

Most Important Terms and Conditions

(a) Fees and Charges: Schedule of charges

Charges - Head	Amount for [Visa/RuPay] Platinum	RuPay Select	Charges - Head	Amount for [Visa/RuPay] Platinum & RuPay Select
Joining Fee - Primary Card Holder	Nil for new customers ¹		Finance Charges - Revolving	1.9% P.M (Annualised 22.80%)
Joining Fee - Add On Card Holder	Nil		Finance Charges - Cash Advances	3% P.M (Annualised 36%)
Annual Fee - Primary Card Holder	400 ²	800 ²	Finance Charges for Default	3.5% P.M (Annualised 42%) From the date of default.
Annual Fee - Add On Card Holder	Nil		Cheque Return/ Standing instruction [Autodebit] Dishonour Charges	500
Cash Advance Fee	400 per Transaction		Card Replacement Fee	300
Service Charges - Railway Booking	POS: 30 + 2.5%, Online: 1.8%		Cash deposit charges	100 (per instance)
Service Charges - Fuel Transaction	10 or 2.5%		Sales Slip Retrieval Charges	300
Late Payment Fee	30% of Minimum Amount Due, Min: 400 Max: 600		EMI Processing Fee EMI Foreclosure Charges	1% of Converting Amount 2% of the outstanding EMIs
Credit limit breach charge [Limit breached by charges, fees, tax etc]	2.5% of the amount breached limit; Min: 300		EMI - rate of interest	14.00 p.a up to 6 months, 13.00 % p.a above 6 months
Renewal Fee	Nil		Foreign Currency Transaction Fee	3.5%
Reward Redemption Fee	75 [for gifts] Nil for cash redemption		Duplicate Statement Generation	100
Interest Free Credit Period*	20 - 50 Days		Cash Limit as % of Total Limit	15%

¹Rs.400 for customers who had earlier availed and closed our credit card within last three years

²Annual fee waived if annual usage is Rs.50,000 or more for Visa/RuPay Platinum variant and Rs.100000 for RuPay Select variant. Usage in Add-on card is also considered for the waiver.

*Applicable only on retail purchases and if previous months balance outstanding is paid in full by due date.

Finance Charges Calculation:

Interest will be charged if you (the word 'you' refers to the Card member) do not pay back the previous bill amount in full [TAD] and on all Cash Advances from the date of transaction until the date of settlement.

Your rate of interest is 1.90% per month (i.e., 22.80% annualized). Your rate of interest can increase up to 3.5% per month (i.e., 42.0% annualized), in case of default. The default interest rate will apply till the time the account is regularized.

Minimum Amount Due (MAD): MAD is 5% of the usage/ spent made using credit card during the billing cycle + Overdrawn amount if any + Previous months' MAD + 100% EMIs + 100% of the charges/ fees + taxes - subject to minimum of Rs.200/- or any amount Bank may communicate from time to time.

An illustration of the MAD calculation for a card with TAD [Total Amount Due] of 14784.00 is provided here →

EMI calculation illustration for:	Bill Month	Instalment	Principal	Fin Charges	Tax	Total
Amount: 8850.00 Period: 7 Months Rate: 13.00%	2023-Dec	1	1264.29	95.88	17.26	1377.42
	2024-Jan	2	1264.29	95.88	17.26	1377.42
	2024-Feb	3	1264.29	95.88	17.26	1377.42
	2024-Mar	4	1264.29	95.88	17.26	1377.42
	2024-Apr	5	1264.29	95.88	17.26	1377.42
	2024-May	6	1264.29	95.88	17.26	1377.42
	2024-June	7	1264.29	95.88	17.26	1377.42
Total	7	8850.00	671.12	120.80	9,641.94	

EMI calculation illustration for:	Bill Month	Instalment	Principal	Fin Charges	Tax	Total
Amount: 8850.00 Period: 5 Months Rate: 14.00%	2023-Dec	1	1770.00	103.25	18.59	1891.84
	2024-Jan	2	1770.00	103.25	18.59	1891.84
	2024-Feb	3	1770.00	103.25	18.59	1891.84
	2024-Mar	4	1770.00	103.25	18.59	1891.84
	2024-Apr	5	1770.00	103.25	18.59	1891.84
	Total	5	8850.00	516.25	92.95	9459.20

All charges are dynamic and are subject to change based on Dhanlaxmi Bank Ltd.'s periodic review.

Illustrative Example for APR [Annual Percentage Rate] Interest Calculation:

Assuming that you have only partially paid your July outstanding, and your statement is generated on 20th August for 10,000. You make a payment of 8,000 on 25th August. And you make a purchase for 3,000 on 26th August. You make no further payment on your Card till 20th September. In this example, interest will be levied as follows:

[Finance Charges Assumed is 24% P.A. for the illustration below. Please apply according to finance charges applicable for Regular/Default.]

Illustration of APR	Period	Calculation	Interest Charge	Total
CASE 1: MAD Paid				
Fin chgs on the balance of Rs.10000	20 th - 24 th August for 5 days	$(24/100) * (5/365) * 10000$	= 32.88	116.39
On the balance of Rs.2000	25 th August for 1 day	$(24/100) * (1/365) * 2000$	= 1.32	
On the balance of Rs.5000.00	26 th August - 19 th September [25 days]	$(24/100) * (25/365) * 5000$	= 82.19	
CASE 2:				630.14
No payment on due of Rs.5000.00	11 th Jun – 20 th Jul for 40 days	$(42/100) * (40/365) * 5000$	= 230.14	
Usage date 11 th Jun Bill date 20 th Jun	20 th Jul	Late payment charges	= 400.00	
CASE 3:				464.11
Cash withdrawal on 08 th February	8 th Feb to 20 th Feb for 13 days	$(36/100) * (13/365) * 5000$	= 64.11	
	20 th Feb	Cash withdrawal charges	= 400.00	

NOTE: If you spend 1,000 and you pay back exactly the minimum amount due every month, then it may result in repayment stretching over 6 years with consequent interest payment on the outstanding amount. Therefore, you should, whenever your cash flow allows, pay back substantially more than your minimum due. This will also help open up your spending limit & improve your credit rating.

Late Payment Charges: It is applicable if the Minimum Amount Due is unpaid after the payment due date.

APR [Annual Percentage Rate] Method for application of Finance charge is same in case of **Regular** [with MAD payment] @ 22.80% from the billing date and @ 42.00% from original transaction date for **Default**.

Illustrative Example for Calculation of Late Payment Charges:

Assume you receive a statement for the period 20th August - 19th September, with a payment due date of 9th October for an outstanding balance of 30,000. You need to pay at least the minimum amount due i.e. 1500 in this example, by the payment due date (9th October) to ensure that no late payment charges are levied. If you fail to do so, then late payment charges would be levied based upon the total amount outstanding on the card, as per the following calculation: 30% of MAD – Minimum of 400 & Maximum of 600.

Thus, in the example detailed above, if you make a payment only on, say, 10th October, 30% of MAD = 450 will be levied as Late Payment Charge. This charge will also be applicable if you make a payment of less than the minimum amount due (1500, in this example) by the payment due date.

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Interest Free Credit Period: Illustrative Example for Interest Free Credit Period Calculation:

Platinum and Select Credit Card	Note:
Minimum 20 Days, Maximum 50 Days	Note: The interest free period can vary depending upon the date of the purchase. However, if you have not paid the previous month's balance in full or if you have availed cash from an ATM, then there will be no interest free period. Interest Free Credit period includes grace period for payment.
For a billing cycle of 20th and purchase dated 20th September. Interest free credit period is 50 days. i.e. 20th September - 9th November.	
For a billing cycle of 20th and purchase dated 19th September. Interest free credit period is 20 days. i.e. 19th September - 10th October.	

Billing Dispute Resolution: The cardholder shall intimate any disagreement(s) about the charges mentioned in the Statement to the Bank within 30 days from the Statement Date, failing which it shall be construed that the Statement is in order. Grievances will be resolved within maximum 180 days. Compensation to be paid, if any, will be as per the bank's policy. Card holders may raise the dispute by:

- 24-hour call centre : 1800 425 1747 / 044 42413000.
- Email ID : customercare@dhanbank.co.in
- Through Branch in writing
- Mobile Banking/Net Banking
- Write to: Credit card division, 2nd Floor, DLB Bhavan, Punnunnam, Thrissur – 680002.
- Grievances Redressal Escalation contact particulars: Nodal Officer, Dhanlaxmi Bank Ltd., Central Office, email pno@dhanbank.co.in.

Billing Statements:			Payment methods:
Sl. No.	Particulars	Billing	1. By depositing cash at Dhanlaxmi bank branches towards the Card payment during the branch working hours on all working days; 2. Drop cheque or draft Favouring "Dhanlaxmi Bank Credit Card no. XXXX XXXX XXXX XXXX" at any Dhanlaxmi Bank Ltd branch; 3. By online payment using Dhanlaxmi Bank Ltd account; 4. By giving written or online auto-debit instructions on your Dhanlaxmi Bank Account against the amounts due. 5. By payment through NEFT with IFS Code- DLXB0000999 and Transaction Code: 52 and 6. BBPS
(i)	Periodicity of Statement	Monthly	
(ii)	Mode of delivery	Post or Email	

(c) Default & Circumstances:

- If the cardholder fails to pay the Minimum Amount Due on or before the due date mentioned in the billing statement, the same shall be treated as default. In case of default, the bank can forward default report to the credit information bureaus or such other agencies, as approved by law. Bank is also providing 5 days of grace from the due date. The notice period for reporting a cardholder as defaulter shall be the duration between the credit card Billing date and the payment due date mentioned in the Billing Statement.
- Procedure for withdrawal of default report and the period within which the default report would be withdrawn after settlement of dues: The Bank submits cardholder's data to Credit Information Companies as prescribed in the extant guidelines. This data includes repayment status of all cardholders both defaulters and non-defaulters.
- Recovery procedure against the defaulting credit cardholder shall be in accordance with the applicable laws, prevailing recovery policy of the bank, after giving sufficient notice for payment of dues & all information regarding the outstanding dues.
- Recovery of dues in case of death / permanent incapacitation of cardholder shall be in accordance with the applicable laws, prevailing recovery policy of the bank, after giving sufficient notice for payment of dues & all information regarding the outstanding dues, to the successors / nominees / legal heirs of the Cardholder.
- Bank is not providing any insurance coverage to the individual card holders. However, general insurance coverage is provided for card transactions, and travel coverage. Any insurance coverage is applicable only if the travel booking is made using Dhanlaxmi bank credit card. Please refer www.dhan.bank.in for details.

(d) Termination / Revocation of Card Membership

- Procedure for Surrender of Card by Cardholder:** 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, chip and magnetic stripe are destroyed permanently. Intention to terminate the card membership shall be intimated through email to customercare@dhanbank.co.in or writing to Branch or Dhanlaxmi Bank Ltd., Credit Card Division, IInd Floor, DLB Bhavan, Punnunnam, Thrissur - 680 002, Kerala or through other digital channels by mentioning the 16-digit card number. For termination, all outstanding dues shall be payable forthwith and the cardholder shall be liable to pay applicable interest till such time all monies are paid to the Bank.
- If a card is not activated within 30 days of issuance, it shall be closed without cost to the customer. If a card remains unused for over 12 months, the Bank shall notify the cardholder and initiate closure after 30 days if no response is received, subject to payment of all dues by the cardholder. Dhanlaxmi Bank Ltd. shall reserve the right to terminate or suspend or block the use of the card account at any time without prior notice, if Bank reasonably believe it necessary for business or security reasons. Dhanlaxmi Bank Ltd can suspend or block the facility of the credit card, if the cardholder defaults on the payment due or credit limit breaches the extended limit. The card must not be used after the agreement ends or while use of card account is suspended or blocked. In such a situation, the cardholder must immediately pay to the Bank the total outstanding balance due to the Bank on the card. The cardholder's account will not be considered as closed until the cardholder has paid all such due amounts. Refund of credit balance if any, will be transferred to the card holder's account as requested by the cardholder.

(e) Loss / Theft / Misuse of Card:

In case of loss / theft / misuse of card / any unauthorized transaction (primary, add-on card), the same must be reported immediately to Dhanlaxmi Bank Ltd. Customer Call Centre 18004251747/044 - 42413000 /email: customercare@dhanbank.co.in or through branches or through Bank's digital channels like Mobile Banking, Net Banking etc. Liability for unauthorized transactions shall be governed in accordance with the Bank's policy. The Bank shall thereupon take all actions open to it to stop any further use of the Card. The cardholder is advised to report the incident at MHA portal or calling 1930. Additionally, cardholder may file FIR with the police station having jurisdiction so that the cardholder can produce a copy of the same wherever required. Once a card is reported lost, it should not be used under any circumstance if found by the Cardholder subsequently and the Cardholder should cut the card diagonally in half. Cardholder shall be held primarily responsible for the security of the Card and for the transactions using the Card. The cardholder shall bear the loss sustained up to the time

- Complete Postal Address: Dhanlaxmi Bank Ltd., Credit Card Division, Corporate Office, Punnunnam, Thrissur - 680002.

Withdrawal Limits:

- Credit Limit: Maximum limit up to which the Cardholder can spend on the Card.
- Available Credit Limit: Difference between the Credit Limit and the amount spent on Card (including unbilled transactions).
- Cash Withdrawal Limit: Maximum cash that the Cardholder can withdraw on the Card.
- Credit limit and cash limit are assigned to card holders based on Dhanlaxmi Bank Ltd's internal credit criteria (Add on card holders share the same limits as that of the primary Account holder, unless and otherwise requested for a lower limit). These limits are communicated to the card holder at the time of card delivery. The credit limit and cash limits are communicated to the card holder in every statement. The card holder shall be entitled to apply for enhancement of the credit limit and / or cash limit if provided by the Bank, upon completion of 12 months of his membership and furnish requisite financial documents declaring his income as required by the bank. The Bank shall not unilaterally upgrade credit cards and enhance credit limits. Prior consent of the cardholder shall be taken whenever there are any change/s in the terms and conditions.

Note: The add-on card limit can be fixed as sub limit within the limit of primary card. (On request from the customer)

of notification to the Bank of any loss, theft or copying of the card but only up to a certain limit (of fixed amount or a percentage of the transaction agreed upon in advance between the cardholder and the Bank), except where the cardholder acted fraudulently, knowingly or with extreme negligence. The cardholder however, will be liable for all losses when someone else obtains and misuses the card or card details or PIN or OTP with consent of the cardholder or the consent of additional cardholder. If the cardholder acted fraudulently, or without reasonable care or if the cardholder fails to follow the safeguards specified by the card issuing Bank, the cardholder will be liable for all losses. However, in case of any dispute relating to the time of reporting such loss / theft / damage and / or transaction / made on the Card post reporting of the loss / theft / damage / misuse, the Bank reserves the right to ascertain such time and or authenticity of the disputed transaction. The Bank without referring to the cardholder or any additional card holder, give the police or other relevant authorities any information that the card issuing bank considers relevant about the loss, theft or misuse of a card or PIN.

(f) Disclosure:

The Bank shall part with all available information about the cardholder, repayment history etc., to credit information companies as per the provisions of Credit Information Companies (Regulation) Act 2005 or such other agencies. The customer's details may also be shared at the time of application with external agencies to verify the credentials of the documents & application submitted requesting for a credit card facility.

(g) Exclusion of Liability:

Without prejudice to the foregoing, the Bank shall have no liability whatsoever to the cardholder in case of loss or damage arising directly or indirectly out of:

- Any defect in any goods or services purchased through the card.
- The refusal of any person to honour or accept the card.
- For direct losses incurred by a cardholder due to a system malfunction/ technical breakdown of the payment system directly within the Bank's control, if the technical breakdown of the payment system was recognizable for the cardholder by a message on the display of the device or otherwise known.
- The giving of transaction instruction other than by the card holder.
- The exercise by the Bank of its right to demand and procure the surrender of the Card prior to the expiry date embossed on the card, whether such demand and surrender made and / or procured by the Bank or by any person appointed by the Bank or through any ATM / EDC machine.
- Any statement made by any person requesting to the return of the card or any act performed by any person in conjunction.
- Handing over of the card by the cardholder to anybody.
- The exercise by the bank of its' right to terminate any card.
- Any injury to the credit character and reputation of the cardholder alleged to have been caused by the repossession of the card and / or, any request for its return or the refusal of any merchant establishment / mail order establishment to honour or accept the card.
- Decline of a charge because of exceeding foreign exchange entitlements as prescribed by RBI guidelines issued from time to time or the bank becoming aware of the card holder exceeding his entitlements.
- Decline of any Transaction due to any reason at an ATM / PME.
- In the event a demand 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 under its authority, the card holder agrees and acknowledges that such demand or claim shall not amount to be an act of defamation or an act prejudicial to or reflecting upon the character of the card holder, in any manner.

(h) Lien and right of Set Off:

- The bank will have a lien and right of set - off on all monies belonging to the card holder and / or, add on card holder standing to their credit in any account whatsoever with the bank or in the possession or custody of the bank without any relation to the age of the debt/liability.
- The bank reserves the right to alter / modify any terms and conditions as per the internal policy of the bank or RBI guidelines

Disclaimer: * Dhanlaxmi Bank Ltd. may at its sole discretion, utilise the services of external service provider/s or agent/s and on such terms as required or necessary, in relation to its products.