

**IndusInd Bank**



**INDUSIND BANK CELESTA  
AMERICAN EXPRESS® CREDIT CARD**

MOST IMPORTANT  
TERMS & CONDITIONS

## MOST IMPORTANT TERMS & CONDITIONS FOR INDUSIND BANK CREDIT CARDS

The Most Important Terms and Conditions (MITC) and all information herein is applicable to IndusInd Bank Celesta American Express® Credit Card/ Cardholders/ Applicants of Credit Card/ 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*  | Joining Fee | Annual Fee | Add-on Card Fee |
|---|-------------|------------|-----------------|
| IndusInd Bank Celesta American Express® Credit Card | ₹50,000     | ₹5,000     | ₹5,000          |

### OTHER FINANCIAL CHARGES

| Interest Charge                                     | Monthly Rate  | Annual Rate             |
|---|---|-------------------------|
| IndusInd Bank Celesta American Express® Credit Card | 2.99%   | 36%                     |
| 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 (w.e.f. 1 <sup>st</sup> Dec 2012)   |                         |
|   | Up to ₹100 - Nil  | ₹101 - ₹500 - ₹100      |
|   | ₹501 - ₹1,000 - ₹350  | ₹1,001 - ₹10,000 - ₹550 |
|   | Above ₹10,000 - ₹700  |                         |

\*Please note, the applicable charges/fees will be communicated to the customer at the time of application. These fees will be levied in the first monthly bill of the customer. Charges can be revised from time to time at the sole discretion of the Bank. Such charges if any, will be communicated to the customer with prior notice.

|   |   |
|---|---|
| Over Limit Charges                                | 2.5% of Over Limit Amount subject to a minimum of ₹500  |
| Returned Cheque                                   | ₹250  |
| Outstation Cheque Processing Fee                  | Please note that the outstation Cheques only from IndusInd Bank locations can be accepted   |
| Cash Advance Charges                              | 2.5% of the advance amount subject to a minimum of ₹300   |
| Balance Enquiry Charges on Non-IndusInd Bank ATMs | ₹25   |
| Foreign Currency Mark-up                          | 3.5%  |
| Railway Booking Surcharge                         | As applicable   |
| Fuel Surcharge                                    | 1% (waived for transactions between ₹400 and ₹4000. GST on fuel surcharge as per standard rate shall be applicable and borne by the customer) |
| Cash Payment Fee at IndusInd Bank Branch          | ₹100  |
| GST   | At the current rate, as notified by Ministry of Finance, Government of India. Applicable on all fees, interest and other charges.             |
| Duplicate Statement Request                       | ₹100 per statement (beyond last 3 months)   |
| Re-issue/Replacement                              | ₹100  |
| Charge-slip Request                               | ₹300  |

For foreign charges converted by American Express®, American Express® applies a conversion factor of 3.5% to the converted amount, of which 1.5% will be retained by American Express®, or such other rate as determined by us and notified to you. A charge that is made in foreign currency other than US Dollars will, when the conversion is done by American Express®, be converted into US Dollars before being converted into your billing currency.

**The applicable charges/fees will be communicated to the customer at the time of application.**

**These fees will be levied in the first monthly bill of the customer. Charges can be revised from time to time at the sole discretion of the Bank. Such charges if any, will be communicated to the customer with prior notice.**

**STATEMENT CYCLE: 25<sup>TH</sup> OF EACH MONTH**

| Type             | Type Transaction | Date Amount |
|------------------|------------------|-------------|
| Shopper's Stop   | 14-Jan-11        | ₹10,000     |
| Payment Received | 10-Feb-11        | ₹7,000      |

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 | Up to Date | Days | Interest Rate           | Interest                              |
|--------------------------------|------------------|---------------------|------------|------|-------------------------|---------------------------------------|
| Shopper's Stop                 | 14-Jan-11        | ₹10,000             | 25-Jan-11  | 11   | 2.99% p.m./<br>36% p.a. | 108.49 (11/365 days*<br>36%* ₹10,000) |
| Opening Balance on 25-Jan-11   |                  | ₹10,000             | 10-Feb-11  | 16   | 2.99% p.m./<br>36% p.a. | 157.80 (16/365 days*<br>36%* ₹10,000) |
| Payment of ₹7,000 on 10-Feb-11 | 10-Feb-11        | ₹3,000              | 25-Feb-11  | 15   | 2.99% p.m./<br>36% p.a. | 44.38 (15/365 days*<br>36%* ₹3,000)   |
| <b>Total Interest Payable</b>  |                  |                     |            |      |                         | <b>₹310.67</b>                        |

Please note in the above illustration, interest has been calculated at 2.99% p.m.

Interest Calculation: Interest is calculated on a daily basis on the current outstanding balance of the Cardholder. Interest is levied if Total Amount Due is not paid off by due date. Interest is also levied on all fee, charges, interest and GST. Interest rate of 2.99% per month (36% 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 behavior, loyalty and vintage of the customer. Interest charges are dynamic and are subject to change based on periodic review by IndusInd Bank.

## CREDIT AND CASH WITHDRAWAL LIMITS

- Credit Limit: This is the maximum limit assigned to the Cardholder. Your total outstanding including all transactions, fee, and charges should not exceed this limit.
- Cash Limit: This is the maximum Cash Advance Limit assigned to the Cardholder. This limit is lower than the Credit Limit and is a subset of the overall Credit Limit.
- Available Credit Limit: The available Credit Limit at any time is the difference between assigned Credit Limit & 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 & 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 Cardholder's mailing address or an E-mail statement at the Cardholder's registered E-mail address once a month for each billing period during which there is any transaction or an amount outstanding of at least ₹50, 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.
- Minimum Amount Due is calculated as 5% of Total Amount Due or such other amount as 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 e.g.: On a transaction of ₹10,000, if only Minimum Amount Due (subject to a minimum of ₹100) is paid every month, @ 2.99% p.a, it will take 272 days for the entire outstanding to be paid in full. Also note that EMIs and any amount Over Credit Limit are added to the Minimum Amount Due in full.

- 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.

## HOW TO MAKE PAYMENT

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

1. Using the 'Pay Now' option on the IndusMobile App to pay from your IndusInd/ Non-IndusInd Bank account.
2. Online Funds Transfer from a non-IndusInd Bank account using NEFT/ RTGS/ IMPS/ Visa Money Transfer facility.
3. By clicking 'IndusInd Credit Card Payment' on IndusNet, you can do a transfer from your IndusInd Bank Savings account.
4. Using the 'Swiftpay' Option on [www.indusind.com](http://www.indusind.com) to pay from any Bank account.
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.
6. Cash Deposit charges ₹100 at IndusInd Bank Branch.
7. Cheque/ draft favouring IndusInd Bank Credit Card No. XXXXXXXXXXXXXXXXXXXX deposited at the IndusInd Bank Branches/ ATMs. For a list of drop boxes, visit [www.indusind.com](http://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.

## 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. E-mail: celesta.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 E-mail: head.cardservices@indusind.com

In case you do not receive a response from Head Card Services within 7 days, you may write to: IndusInd Bank Ltd. 701 Solitaire Corporate Park, 167, Guru Hargovindji Marg, Andheri-Ghatkopar Link Road, Chakala Andheri (East), Mumbai - 400 093.

E-mail: nodal.officer@indusind.com

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.

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 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) outstanding, including recovery of the card outstanding from any applicable insurance cover or from the heirs/executors/administrators of the Cardholder.

## **TERMINATION/REVOCAION 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 thereto 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 regard. 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 case, 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 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 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.

## OTHERS

- The Cardholder(s) hereby expressly authorises 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 the 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 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 Cardholders 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 continuing support and co-operation in this matter.



**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:**



Please visit our bank branches



E-mail us at [celestacare@indusind.com](mailto:celestacare@indusind.com)



Call our 24-hour Phone Banking at 1860 267 7777



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