

IndusInd Bank

IndusInd Bank – your financial partner.

IndusInd Bank has successfully empowered millions of demanding customers by pursuing excellence, building long-term relationships, delivering innovative solutions & leveraging unique insights.

For more information:

- 📞 Call our 24-hour Phone Banking at 1860 267 7777
- ✉ E-mail us at indulge.care@indusind.com
- 🏪 Please visit our bank branches
- 🌐 Log on to www.indusind.com

INDUSIND BANK INDULGE CREDIT CARD
MOST IMPORTANT TERMS & CONDITIONS

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Most Important Terms & Conditions - IndusInd Bank Credit Cards

The Most Important Terms and Conditions (MITC) and all information herein is applicable to all Credit Cards/ Cardholders/ applicants of Credit Cards/ Customers of the Bank/members of the general public evincing interest in the Credit Card product of the Bank, with immediate effect. The MITC are subject to change. The said MITC are in addition to and are to be read along with the terms and conditions of the Cardholder Agreement of the bank.

Fees and Charges

Schedule of Charges

Fee ¹	Joining Fee ²	Annual Fee ³	Add-on Card Fee ³
Indulge	₹2,00,000	Nil	Waived
	₹1,00,000	₹10,000	Waived
	₹90,000	₹10,000	Waived
	₹45,000	₹10,000	Waived
Interest Charge on Indulge ⁴	Monthly Rate	Annual Rate	
	1.79%	21.48%	
Interest Free Period	Up to 50 days; Interest free period is not applicable if Total Amount Due is not paid in full		
Late Payment Charges	Outstanding Balance		
	Up to ₹100	-	Nil
	Between ₹101 - ₹500	-	₹100
	Between ₹501 - ₹1,000	-	₹350
	Between ₹1001 - ₹10,000	-	₹550
	Between ₹10,001 - ₹25,000	-	₹800
	Between ₹25,001 - ₹50,000	-	₹1100
Above ₹50,000	-	₹1300	
Over Limit Charges	2.5% of Over Limit Amount subject to a minimum of ₹500		

inconvenienced, the Bank maintains a 'Do-Not Call' register and if the Cardholder(s) would not like to be called for any marketing offers, they may inform the Bank for listing their said contact numbers in the 'Do-Not-Call' register.

- The Cardholder acknowledges that, as per the business practices and applicable provisions, the Bank is authorised to share Cardholder information with any existing or future Credit Bureaus as determined by the Bank from time-to-time. The Cardholder further acknowledges that the Bank is entitled to share such information without providing prior notice to the Cardholder, and such information may pertain to positive or negative performance/ default by the Cardholder.
- The Credit Information Bureau of India Ltd. (CIBIL) is 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.
- All banks and financial institutions participating in this initiative are required to share Cardholder's data with CIBIL. In view of the above, the Bank wishes to inform the Cardholder's that IndusInd Bank shall be reporting the data pertaining to the Cardholders' Account with them to CIBIL. This data will be updated on a regular basis for all its Cardholders and the Bank thanks the Cardholder(s) for their continued support and co-operation in this matter.

to the Bank. The Cardholder shall then send the following documents to the Bank:

- FIR Report duly acknowledged by an officer
- Letter giving details of the loss/disputed transactions
- Indemnity letter from the Cardholder
- Passport copies, in case of International transaction dispute
- All other documents as required by the Bank and to the satisfaction of the Bank.
- The Bank shall at its own cost, take out an Insurance Policy for Lost/ Stolen Card within the geographical limit and subject to the terms and conditions and the limit as more particularly set out in the Policy.
- Available insurance cover, if any, for cardholder and date of activation of policy including nomination details - Select Credit Card variants have a complimentary insurance cover on the Card. The policy coverage starts from the date of the Credit Card set up. For information on updating nominee details and terms and conditions, please visit www.indusind.com

Others

- The Cardholder(s) hereby expressly authorise the Bank for the purposes of Credit verification or reference checks, protection of its interests etc., to disclose all/any information/documents relating to the Cardholder/this Agreement and/or any other agreements or upon default committed by the Cardholder, to the Reserve Bank of India, Income Tax Authorities, tribunals, courts, judicial bodies, other banks, credit bureau, financial institutions or any other third party in conformity with the disclosure norms as applicable from time-to-time.
- The Cardholder hereby agrees that the information furnished by the Cardholder in the application or otherwise, may be further used by Bank for marketing purposes to sell Card related offers, including but not limited to balance transfer, EMI offers, cash related offers, insurance products, etc. from time to-time. Further, Bank may use this information to market other products of Bank from time-to-time in conformity with the disclosure norms as applicable.
- Bank may also use the information provided by the Cardholder for marketing their products via telemarketing channels/calls or direct mail or any other channel of communication deemed fit by the Bank. For ensuring that the Cardholder(s) are not

Returned Cheque Charges	₹250
Outstation Cheque	Please note that the outstation cheques only from IndusInd Bank locations can be accepted
Cash Advance	Waived
Balance Enquiry Charges on Non IndusInd Bank ATMs	₹25
Machine Surcharge at ATMs	Passed at applicable rates to customer
Foreign Currency Mark-Up	1.8% w.e.f 1 st August, 2021 (GST applicable at the current rate, as notified by the Ministry of Finance, Government of India)
Railway Booking Surcharge	As applicable
Reward Redemption Fee w.e.f. 1 st November 2020	₹100
Fuel Surcharge (Subject to minimum of INR10)	1% (waived for transactions between ₹400 and ₹4,000. GST on fuel surcharge as per standard rate shall be applicable and borne by the customer)
Cash payment fees at IndusInd Bank Branch	₹100
GST	At the current rate, as notified by Ministry of Finance, Government of India.
Duplicate Physical Statement Request	₹100 per statement (beyond last 3 months)
Re-issue/Replacement	₹5,000
Charge-slip Request	₹300
Usage charge at Priority Pass lounges	US \$27 per person per visit (Over and above the free usage limit (if applicable) as set out by the Bank)

¹Please note that the Joining Fee and Annual Fee may vary as per the offer or Product variant. The applicable charges will be communicated to the customer at the time of application. Charges can be reviewed from time to time at the sole discretion of the Bank. Such charges (if any) will be communicated to the customer with prior notice.

²Joining Fee will be levied in the first statement that will be generated.

³Annual Fee will be charged at the end of 12 months from the card issue date (period). This annual fee will be reversed if spends during the period on the card account (Combined spends of Primary and Add-on Cards, if any) is INR 10,00,000 or more. Annual fee waiver is available on select fee codes.

Statement Cycle: 25th of each month

Type	Transaction date	Amount (in ₹)
Shopper's Stop	14-Jan-11	10,000.00
Payment Received	10-Feb-11	7,000.00

Example for interest computation: If full payment of ₹10,000 is made by Payment Due Date no interest would be levied. In the above example interest will be charged as follows in the statement dated 25-Feb-11:

Type	Transaction Date	Outstanding Balance (in ₹)	Up to Date	Days	Interest Rate	Interest Amount (in ₹)
Shopper's Stop	14-Jan-11	₹10,000.00	25-Jan-11	11	1.79% p.m./ 21.48% p.a.	64.73 (11/365 days x 21.48% x 10,000)
Opening Balance/ on 25-Jan-11		₹10,000.00	10-Feb-11	16	1.79% p.m./ 21.48% p.a.	94.16 (16/365 days x 21.48% x 10,000)
Payment of 7,000 on 10-Feb-11	10-Feb-11	₹3,000.00	25-Feb-11	15	1.79% p.m./ 21.48% p.a.	26.48(15/365 days x 21.48% x 3,000)
Total Interest Payable						185.37

Please note in the above illustration interest has been calculated at 1.79% p.m.

Interest Calculation: Interest is calculated on a daily basis on the current outstanding of the Cardholder. Interest is levied if Total Amount Due is not paid off by due date. Also, interest will be levied on all cash advances from the date of the transaction until the date of payment, Interest rate of 1.79% per month (21.48% per annum) will be applicable initially. The Bank can at its sole discretion change the interest rate depending on factors such as, but not limited to, credit history, purchase patterns, payment behaviour, loyalty and vintage of the customer. Interest charges are dynamic and are subject to change based on periodic review by IndusInd Bank.

against the Bank. Decisions are taken on a case-to-case basis upon individual reviews.

- In the event of death or permanent disability of a Cardholder, IndusInd Bank reserves the right to pursue all courses available to it under law and equity at its discretion, to recover any card account(s) outstandings, including recovery of the Card outstandings from any applicable insurance cover or from the heirs/ executors/ administrators of the Cardholder.

Termination/ Revocation of the Cardholdership

- The Cardholder may terminate this Agreement at any time by way of a written request or by calling IndusInd Bank Phone Banking with a request to terminate all facilities and benefits there to associated with the Credit Card.
- Termination will only be effective when the Bank will receive payment of all amounts outstanding in respect of the Credit Card account.
- The Bank may terminate the Credit Card facility immediately, at any time at its discretion or at any time restrict its use, without any notice in that behalf. Where the Bank terminates the Credit Card facility, all amounts outstanding on the Card Account (including Charges or Cash advances not yet debited) will become due and payable immediately. In such cases, the Bank has the Cardholder's express authority to debit the card accounts for all withdrawals/ transfers effected by the use of Credit Card/PIN as per the Bank's records, which will be conclusive and binding.
- If the Cardholder(s) Credit Card is never used or not used for more than 90 days, all the benefits thereto may be withdrawn. Such Cardholder(s) will be given prior notice of such withdrawal.

Loss/ Theft of the Card

- The Cardholder is responsible for the security of the Card and shall take all steps to ensure the safe keeping thereof.
- The Cardholder shall report the loss of the card to the Bank by calling the 24-Hour Phone Banking number, through IndusMobile/IndusNet/IVR or by sending SMS BLOCK <last 4 digits of Credit Card number> to 5676757 from his registered mobile number, immediately on such loss. The Bank will attempt to deactivate the card immediately to prevent misuse. The Cardholder must file a First Information Report ('FIR') with the local police. The Cardholder must send a written confirmation

- Procedure including notice period for reporting a cardholder as defaulter:

Grace period of 3 days is allowed from the payment due date on credit card accounts, where payments are not overdue. The clear funds must be credited by payment due date as mentioned on the credit card statement, however 3 grace days are provided to accommodate for processing time of payments. The Bank shall report a credit card account as past due to credit information companies (CICs) and levy late payment charges when a credit card account remains 'past due' for more than 3 days.

- In case the cardholder fails to make payment of either the Minimum Amount Due or the total amount due, under each monthly billing statement, the bank shall notify the customer of such non-payment and its intention to report the cardholder as defaulter to the Credit Information Companies (CIC) in case the cardholder fails to pay the Minimum Amount Due or the total amount due within 7 (seven) days.
- In the event that the Cardholder commits an instance of default, the Bank at its sole discretion will be entitled to:
 - Withdraw all Credit Card facilities extended to the Cardholder.
 - Ask the Cardholder to pay immediately all outstanding balance on the card.
 - Exercise the Bank's right to lien and set-off the amount outstanding against any monies/ deposits/ accounts maintained in the Cardholder's name with the Bank.
 - Proceed independently of any right of lien/set-off to recover all outstanding in a lawful manner deemed fit by the Bank.
 - Without prior notice to the Cardholder and under confidentiality, disclose to the Reserve Bank of India or any authority, credit bureau or any governmental authority or any other body/person the identity of the Cardholder and the fact that the Cardholder has committed an instance of default.
- The Bank shall be entitled to withdraw any default report issued at its sole discretion in case:
 - The defaulter in question has liquidated his entire outstanding dues with the Bank or settled his dues with the Bank.
 - A court verdict has been received instructing the Bank to de-list the Cardholder against the Bank in a legal suit filed by or

Credit and Cash Withdrawal Limits

- Credit Limit: Allocated Base Revolve Credit Limit plus Additional Credit Limit assigned by the Bank time to time basis cardholder's personal resources disclosed to the Bank, past spending and payment history.
- Base Revolve Credit Limit: Credit Limit assigned to the Cardholder after an assessment by the Bank on which Cardholder can revolve. The Revolve Credit Limit is attached to the Card Account.
- Cash Limit: Cash advance limit assigned to the cardholder. This limit is less than the Revolve Credit Limit and is a subset of the Credit Limit.
- Available Base Revolve Credit Limit: The Available Base Revolve Credit Limit at any time is the difference between assigned Base Revolve Credit Limit and outstanding balance on the card at that point of time.
- Available Cash Limit: The Available Cash limit at any time is the difference between assigned cash limit and outstanding cash balance on the card at that point of time.
- The credit and cash limits will vary for each cardholder and will be disclosed in the monthly statement sent to the cardholder.

Billing & Statement

- The Bank will send a Physical statement at the Cardholders mailing Address or an email statement at the Cardholders registered email address once a month for each billing period during which there is any transaction/payment or any amount outstanding on the Card account.
- Non-receipt of Statement would not affect the Cardholder's obligations and liabilities under this Agreement and he/she shall be liable to settle at least the MINIMUM AMOUNT DUE before the Payment Due Date.
- The Minimum amount due is calculated as 5% of the Total Outstanding or excess amount spent above your Base Revolve Credit Limit; whichever is higher. The Minimum Amount Due may be determined by IndusInd Bank at its sole discretion. Please note that making only the minimum payment every month would result in Interest being levied on all subsequent transactions from the transaction date itself & also in the repayment stretching over a period of time with consequent interest payment on your outstanding balance. For eg. at 1.79% p.m. it would take you 25 months to pay off an initial purchase of

₹10,000 if you make a payment of only the Minimum Amount Due (with Minimum Amount Due at least ₹500) each month.

- The Cardholder agrees that it is his responsibility to notify the Bank in case of non-receipt or discrepancy in his monthly statement within 15 days of his statement billing date. In case the Cardholder does not notify the Bank of any such event, the statement will be deemed to have been delivered and conclusive.
- Late Payment Charges will be Levied if Minimum Amount Due (exact amount including decimals if any) is not paid on or before the Payment Due Date. Late Payment Charges will also be levied in case of no payment or payment less than the Minimum Amount Due .

How to Make Payment

All payments are to be made in Indian Rupees only. The Cardholder has the benefit of following modes of effecting payment to a Bank:

1. Using the "Credit Card Quick Pay" option on www.indusind.com to pay from any Bank Account
2. Online Funds transfer from a non-IndusInd Bank account using NEFT/RTGS/Visa Money Transfer facility
3. Cheque/draft favouring IndusInd Bank Credit Card No. XXXXXXXXXXXXXXXX deposited at the IndusInd Bank Branches/ATMs. For a list of drop boxes visit www.indusind.com. You are advised to drop cheques at least 4 working days prior to the payment due date to ensure timely credit to your card account and avoid levy of penal charges. Please mention your name and mobile number on the reverse of the cheque, we shall send you an SMS on receipt of your cheque. Please do not deposit post dated cheque. The Bank at its sole discretion may reject all post-dated cheques.
4. Cash deposit at IndusInd Bank Branches.
5. By activating Auto payment facility on your IndusInd Bank account or through NACH facility on your non IndusInd Bank account. Contact phone banking for more details.

Payment received against card outstanding will be adjusted against all EMIs, Taxes, Fees, Other charges, Interest Charges, Cash Advance and Purchase, in that order.

Contact Channels

- The Cardholder can contact the Bank through any of the following communication channels for any enquiries and/or redressal of concerns.
1. 24-Hour Phone Banking Number: 1860 267 7777
 2. Email: indulge.care@indusind.com
 3. By writing to the Bank's Credit Card Unit at: IndusInd Bank Ltd (Credit Cards Division), PO Box 9421, Chakala, MIDC, Andheri (E), Mumbai - 400 093
 4. For unresolved grievances, please write to: Head Card Services, IndusInd Bank Ltd (Credit Cards Division), PO Box 9421, Chakala, MIDC, Andheri (East), Mumbai - 400 093 or email: head.cardservices@indusind.com

In case you do not receive a response from Head Card Services within 7 days, you may write to: Mr. Rakesh Ranjan, Executive Vice President & Principal Nodal Officer, IndusInd Bank, PNA House, 2nd Floor, Plot No. 57, Near Datamatics 701, Street No. 17, Andheri East, Mumbai - 40093.

E-mail: nodal.officer@indusind.com Tel. No.: (022)68779659

Please quote your IndusInd Bank Credit Card Number in all your correspondence with us.

Default

- In the event of default, the Cardholder will be sent reminders from time-to-time by representatives of IndusInd Bank including third parties appointed by IndusInd Bank for settlement of any outstanding on the Credit Card account, by post, fax, telephone, electronic mail, SMS messaging and/or engaging its representatives to remind, follow up and collect dues. Any third party so appointed, shall adhere to the code of conduct on debt collection as applicable from time-to time.