (KKC) @ 0.5% and any such taxes.

{ # } - denotes Subject to change from time to time.

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to subsequent statements. The Cardholder can also choose to pay the Total Amount Due or any part of the amount above the Minimum Amount Due. Any unpaid Minimum Amount Due of the previous statements will be added to the Cardholders current Minimum Amount due in addition to the outstanding exceeding the Cardholders Credit Limit.

- c) Minimum Amount due (MAD) shall be 10% of outstanding amount or ₹500 (whichever is greater) plus all applicable taxes and EMI (only in case of EMI based products). Overlimit (OVL) amount shall also be included in the MAD in case cash or credit limit is exceeded. Any unpaid MAD of the previous statements, if any, shall also be included in the Minimum Amount Due.
- d) Payments made towards the card outstanding are acknowledged in subsequent statements.
- e) Payments received against the Cardholder's card outstanding will be adjusted against all Minimum Amount Due (which is inclusive of all applicable taxes + 10% of Total Outstanding), Service Tax, Fees & Other Charges, Interest charges, Cash Advance and Purchase Outstanding in that order.
- f) Payments towards the Card account may be made in any of the following ways:
- By mailing a Cheque or draft to the mailing address provided in the reverse of the statement.
  - The Cheque / draft should be made payable to TMB Card Number xxxxxxxxxxxxxxxx.
  - Payments can be made through National Automated Clearing House (NACH).
  - Billing Disputes: All contents of statements will be deemed to be correct and accepted by the Cardholder unless within 20 days of the Statement Date the Cardholder informs TMB of any discrepancies, and these discrepancies are found to be true by TMB. On receipt of such information, TMB may reverse the charge on temporary basis. If on completion

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- d) TMB may, without referring to the Cardholder or any Additional Cardholder, give the police or other relevant authorities any information that TMB considers relevant about the loss, theft or misuse of a Card or PIN.
- e) Changes in contact details including mobile number, of your credit card account would be intimated to your new as well as preceding contact details in the system. It is advised to keep your current contact details including mobile number updated in our records.

## 7. DISCLOSURE

The Cardholder acknowledges that TMB is authorized to share Cardholder information with any existing or future credit bureaus without any notice to this intent to the Cardholder, and such information may pertain to positive or negative Performance/default by the Cardholder. Such update may take 45-60 days to reflect in credit bureau report.

The Credit Bureaus are an initiative of the Government of India and the Reserve Bank of India (RBI) to improve the functionality and stability of the Indian financial system. This is in line with RBI's efforts to provide an effective mechanism for exchange of information between banks and financial institutions, thereby enabling cardholders to avail of better credit terms from various institutions.

The Cardholder further acknowledges that TMB is authorized to share Cardholder information, including default in payments with Financial Institution, employer and to other third parties engaged by TMB for proper operation of card accounts, verification and other administrative services.

TMB Credit Card Most Important Terms and Conditions are also available at [www.tmb.in](http://www.tmb.in).

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The exchange rate used to convert Foreign Currency transaction into INR will be determined by MasterCard, as the case may be, basis the exchange rates governed by them on the date the transaction is settled with TMB Card, which may not be the same date on which the transaction was made. The Foreign currency transaction fee of 3.5% will be applied on the INR converted amount shared by MasterCard.

## 2. LIMITS

Credit Limit and Cash Limit are assigned to Cardholders based on internal TMB credit criteria (Add-On cardholders share same limits as that of the Primary Account Holder). These limits are communicated to the cardholder at the time of card delivery. The Credit Limit and Cash Limits are communicated to the Cardholder in every statement. The Available Credit Limit (i.e. the Credit Limit available for use) at the time of the statement generation is provided as a part of the statement. TMB will review the Cardholder account periodically, and increase or decrease the Cardholder credit limit based on internal criteria. Cardholders seeking to have their credit limit increased can do so by writing to TMB and providing financial documents declaring their income. TMB, at its sole discretion and based on such new documents provided, may increase the Credit Limit of the Cardholder.

## 3. BILLING AND STATEMENT

- a) TMB will send the Cardholder a monthly statement showing the payments credited and the transactions debited to the Cardholder's Account since the last statement, provided the card has been active during the said period. TMB will send a statement through e-mail id on record, on a pre-determined date.
- b) Credit Cards offer the Cardholder a revolving credit facility. The Cardholder may choose to pay only the Minimum Amount Due printed on the statement and such payment should be sent before the Payment Due Date, which is also printed on your statement. The balance outstanding can be carried forward

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- d) In such a situation, the Cardholder must (subject to any default or other notice required by law) immediately pay TMB the total outstanding Balance on the Account. This includes all amounts due to TMB under the Agreement, including all transactions and other amounts not yet charged to the Account. The Cardholder Account will not be considered as closed until the Cardholder has paid all such due amounts.

## 6. LOSS / THEFT / MISUSE OF CARD

- a) The Cardholder should contact TMB immediately at the TMB Card Helpline if the Primary or any Additional credit card is misplaced, lost, stolen, mutilated, not received when due or if he/she suspects that the credit card is being used without the Cardholder's permission. Once a card is reported lost, it should not, under any circumstance be used if found by the Cardholder subsequently, and the Cardholder should cut the card diagonally in half.
- b) TMB is not liable or responsible for any transactions incurred on the card account prior to the time of reporting of the loss of the card to TMB and the Cardholder will be wholly liable for the same. In addition to notifying TMB about the loss or theft of the Card, the Cardholder must report any theft of the Credit Card(s) to the Police and lodge FIR. The Cardholder will, however, be liable for all losses when someone obtains and misuses the Card or PIN with the Cardholder's consent, or the consent of an Additional Cardholder.
- c) If the Cardholder has acted fraudulently, the Cardholder will be liable for all losses. If the Cardholder acts without reasonable care, the Cardholder may be liable for all losses incurred. This may apply if the Cardholder fails to follow the safeguards as specified by TMB.

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## Example :

Assume that you have paid all previous dues in full and your monthly statements generated on 20<sup>th</sup> of every month. You have purchased household items for ₹10000/- on 12<sup>th</sup> June and withdrawn cash from ATM for ₹5000/- on 15<sup>th</sup> June.

Your monthly statement generated on 20<sup>th</sup> June shall have the following entries :

Date	Transaction Type	Amount	Details
12/06/16	Purchase articles	₹10000.00 Dr	Purchase made on TMB Credit Card
15/06/16	Cash Withdrawal	₹5000.00 Dr	Cash withdrawn on Credit Card
15/06/16	Cash Transaction Fee	₹ 150.00 Dr	₹5000 * 3% = ₹150/-
20/06/16	Interest for Cash Withdrawal	₹19.73 Dr	₹5000 * 6 days * 2% * 12 months / 365 days = ₹ 19.73
	Closing Balance	₹15169.73 Dr	

Actual interest calculation would vary based on the individual purchase and revolve behaviour and the applicable interest rate. Service Taxes extra and not included in the above illustration.

## G) Late Payment Charges {#}

Late Payment charges of ₹250/- will be applicable if Minimum Amount Due is not paid by the payment due date.

## H) Payment Dishonor fees {#}

In case of a Cheque/Payment Dishonor, Cardholder will be charged of ₹150 as dishonor fee.

## I) Other Charges {#}

Card Replacement Fee : ₹100/-

Charge slip Retrieval Fee : ₹100/- per charge slip

Statement Retrieval Fee : ₹100/- per statement for statements more than 2 months old

Foreign Currency Transaction fee : Upto 3.5%.

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## 4. DEFAULT

In the event of default, the Cardholder will be sent reminders from time to time for settlement of any outstanding on the card account, by post, fax, telephone, e-mail, SMS messaging and/or engage third parties to remind, follow up and collect dues. Any third party so appointed, shall adhere fully to the code of conduct on debt collection. The total Outstanding on the Card account, together with the amount of any Charges effected but not yet charged to the Card Account, will become immediately due and payable in full to TMB on bankruptcy or death of the Primary Cardholder, and the Card Account shall immediately stand cancelled. The Primary Cardholder's estate will be responsible for setting any Outstanding on the Card Account and should keep TMB indemnified against all costs, including legal fees and expenses incurred in recovering such Outstanding. Pending such repayments, TMB will be entitled to continue to levy finance charges at its prevailing rates.

## 5. TERMINATION / REVOCATION OF THE CARDHOLDERSHIP

- a) The Cardholder may end the Agreement at any time by writing to TMB or calling into the TMB Card Helpline, and by cutting the card(s) diagonally. All the cards including the add-on cards will be terminated. Termination will be effective after payment of all amounts outstanding on the card account. No annual, joining or renewal fees shall be refunded on a pro-rata basis.
- b) TMB may also restrict, terminate or suspend the use of the Cardholder Account at any time without prior notice if TMB reasonably believe it necessary for business or security reasons and/or at the request of any law enforcement agency, and/or any government authority and/or under the laws & regulations which apply to TMB & its customer.
- c) TMB can suspend the facility on the Credit Card, if the Cardholder defaults on the payment due or exceeds the credit limit extended. The Card must not be used after the Agreement ends or while use of Card Account is suspended.

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## D) Charges

- Charges and fees, as may be applicable from time to time, are payable by Cardholders for specific services provided by TMB to the Cardholder or for defaults committed by the Cardholder with reference to his Card account.
- TMB 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.

## E) Interest Free Grace Period

The interest free credit period could range from 15 to 45 days subject to submission of claims by the merchant. However, this is not applicable if the previous month's balance has not been cleared in full or if the Cardholder has availed of cash from any ATM.

## F) Finance Charges

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, and on all cash advances taken by the Cardholder, till they are paid back. Card interest Rate is dynamic and will be based on the Cardholder's usage and payment patterns and is subject to periodic review. The current rate of finance charges is upto 2% per month [24% per annum] from the transaction date and is subject to change at the discretion of TMB. Finance charges, if payable, are subject to levy of applicable taxes and are debited to the Cardholder's account till the outstanding on the card is paid in full.

Finance charges on cash advances are applicable from the date of transaction until the payment is made in full. In case the statement outstanding has no cash balance and has not been carried forward from a previous statement and the retail balance outstanding on the statement date is paid in full by the payment due date, No Finance Charges are levied on such balances. Making only the minimum payment every month would result in the repayment stretching over the years with consequent interest payment on your outstanding balance.

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of subsequent investigations, the liability of such charges is to the Cardholder's account, the charge will be reinstated in a subsequent statement, along with Charge slip Retrieval charges of ₹100/- per charge slip and applicable interest on the amount so recovered.

5. Customer Grievance Redressal: All grievance escalations should be marked to The Assistant General Manager, Credit Card Cell, 3<sup>rd</sup> Floor, TMB Pearl Towers, AC-16, Second Avenue, Anna Nagar West, Chennai - 600 040 or e-mail to [creditcardcell@tmbank.in](mailto:creditcardcell@tmbank.in)

6. Contact Particulars :

**Customer Help Desk : (24 Hours)**

Toll Free Phone No. **1800 419 9950**

Operated by :

M/s. Yalamanchilli Software Exports (P) Ltd.,

Tower-1, Sakthi Towers,

766, 2<sup>nd</sup> floor, Anna Salai,

Chennai - 600 002.

(Or)

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3<sup>rd</sup> floor, TMB Pearl Towers,

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Phone : (044) 26193019, 26193020

E-mail : [creditcardcell@tmbank.in](mailto:creditcardcell@tmbank.in)

**Please mention your card number in all your correspondence with us**

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