

Important Information regarding the Credit Card

1. Payment of Credit card bills: Payment of Credit card bills can be either through cheque, draft or cash payments at the SCB ATMs or Branches or through ECS (Electronic Clearing Service) instruction. Please make your cheques and drafts payable to SCB A/Cno. xxxx xxxx xxxx xxxx (your 16 digit SCB card number). Please ensure that your cheques / drafts are complete in all respects and any material alteration is duly signed off. We encourage you to drop your payments in the Cheques Collection Box at least 3 days in advance of your Payment Due Date. However, the cheque can be dated as per the actual Payment Due Date. This is to facilitate timely credit of the funds into your card account. In case the bank does not receive payment by the Payment Due Date, the Bank reserves the right to levy a Late Payment Charge. For overdue accounts, the Payment will be credited only post clearance of the cheque. For payments greater than Rs. 20,000, limit will be released only post clearance of the cheque. Cash can only be deposited at the Bank's branches during normal banking hours. Please do not deposit cash in the Cheque Collection Box.

2. Levy of Interest: (Please note that monthly payments will be applied first towards meeting the old borrowing)

Option	How Interest will be levied	
1. If FULL payment of Total Outstanding is made every month before Payment Due Date	No Interest will be charged *	
2. If PARTIAL payment of Total Outstanding is made every month before Payment Due Date	Interest will be charged for all transactions incurred in the current statement from the transaction date till the Statement Date. The closing balance in the previous statement will attract interest, from one day post the Statement Date till one day prior to the date of payment, in the current statement. The balance after payment will attract interest from the date of payment till the Statement Date.	Previous Statement Date: 1 Aug, Statement Balance: Rs.10,000/- Payment Due Date: 18 Aug Transaction incurred on 15 Aug: Rs.3,000/- Payment: Rs 8,000/- received on 18 Aug Current Statement Date: 1 Sep, In this case, interest will be charged for Rs.10,000/- from 2 Aug till 17 Aug and the unpaid balance of Rs.2,000/- will attract interest from 18 Aug till 1 Sep. Interest will also be charged for Rs.3,000/- from 15 Aug to 1 Sep.
3. If you usually make PARTIAL payment, but in the CURRENT month you have made the FULL Payment of the Total Outstanding before the Payment Due Date	The closing balance as per your previous statement will accrue interest until the date of payment.	Previous statement date: 1 Aug, Closing Balance Rs.10,000/, Current Statement Date: 1 Sep Due Date: 18 Aug, Payment: Rs.10,000/- on 15 Aug. Rs 10,000/- will attract interest from 2 Aug to 14 Aug (for 13 days in Aug which has 31 days).^

*Does not include Cash transactions
13/31 = Rs 130.00

^ Interest debited in this case will be = 10,000 x 3.1% x

3. Annualised Percentage Rate: The monthly interest rate is annualized to arrive at the APR. Monthly interest rate of 3.1% p.m. applicable on both cash and retail transactions is annualized to arrive at an APR of 37.20%. This interest rate is variable and will vary between 2.49% p.m. (APR 29.88%) and 3.40% p.m. (APR 40.80%) for both retail and cash transactions. As and when the interest rate applicable to you is revised, it will be communicated to you on your statement. The APR will be assigned and reviewed every 3 months based on your card usage and re-payment behavior at the sole discretion of the Bank. If the payment is not made in full, even if the Minimum Amount Due (MAD) is paid by the due date, interest will still be charged on the Total Amount Due (TAD). For EMI card, monthly interest rate of 2% is annualized to arrive at an APR of 24%. This is only valid on transactions greater than Rs.2,000.

4. Minimum Amount Due (MAD): The minimum amount due every month is 5% of the billed value, unless there is a default on the payment. If there is a default, then the entire outstanding amount may have to be paid. In case of the EMI card or a loan taken on the card account, then the EMI of the loan would also be added to the above. Also, in case, there is an overlimit utilisation on the card account, the minimum payment due will be the sum of the above mentioned plus the amount that is overlimit. If you spend Rs 5,000 and pay back exactly the MAD (subject to a min payment of Rs 100) every

month, it will take you upto 6 years to pay back the complete amount. We therefore suggest that whenever your cash flows allow you, do pay back substantially more than your minimum payment due.

- Credit cards are a credit mechanism for short term credit needs/every day spend categories. Should you have long term funding requirements, we do have a range of products for the same. Do call our helpline for further details.

5. Maximum interest-free period: The Payment due date on the SCB card is 18 days (17 days in case the 18th day is a Sunday) from the statement date for all Gold and Non-Gold cards. Thus there is a interest free Credit period ranging from 17-47 days. However for cash advances, interest is charged from the date of the transaction. The bank reserves the right to change this interest free period by giving prior notice.

6. Billing Disputes Resolution: The dispute in billing has to be brought to the Bank's notice within 21 days from the date of receipt of the statement. A Dispute Declaration Form (DDF) or a signed letter from the customer is mandatory along with the required document, if any. The procedure for resolution differs on a case to case basis. Please contact the BankCard's Helpline Centre or visit the Bank's website at www.standardchartered.co.in for further details on the document required to take up the dispute and the procedure forthwith.

7. Add on Cards: With respect to more than one Card being issued on an Account, the Holder of any additional Card on the account and the individual account holder authorising its issuance is jointly and severally bound by these Rules and Regulations and are jointly and severally liable for all charges, incurred by the use of the card/s

8. Reporting a lost or stolen card immediately: If the card is lost or stolen within India, Cardholder should notify the nearest Customer Service Helpline immediately. If the card is lost while travelling overseas, Cardholder to notify either the Bank's Helpline or the Master Card /Visa Helpline. For full details please refer to the CardMember Rules and Regulations.

9. Lost Card Liability: The CardMember will be liable for Charges incurred on the Card until the Bank's Card Service Centre in India or the Visa/MasterCard Global Emergency Assistance Helplines are intimated of the loss. The CardMember declares that if a card is reported lost, stolen or damaged and is subsequently found, the CardMember, shall be solely responsible for invalidating the card by destroying the same under intimation to the Bank.

10. Statement Issual: Statements will be issued once every month for accounts with a balance of more than Rs.100/-. For accounts with a balance of less than Rs. 100/-, a statement will be issued when a new transaction reflects in the account. Also, in case a cardholder has a credit balance in his account, a statement will be issued to him only if his credit balance exceeds INR 250

11. Amendment in Card Rules and Regulations: Rule 18(b) of the Card Rules and Regulations stands amended as follows: "18(b): All documents /correspondence sent by the Bank to the Cardmember including the Card billing Statement shall be deemed to have been sufficiently served if communicated by printing on the reverse of the Statement or delivered through personal courier or by ordinary post and addressed at the Cardmembers' address in India last registered by him with the Bank and such service shall be deemed to have been effected on the expiry of 4th day of posting of the Statement or Notice or handing over the same to the courier agency. In the event the Cardmember registers an address outside India, the Cardmember agrees that the Bank is not under any obligation to send him a Card Statement and that it shall be the responsibility of the Cardmember to ascertain from the Bank the amount due on his Card and pay the same prior to its respective due date." The statement will also be sent through E-mail(If the CardMember has registered for E-statements)

12. Termination: The Account Holder may at any time terminate the Card Account by informing the Bank's Card Service Centre's or the Bank, either telephonically or in writing. Such notice will take effect once the Card has been destroyed by the CardMember after payment of all charges due on his card and under intimation to the Bank's Card Service Centres or the Bank.

13. Credit Limit: Credit limit will be set at the discretion of the bank. Available credit limit is calculated by deducting the utilised limit from the Total Credit Limit. In case the cardmember has availed of any loan within the credit limit on the card, the outstanding loan amount will also be deducted from the Total Credit Limit to arrive at the Available Credit limit. The Bank reserves the right to reduce your credit limit at its sole discretion based on certain conditions. Some of these are cash utilisation, jewelry purchases within 90 days of the card set-up, irregular repayment pattern and excessive limit utilisation. The Bank will communicate the reduction of credit limit as and when it is applicable.

14. Cash Advance Limit: The Cash Advance Limit is not a fixed percentage of the credit limit, but is evaluated and reset monthly. For further details and charges on the same, please contact the card service helpline numbers.

15. Information Sharing: As per the Rules & Regulations of the cardholder agreement Standard Chartered Bank is authorized to share all the information about Card members' accounts with its group companies or vendors whether based in India or offshore. The Bank is also authorized to disclose your details to Credit Information Bureau (India) Ltd. (CIBIL) or any other agency as deemed necessary at its sole discretion, information about cardmembers, the credit facilities availed / to be availed, the obligations assumed / to be assumed by the cardholder in relation thereto, and default, if any, committed by the cardholder in discharge of such obligations. Further, as per the Credit Information Companies (Regulation) Act 2005, the bank is authorized, without reference to the cardmember, to comply with any request and demand for any information from any authority under the law. For the purpose of and in the course of providing services/certain services, the Bank is/may be required to engage the services of specialized and other service providers/agents. This is hereby taken as confirmation and agreement that the Bank may/would be required to furnish any information regarding your account to these service providers/agents.

16. Information on Default and Circumstances

a) On Non Payment of minimum amount due for 150 Days the cardholder will be classified as a defaulter. Please note that the payment data is shared with Credit Information Bureau (India) Ltd. (CIBIL) on a monthly basis, therefore payments missed even for a month will reflect in the data shared with CIBIL. The cardholder's default data will be shared with the defaulter database maintained by Satyam on non-payment of minimum amount due for 150 days.

b) Withdrawal of defaulter classification after settlement of dues: Subject to payment of total outstandings and on request, the bank will remove the name from defaulters list / database within one month. However data shared with CIBIL will reflect the customers credit / payment history and cannot be withdrawn by the bank.

c) Recovery procedure in case of default: Continuous reminder through letters, telecalling, SMS, email and any other communication medium and personal meetings if required.

d) Recovery of dues in case of death / permanent incapacitation of cardholder: On confirmation of demise of the cardholder, the account is charged off from the books and the outstanding on the card is written off as a bad debt. If the estate of the deceased cardholder is willing, the bank does a mutual negotiation for a settlement of dues. In case of permanent incapacitation of the card holder, the standard cardmember Rules and Regulations apply.

17. Grievance Escalation: If you are not satisfied with the response that you have received, please write to CDK Sai Narain, Head Service, Standard Chartered Bank, Customer Care Unit, 19, Rajaji Salai, Chennai 600 001. Ph: +91 99002 60046 or email head.service@in.standardchartered.com

18. I agree to provide to the Bank such further documents as may be required by the Bank from time to time to comply with the Know Your Customer (KYC) requirements of the Reserve Bank of India and the Bank. The Bank reserves the right to recall the facility, enforce security and guarantees, if any and appropriate proceeds thereof towards the outstanding and recover the balance from you, if any or close the account in case the so required documents are not provided by you to the Bank.

19. Notwithstanding anything contained herein, the facility is solely available at the Bank's sole discretion and therefore, are subject to cancellation and/or payable earlier on demand at any time by the Bank, in which case the customer shall repay the same forthwith to the Bank.

20. Please access http://www.standardchartered.com/in/cb/creditcard/card_main.html for reading the cardmember rules and regulations in any of the 10 regional languages.

Charges effective June 2006:

- Late Fee Charges: Late fee of Rs. 100/- will get debited over and above the late charges if the Minimum Amount Due is not received for two or more consecutive months.
- Surcharges: Rs. 25/- or 2.5% of transaction (whichever is higher) on Railway transactions. Rs.10/- or 2.5% of transaction (whichever is higher) on Petrol transactions.
- Overlimit Charges: Overlimit Charges will be Rs. 500/- per instance.
- Duplicate Statement Fee: Rs. 25/- per statement (if it is more than 3 months old).
- Card Replacement Fee: Rs 100 per replacement.
- Pin Replacement: Rs 100 per replacement.
- Outstation teledraft charge: Rs 100 per instance.
- Teledraft Cancellation Charge: Rs 50 per instance.
- Return Cheque Fee: Rs. 300/- per instance.
- Foreign Currency Transactions: All Non- Indian Rupees transactions are converted into Indian Rupee at a rate advised by the franchisee. (Visa/Master). The bank charges an extra 2.5% on the transaction and an additional 1% is charged towards reimbursement to the franchisee.
- Branch Transaction Fee: Rs.99/- will be charged every time a payment is made in cash at the SCB branches using teller facilities.
- Service Tax: Service Tax is at 12.36 % on Service Charges. ServiceTax Registration No.ST/Mumbai/CDCOS/Dn I/13/2006 under "Credit Card, Debit Card, Charge Card or Other payment card services".Regd. Office Standard Chartered Bank, 23 - 25, M.G. Road, Fort, Mumbai 400001.No Service tax credit shall be claimed by the customer under CENVAT credit Rules 2004 in respect of charges waived or reversed.

Charges effective 18th June 2007:

- Late payment charges: • Rs 350 for statement outstanding less than Rs. 10,000 • Rs 500 for statement outstanding between Rs. 10,000 and Rs. 20,000 • Rs 600 for statement outstanding greater than Rs. 20,000.

Example: In case there is an outstanding of Rs.7,000 on your credit card account and Rs.15,000 in your Balance Transfer account, and payment is not made by the Payment Due Date. There will be a late payment charge of Rs.350 on your credit card account and Rs. 500 on your Balance Transfer account. The example above is for illustrative purposes only. All cards and all installment products such as Instabuy, Balance Transfer, Dial-a-Loan etc will each attract Late Payment Charges if payment is not made by the Payment Due Date.

- Cash advance fee: • ATM Withdrawals: 3% of cash withdrawal amount subject to a minimum of Rs.300 • For withdrawals using the teller facility at our Branches, an additional fee of Rs.500 will be levied.

Charges effective 15th September 2007

- Non usage fee: Rs.250/- will be charged if the card has not be used for a retail or cash transaction in the last 12 months

Note: Please ensure that your cheques / drafts are complete in all respects and any material alteration is duly signed off. We encourage you to drop your payments in the Cheques Collection Box at least 3 days in advance of your Payment Due Date. However, the cheque can be dated as per the actual Payment Due Date. Cash can only be deposited at the Bank's branches during normal banking hours. Please do not deposit cash in the Cheque Collection Box.