

Appendix – 5

MOST IMPORTANT TERMS AND CONDITIONS (MITC) FOR CANARA CREDIT CARD

While the structure of this MITC will remain the same the contents will undergo suitable modifications based on the type of card variant

1. FEES AND CHARGES:

a. ENROLMENT FEE & ANNUAL FEE:

Enrolment fee will be collected in advance at the beginning of card year as a one-time measure. Annual fee will be collected in advance at the beginning of the card year. These fees may vary depending on the offer which our Canara credit card /s has been issued to the cardholders. This fee is charged to the principal cardholder's credit card account and the same would be reflected in the monthly credit card statement of the month in which it is charged. No refund of fees will be available if the card is terminated. Current charges are mentioned in the tariff sheet.

b. CASH WITHDRAWAL FEE:

Canara Credit Card holder/s are permitted to draw cash at any ATM up to stipulated limit. A Cash withdrawal fee at the rate of 3% with a minimum of Rs. 150/-, for every Rs. 1000/, or part thereof would be charged on all such transactions and billed to the Principal Cardholder in the monthly statement. The Finance Charges from date of withdrawal till date of payment **Unsecured Cards: 2.5% per month & Secured Cards: 2.0% per month** . Service Tax as applicable will also be charged. Use of other Bank's ATMs attract extra charges levied by them. All cash advances also carry a service charge equal to charges on revolving credit (please refer Tariff Sheet).

c. CARD INACTIVITY FEE:

This fee is applicable only when the card turnover is below a minimum stipulated amount during a card year as mentioned in the tariff sheet. This fee is applicable for both Primary and adds on card/s. These fees, including fees for any add on Cardholder/s as applicable, are charged to the Principal cardholder's credit card account on completion of each card year and will be reflected in the monthly credit card statement of the month in which it is charged.

d. SERVICE CHARGES:

Fees and Charges, as may be applicable from time to time, are payable by cardholder/s for specific services provided to the Card holder or for defaults by the card holder with reference to his/her card account. Tariff structure is subject to change from time to time at the sole discretion of Canara Bank, with due intimation to the cardholder. Such charges, will be made with prospective effect giving notice of at least 30 days.

As per standing rules of concerned tax authorities, Service tax (presently 18% GST) will be levied on all fees, and other charges.

TARIFF SHEET APPLICABLE AS ON 01.04.2022 (GST as applicable extra)

Enrolment fee

Canara Card Visa corporate (Main card)	Rs 250
Canara Card Visa Classic/MasterCard Standard/Gold/ RuPay Select/ RuPay Platinum	NIL

Annual Fee

Canara Card Visa corporate (Only for Add on cards):	Rs 400
Canara Card Visa Classic/MasterCard Standard (Main & Add on):	NIL
Canara Card Gold (Main & Add on):	NIL

Card Inactivity Fee

Canara Card Visa corporate (Main & Add on):	NIL
Canara Card Classic / Standard- (Main & Add on card) Applicable only if the card turnover during the card year is less than Rs. 12000/-	100*
Canara Card Gold (Main & Add on) -: Applicable only if the card turnover during the card year is less than Rs. 25000/-	150*
Canara Card Platinum (Main & Add on) -: Applicable only if the card turnover during the card year is less than Rs. 50,000/-	200*
Canara Card Select/ World (Main & Add on) -: Applicable only if the card turnover during the card year is less than Rs. 1,00,000/-	300*
Signature card (Main & Add on): Applicable only if the card turnover during the card year is less than Rs. 2,00,000/-	1000*

Free Credit Period:	Minimum of 20 to and maximum of 50 days
Charges on Revolved Amount, Where the cardholder has been permitted Revolving Credit facility, the cardholder needs to pay only the minimum due amount indicated in the bill.	2.00% p.m. (Annualized Percentage Rate - 24%.) From the transaction date for secured Credit Card and 2.50%p.m. (Annualized Percentage Rate 30%) for all other credit cards.
Minimum repayment on Revolving Credit (Minimum Amount Due - MAD):	5% of Total outstanding amount (Min. Rs. 100) + all applicable charges/fees/taxes

	+ EMI (in cases of EMI availed by card holder)+ over the limit amount (if any)
Card Replacement Fee	Rs. 300/- per card (applicable for both primary and add on card)
Mark up in case of Transaction in foreign currency:	Upto 3% of transaction Amount
Duplicate Statement:	Rs. 10 per page
Cheque dishonor charges or unsuccessful payment instructions:	Rs. 50
EMI Charges <ul style="list-style-type: none"> • EMI Processing fee • Rate of interest on EMI • EMI Pre-closure penal charges 	<ul style="list-style-type: none"> • 2% of transaction amount with minimum of Rs. 100/- and Maximum of Rs. 200/- • 13% p.a. for EMI period of 3,6 and 9 months and 14% p.a. for EMI period of 12,18 and 24 months. • 2% of outstanding principle. • EMI Pre-Closure: If a customer pays the full amount of the transaction, the EMI will not be closed automatically. The system should close the EMI only upon receiving the customer's explicit consent.
Surcharges Railway Tickets - Railway Counters Railway Tickets - www.irctc.co.in	Rs. 30+ 2.5% of transaction amount 1% of transaction amount + all applicable taxes
Fuel Surcharges Petrol & all products/services sold at petrol pumps	1% of transaction value with minimum fee of Rs. 10+ applicable taxes. Maximum of Rs 100/- for the billing month would be reimbursed in the upcoming billing month in the following cases: <ol style="list-style-type: none"> 1. Card should have been used for a minimum amount of Rs. 2500/- for purchase (other than Petrol) transactions during the billing month. 2. Minimum purchase of petrol & petroleum products per occasion (ticket size) for reckoning under this scheme is Rs.400/-.
Card year is the 12 months' period from the month of issue of the card viz if the card is issued in May 2021, then card year is" May 2021 to April 2022".	

Cash advance Limit (against credit card account)

All Credit cards except corporate credit cards	50% of the credit Limit with a maximum of Rs 50,000/-
Canara Card Visa corporate	50% of the credit Limit with a maximum over all Limit of Rs 25.00 lac. Maximum cash limit per Add on card is Rs. 25,000/-
Transaction fee for cash withdrawal through Credit Card at Canara Bank ATMs *(per transaction)	3% of the transaction amount subject to a minimum of Rs. 150/- and the Finance Charges from date of withdrawal till date of payment Unsecured Cards: 2.5% per month & Secured Cards: 2.0% per month.

*Use of other Bank ATMs attracts extra charges levied by the respective banks.

Copy of charge slip:	Domestic Rs. 100/- International US \$10/- or equivalent
Original Charges slip: If processed by our Bank	USD 2.00*
If Procured from other Bank	USD 6.00 * * Approximate rupee equivalent is charged
Collection charges for outstation cheques	Rs. 100 per instrument+ other banks charges if any
Charges in respect of notices reminders sent to cardholders having overdues	Rs. 50/- per notice

SERVICE CHARGES:

Delayed payment beyond due date For Revolver and Non-revolver:	Late payment fee of Rs 250/- + GST will be charged, this is in addition to existing service charges (2.5% p.m. i.e. 30% per Annum) on carried over balance.
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All other out of pocket expenses incurred for any services rendered will be collected in addition to the fees/charges mentioned above.

***Note: All fees / charges are subject to change and at the discretion of the Bank. The changes in fees / charges and the effective date will be indicated in the bills / MITC/ Bank site/ SMS /emails etc. Intimation on any such modification in fee/charges will be intimated to customer through SMS /emails etc. Bill/statement will be generated only when there is a billable transaction for the billing month.**

INTEREST FREE (GRACE) PERIOD:

Interest free repayment period ranges from minimum of 20 days to a maximum of 50 days (applicable for purchases and cash withdrawal). However, fees /Service charges, as applicable, is payable for cash withdrawal / for usage at petrol bunks, Railways etc.

Example 1: If the Card Limit is Rs. 25000.00, a purchase of Rs. 11000.00 was made on 21.5.2022 included in our bill dated 20.6.2022 for which payment due date is 10.7.2022.

Example:

Date of purchase : 21 st May 2022
Date of Statement : 20th June 2022
Due Date : 10th July 2022
Interest free Period : 21st May 2022 to 9th July, 2022 i.e., 50 days.

If the cardholder has opted for revolving payment and he has opted auto debit to account, we will be recovering minimum amount due (MAD) of Rs. 550.00 from his operative account maintained at the branch on the due date. If the cardholder pays Rs. 10450.00 on or before 10.7.2022 directly to Credit card, no service charges will be levied in our bill dated 20.7.2022.

If the payment is not made by 10.7.2022, we will be levying service charges of Rs. 8.71 (i.e. $2.5\%/30 \text{ days} = 0.083333\%$ per day; $\text{Rs. } 10450 * 0.083333/100$) will be charged on daily basis from 21.05.2022 (i.e. date of transaction) to 20.07.2022, and service tax as applicable to his card account on 20.7.2022.

In the above example, If the cardholder makes part payment of Rs. 5000.00 on 10.7.2022, we will be levying service charges Rs. 9.17 (i.e. $2.5\%/30 \text{ days} = 0.083333\%$ per day; $\text{Rs. } 11000 * 0.083333/100$) will be charged on daily basis from 21.05.2022 (i.e. date of transaction) to 09.7.2022 plus Rs 4.99 (i.e. $2.5\%/30 \text{ days} = 0.083333\%$ per day; $\text{Rs. } 6000 * 0.083333/100$) will be charged on daily basis from 10.7.2022 to 20.7.2022 and service tax as applicable to his card account on 20.7.2022.

If the cardholder makes full payment of Rs. 11,000.00 i.e Total Amount Due (TAD) after 10.7.2022, for instance on 17.07.2022 we will be levying service charges of Rs. 9.17 (i.e. $2.5\%/30 \text{ days} = 0.083333\%$ per day; $\text{Rs. } 11000 * 0.083333/100$) will be charged on daily basis from 21.05.2022 to 16.07.2022 and service tax as applicable to his card account on 20.7.2022.

If the minimum amount due payment of Rs. 550.00 is unsuccessful, the service charges levied in our bill-dated 20.7.2022 will be Rs. 9.17 (i.e. $2.5\%/30 \text{ days} = 0.083333\%$ per day; $\text{Rs. } 11000 * 0.083333/100$) on daily basis from 21.05.2022 to 20.07.2022 and service tax as applicable.

‘Interest-free credit period’ is suspended if any balance of the previous month’s bill is outstanding.

In the above example if the card holder makes part payment on or before 10.07.2022, Interest free credit period is suspended for the entire amount in our bill-dated 20.07.2022.

Making only the minimum payment every month would result in the repayment stretching over the years with consequent interest payment on your outstanding balance.

For e.g. on a transaction of Rs. 5,000 if Minimum Amount Due is paid every month (subject to a minimum amount of Rs. 100 every month), it will take up to 44 months for entire outstanding amount to be paid in full.

If the card is used beyond the card limit, then excess liability is added to the monthly Minimum Amount Due (MAD). The unpaid balance & overdue amount (if any) in the card account attracts service charges @ 2.5% per month compounded (i.e. 30% per annum) + late payment fee as per tariff sheet or at such modified rates as decided by the Bank from time to time.

Example 3 - Card Statement date - 20th of every month.

Transaction done between 21st March 2022 - 20th April 2022

- (1) Annual fee of Rs. 500 - On 5th April 2022
- (2) Applicable taxes of Rs. 90 - On 5th April 2022
- (3) Online Purchase of Rs. 6000 - On 25th March 2022

Assuming no previous balance carried forward from the 20th March 2022 statement, the cardholder will get his 20th April statement showing Rs. 6,590 transactions. The cardholder needs to make payment against the outstanding by 10th May 2022, i.e. 20 days from the Statement Date, for anything between the entire amount or Minimum Amount Due. Assuming the cardholder makes the payment of Minimum Amount Due of Rs. 890, (5% of Total outstanding) + applicable fee/ taxes on 10th May 2022, rounded off to nearest decimal point, service charges would be levied at the effective rate and added to the total outstanding.

Considering the effective rate of 2.50% p.m., service charge calculation will be done as follows:

On the online purchase of Rs. 6000 (25th March to 9th May) for 46 days:

$$(2.50/30) * (46 \text{ days}) * 6000/100 = \text{Rs. } 230.00$$

On the unpaid amount of Rs. 5700 (10th May to 20th May) for 11 days:

$$(2.50/30) * (11 \text{ days}) * 5700/100 = \text{Rs. } 52.25$$

Total Interest charged (service charges) = Rs. 282.25 on 20th May statement and tax of Rs. 50.81 on service charges.

Below is an illustrative example explaining the finance charge calculation in different scenarios.

Scenario 1: Interest Calculation on Cash Withdrawal

- Interest Rate: 2.5% per month (30% per annum)
- Cash Withdrawal Charges: 3% of the withdrawn amount or ₹150, whichever is higher
- GST on Charges: 18%
- Billing Cycle: 21st to 20th of the month
- Payment Due Date: 10th of the following month

Example 1 - Cash Withdrawal

- Transaction: ₹10,000 cash withdrawal on 5th March
- Billing Date: 20th March
- Due Date: 10th April

Charges Applied:

1. Cash Withdrawal Fee: 3% of ₹10,000 = ₹300 (since ₹300 > ₹150, ₹300 is charged).
2. GST on Cash Withdrawal Fee: 18% of ₹300 = ₹54
3. Interest Calculation: Interest is charged from the transaction date (5th March) until the payment date (10th April).
 - Daily Interest Rate: 0.0833% per day
 - Interest Period: 36 days (5th March to 10th April)
 - Interest Amount: $10000 \times 0.0833\% \times 36 = 299.88$
4. GST on Interest: 18% of ₹299.88 = ₹53.98

Total Charges on Cash Withdrawal:

Description	Amount
Cash Withdrawal Fee	₹300
GST on Cash Withdrawal Fee	₹54
Interest on Cash Withdrawal	₹299.88
GST on Interest	₹53.98
Total Payable (excluding principal)	₹707.86
Total Payable (including principle)	₹10,707.86

Scenario 2: Interest Calculation on Partial Payment with Multiple Transactions

Transactions During the Billing Cycle (21st March to 20th April):

Date	Type	Amount	Remarks
5th March	Cash Withdrawal	₹10,000	Interest from transaction date
12th March	Retail Purchase	₹25,000	Eligible for interest-free period if paid in full
15th March	EMI Purchase	₹15,000	Fixed EMI component (3 months EMI, 1 st EMI 5128.29)
18th March	Fuel Transaction	₹5,000	No surcharge, but included in total due
20th March	Statement Generated	₹45,875.56	Total due (1/3 EMI Included)
10th April	Payment Made	₹25,000	Partial payment

Payment Allocation Order (As per Bank Policy):

1. Fee/Other Charges/Taxes
2. Service Charges (Interest, Penalties, etc.)
3. EMI Instalments
4. Cash Withdrawal
5. Principal (Retail Purchases, etc.)

Breakdown of Interest Calculation

1. Interest on ₹10,000 Cash Withdrawal (from 5th March to 10th April = 36 days)
 - $₹10,000 \times 0.0833\% \times 36 = ₹299.88$
 - GST on Interest: ₹53.98
2. Interest on ₹25,000 Retail Purchase (from 12th March to 10th April = 29 days, as full payment was not made)
 - $₹25,000 \times 0.0833\% \times 29 = ₹603.92$
 - GST on Interest: ₹108.71
3. Interest on ₹5,000 Retail Purchase (from 18th March to 10th April = 23 days, as full payment was not made)
 - $₹5,000 \times 0.0833\% \times 23 = ₹95.80$
 - GST on Interest: ₹17.24

4. Interest on ₹15,000 EMI Purchase (for a 3-months EMI at 13%)

- EMI per month ₹5108.72
- GST on EMI interest: ₹19.57
- EMI conversion charges: ₹200
- GST on conversion charges: ₹ 36

Total Charges Payable:

Description	Amount
Cash Withdrawal Fee and EMI conversion charges	₹500
GST on Cash Withdrawal Fee and EMI conversion charges	₹ 90
Interest on Cash Withdrawal and EMI	₹408.60
GST on Interest (Cash Withdrawal & EMI)	₹73.55
Interest on Retail Purchase and Fuel	₹699.73
GST on Interest (Retail Purchase and fuel)	₹125.95
Total Finance Charges (Including GST)	₹1897.83

Summary of Payment Adjustment (₹25,000 paid on 10th April)

Adjustment Category	Amount Adjusted
Fees & Charges	₹500
GST on Fees	₹90
Interest	₹1108.33
GST on Interest	₹199.50
EMI Instalment	₹ 5000
Cash Withdrawal	₹10,000
Retail Purchase	₹8,102.17

Since only ₹25,000 was paid, the remaining balance **continues to accrue interest** in the next billing cycle.

Key Points to Note:

- Cash withdrawals attract interest from the date of withdrawal until full payment is made.
- Purchases enjoy an interest-free period only if the full outstanding amount is paid by the due date.
- If only part of the outstanding amount is paid, interest is charged on the full amount from the transaction date.
- Payments are adjusted in a predefined order, starting with fees and interest before covering principal amounts.
- EMI purchases are billed separately and will not be impacted by revolving credit unless the EMI itself is unpaid.

2. CARD USAGE:

This card is valid for usage globally, however, foreign exchange transactions are not allowed in Nepal and Bhutan as per RBI guidelines. Cardholders are required to use the card strictly as per exchange control regulations and any failure to do so will attract action under Foreign Exchange Management Act. The responsibility of adhering to FEMA guidelines in force while using Canara Credit Cards totally vests with the Cardholders. Foreign exchange transactions are permitted as per exchange control regulations of the country where it is used.

This card should not be used for payment of any illegal purchase, terrorist financing, money laundering and are required to use the card within foreign exchange limits as per the extant guidelines of RBI.

In respect of cards issued to NRI, repayment should come from their NRI/FCNR/NRO accounts only.

For using this card internationally customers need to enable international transactions on their global card. The same can be done through:

1. Canara Mobile Banking App
2. Canara Internet Banking (Omni) channel.
3. By visiting the home branch and submitting the request letter.
4. Canara Bank ATM
5. IVRS

PURCHASE TO EMI;

All Credit Card Holder (except corporate credit cards) can opt for conversion of a specific purchase as EMI.

All purchase transactions POS/ e-commerce (excluding Gold/Jewelry/Ornaments purchases and Cash withdrawals) are eligible for conversion to EMI payment method.

The minimum amount of purchase value is Rs.5000/- for opting for EMI option.

EMI Tenure options of 3,6,9,12,18 and 24 months will be available to choose by the Card holder.

N.B.: GST will be applicable on the interest component for EMI opted transactions along with monthly instalments.

REWARD/ LOYALTY POINTS:

All Canara Credit Cards will be eligible for reward/ loyalty points. Two reward points will be earned on every Rs. 100 spent on credit cards (not applicable on fuel transactions and cash withdrawals). Value of each reward point is Rs. 0.25. Reward points shall be redeemed by add on cardholders and cashback will not be allowed. Reward points earned (by Retail/ Corporate Credit Cards) will be capped at 10,000 per billing cycle. The capping is not applicable in case of bank run campaign enabling additional reward points

Validity of reward points is 3 years from the date of accrual.

Customer can register / login to Canara Rewardz portal (<https://www.canararewardz.com/>) to view/ redeem their reward points. They can also opt for cashback with minimum of 1000 points in multiples of 100, which will be credited to Credit card in the subsequent month statement.

Customer can reach out to Canara Rewardz customer care at 1800 419 3018 through their registered mobile number linked to credit card account for any queries / opt for cashback. Above toll free number will be available from Monday to Saturday between 9AM - 6 PM. Customer can also reach out to membersupport@canararewardz.com through e-mail.

Additional processing fee for redemption of points are applicable for recharge, purchase of merchandise etc. and the same will be displayed during the redemption process at Canara Rewardz portal.

Transfer of points is not allowed from one card to another unless the card is reissued or swapped.

Any unused reward points in the card will be lapsed once the card is closed/ surrendered.

3. CREDIT LIMIT:

Cardholder is assigned with a credit limit along with a cash limit to the credit card account, which may be varied by the Bank from time to time as provided, or by notice to credit cardholder.

Credit limit is the maximum amount, which can be outstanding against the credit card account at any given time. Transactions beyond this limit will be declined till the credit card account is funded fully or partly. There is also a sub limit under the overall limit, up to which cash can be drawn, if balance is available in the card limit/Cash limit. There are sub limits for different category of transactions as a fraud prevention measure for protecting the interests of Cardholders.

The available credit limit on the credit card account is the assigned credit limit less the total amount due. The cardholder can login to the Mobile Banking/Internet Banking to ascertain the available credit limit. The cardholders can also check the available credit limit through any of the Canara Bank ATM.

The cardholder may apply for **up gradation**/modification of his assigned credit limit at any time with a specific written/**digital request** or application duly providing proof of income to the card issuing branch. Increase or decrease of the credit limit is at the sole discretion of the bank duly assessing the income, usage, payment history and risk associated.

Cash withdrawal limits for Canara credit cards are fixed to 50% of the card limit with a maximum of Rs. 50000.00 (Rs. 25000.00 in case of Corporate Add-on Cards) **per month**.

4. BILLING PAYMENTS:

When the credit card account has an outstanding balance, Bank will send a monthly itemized statement of account to the registered email address indicating the payments credited and the transactions debited to the cardholder's account since the last statement.

Normally the bills will be generated on the following days:

- A. Canara **Visa** (All Variants)/ **Corporate Cards**: 20th / 16th of every month.
- B. Canara **MasterCard/RuPay** (All variants) : 18th /14th of every month.

If the cardholder has not registered his/her email ID, physical statement will be dispatched to cardholders within 3 days from the respective billing date. The card statement is also sent to the registered email address of the cardholder if any request is made through Internet Banking/Mobile Banking/IVR. Canara Bank credit card holders can also view/download the statement through Internet Banking/Mobile Banking. If the cardholder is finding any difficulty in requesting the statement through any digital modes, they can directly approach the branch for getting the statement.

Non - receipt of statements does not absolve the cardholder from his obligations and liabilities.

Revolving Credit facility is an easy way to pay card dues in instalments i.e. the Cardholder, with prior request, has the option to pay the card dues in monthly instalments @ 5% of outstanding amount or Rs. 100 (whichever is greater) plus all applicable taxes and EMI (only in case of EMI based products). Over limit (OVL) amount shall also be included, in case cash

or credit limit is exceeded. Any unpaid minimum amount of the previous statements, if any, shall also be included in the Minimum Amount.

If the card is used beyond the card limit, then excess liability is added to the monthly instalment. The unpaid balance in the card account attracts service charges @ 2.5% per month compounded, (i.e. 30% per annum) or at such modified rates as decided by the Bank from time to time.

There are two types of billing for our Cardholder viz., direct billing, and debit to operative account of the cardholder with our Bank Branches. Cardholder while applying for a card needs to indicate the mode of payment.

Under direct billing, settlement of bills can be made by the cardholder in any of the following modes by tendering:

1. NEFT
2. Payment through Canara Mobile App
3. Payment through Canara Bank ATM.
4. Through Canara Bank Branches.

No credit due to transactions converted to EMI will be considered as a payment towards the outstanding of the card.

ORDER OF PAYMENT ALLOCATION

The payment done towards the card against the dues outstanding will be allocated in the order mentioned in the table below.

Priority	Allocation
1	Fee/ other charges / taxes etc.
2	Service charges
3	EMI instalments
4	Cash Withdrawal
5	Principle

DISPUTE RESOLUTION:

All activities under a dispute resolution of Visa/Master/RuPay Cards are time bound and no leverage would be allowed. If any error in a transaction is noticed, the cardholder should dispute the same within seven days from the date of receipt of statement of account. After the lapse of the time stipulated, it will be construed that all charges are acceptable and in order.

In case of any dispute in billing statement please contact our Customer Service Section Immediately.

FOR FURTHER DETAILS, PLEASE CONTACT CUSTOMER SERVICE CENTRES:

<https://www.canarabank.bank.in/documents/d/guest/3-contact-details-of-grievance-handling-team-at-all-regional-office-and-circle-office-027>

5. DEFAULT:

In the event of default in payment of the card dues by the due date or breach of any clause of the terms and conditions, the Cardholder will be sent reminders from time to time for payment of any outstanding on the credit card account, by telephone, SMS alerts or through third parties appointed for collection purposes to remind, follow up and collect dues. ***Any third party so appointed, shall adhere to the India Banks' Association code of conduct on debit collection, all the charges incurred in respect of the above will be charged to the card holders account and are to be borne by them.***

Before reporting a cardholder as defaulter, such cardholder will be issued a seven day notice period about the bank's intention to report him/her as defaulter to the Credit Information Company.

If the cardholder settles card dues after having been reported as defaulter, Bank will update the status within 30 days from the date of settlement.

SMA & NPA

• Special Mention Accounts ('SMA'):

In furtherance to Regulatory requirements, Canara Bank is required to identify incipient stress in the account by creating a sub-asset category viz. 'Special Mention Accounts ('SMA')' with the three sub-categories as given in the table below. Credit cards are treated as "Loans other than revolving facilities". SMA Sub-Categories Basis for classification [Principal or interest payment or any other amount wholly or partly overdue]

SMA - 0 Up to 30 days from Payment Due Date ('PDD').

SMA - 1 More than 30 days & up to 60 days from PDD

SMA - 2 More than 60 days & up to 90 days from PDD

Credit card moving to SMA 1 (31 days DPD) at the 4th instance in a financial year will be permanently blocked.

Example regarding classification of SMA:

If Payment Due Date ('PDD') of a Credit Card account is 31st March 2022, and 'Minimum Amount Due ('MAD') is not received before this date then after the due date, the account will be mentioned as SMA - 0. If the account continues to remain overdue beyond 30 days from PDD i.e., beyond 30th April 2022 then this account shall get tagged as SMA-1. Similarly, if the account continues to remain overdue, beyond 60 days from PDD i.e., beyond 30th May 2022 then this account shall get tagged as SMA - 2.

Non-Performing Asset ('NPA'):

A credit card account will be treated as non-performing asset ('NPA') if the Minimum Amount Due, as mentioned in the statement, is not paid fully within ninety (90) days from the PDD mentioned in the statement. Further, any account where a settlement or restructuring arrangement has been availed will be classified as NPA. An account continues to be classified as NPA till the entire arrears of interest and principal are paid. Settlement and restructured accounts do not qualify for an upgrade. Finally, if any customer has even one credit card with Canara Bank tagged as NPA, all cards and all other accounts (loan and CASA) maintained of the customer will be classified as NPA.

Example regarding classification of an account as NPA:

If Payment Due Date ('PDD') of a Credit Card account is 31st March 2022, and Minimum Amount Due as mentioned in the statement has not been fully paid by the customer within a period of 90 days from the PDD i.e., till 29th June 2022, then the Bank shall consider the credit card account as NPA.

Recovery Procedure in case of default:

1. Recovery of Credit Card Dues:

- (i) On payment due date, amount is recovered by debiting linked CASA account.
- (ii) In case of insufficient balance in the linked CASA account, available balance will be recovered without resorting to forced debit & creation of TODs in CASA. Instead of creating TOD, hold balance will be created in the linked CASA account for the

unrecovered amount (short fall amount) for facilitating recovery as & when credit comes in the account. Available Balance will be recovered and Hold will be removed automatically once the arrear in card account is cleared.

- (iii) Once card overdues completes 90 days past due and slips to NPA, the NPA Card liability will be transferred to CBS of the Card issuing branch where the original Credit Card Application is available.

2. Recovery Steps at Branch/RO/CO level for Credit Card NPA:

- (i) Where cardholder has only Card liability in their name, the following steps shall be adopted:
 - (a) Where Net worth/realizable assets are available in the name of cardholder, suitable recovery action shall be initiated by the Branch as per procedure in vogue.
 - (b) Where realizable assets are not available /inadequate to recover the card liability and litigative steps are not viable, Legal action waiver & OTS/Write off shall be resorted to by the Branch
- (ii) Where cardholder has other loan liabilities with the Bank apart from card liability:
 - (a) Decision on recovery steps shall be taken by the concerned branch aggregating all the liability of the customer including Credit Card liability duly assessing available security & Net worth/realizable Assets position, following the Loan Recovery Policy of the Bank

3. Accounts eligible for entrusting to recovery agent:

- (i) All NPA Credit Card accounts under Doubtful and Loss category.
- (ii) All Sub-standard accounts remaining as NPA for a minimum period of 6 months.
- (iii) All written-off Credit Card accounts.

RECOVERY OF DUES IN CASE OF DEATH/PERMANENT INCAPACITANCE OF CARD HOLDER.

The entire outstanding dues under the card shall become payable in full immediately on the death / permanent in capacitance from the legal heirs and other procedure as per loan recovery policy of the bank to be followed, insolvency or winding up of business of the cardholder or if the cardholder commits any breach of the terms and conditions. In the event of cardholder, which is a company being ordered to be wound up, the individual who has actually made use of the card shall be personally liable to pay for the goods or services availed by making use of the Card.

COMPLIMENTARY INSURANCE COVER:

Fraudulent Charge Cover:

Card Variant	Sum Insured per card (INR)
A. Canara Visa/MasterCard/RuPay Credit Cards including Add-on (Classic/Standard/Corporate) and any other new variants to be launched with any of the card network associates	2,00,000

B. Canara Visa/MasterCard/RuPay(Gold/World/Platinum/Select/signature) Credit Cards including Add-on and any other new variants to be launched with any of the card network associates	5,00,000
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LOST CARD LIABILITY (FRAUDULENT TRANSACTION COVER):

The Insurance Company shall indemnify the financial loss sustained by the Cardholder arising out of fraudulent utilization of a Lost / Stolen/skimmed/counterfeit of Canara - Visa/MasterCard/RuPay Credit card (Domestic/Global) within the Geographical limits specified and subject to the limit of liability mentioned in the schedule. Risk on account of lost /stolen/skimmed/counterfeit cards, misused at ATM/Cash Recyclers/ PoS/for Internet (Online/ E commerce) banking transactions/ other channels to be covered.

- a) Counterfeit, Skimming, Online fraud, Lost Card & Stolen Card.
- b) All fraudulent utilization of lost or stolen Cards at ATM/ Cash Recyclers/ E Com transactions / at point of sale and merchant establishment's transactions/other channels.
- c) ATM/Cash Recyclers Frauds defined as fraudulent cash withdrawal and fraudulent transactions from stolen/lost/counterfeit/skimmed cards.
- d) Any PIN based transactions (like ATM/Cash Recyclers, Internet and telephone etc) are covered.
- e) Internet based transaction Frauds are defined as fraudulent transactions being made on the internet by use of lost/stolen/counterfeit/skimmed cards.
- f) Counterfeit Card shall mean a Card which has been embossed or printed so as to pass off as a Card issued by the Bank which is subsequently altered or modified or tampered without consent of the Bank.
- g) Losses arising out of duplicate or counterfeit cards created as if issued by the Bank without the Card holder's Knowledge Covers all online/offline fraudulent utilization of Cards using the authorized CVV.
- h) Frauds occurring in transactions where in second level authorization is compromised shall be covered.
- i) All Transactions where details are not compromised shall be covered
- j) Liability arising out of any loss or damage of Card transactions using the authorized PIN issued to the Cardholder by the Bank.

Special Conditions

- a. Losses up to 15 days prior and post will be covered from the date of realization of loss.
- b. Police intimations up to 48 hours / 2 working days from the date of realisation of loss will be considered.
- c. FIR will not be a mandatory document
- d. In case of loss on account of cards, customers should intimate Canara Bank within 2 working days from the date of realization of loss. In case if the customer is abroad he may intimate the loss within 7 working days post reaching the country. In respect of NRI customers, the Police complaint/ Intimation /FIR lodge by any branch/Office of Canara Bank to be treated as valid.
- e. Canara Bank shall share hot-listing proof in the form of switch log explaining details of loss.

Claim Procedure

The major factors considered for the claims process are as follows -

1. **Pre-reporting period:** The policy covers all Unauthorized / Fraudulent card transactions disputed by the account holder which have happened upto a period of 15 days prior to his reporting date to Canara Bank. In case if the customer is abroad he may intimate the loss within 7 working days post reaching the country.
2. **Post-reporting period:** The policy covers all Unauthorized / Fraudulent card transactions disputed by the account holder which have happened within a period of 15 days post his reporting date to Canara Bank.
3. **Scope of cover:** 24 hours on all days and Worldwide
4. **Claims reporting timeline:** The policy would pay only for those claims when:
 - a. Account holder reports to Bank within 15 days from the date of realization of fraud. Canara bank shall intimate the claim to Insurance Company / Global within 15 days from customer reporting to Canara Bank.
 - b. Canara Bank reports to Global/Insurer and submits claim related documentation within 90 days from date of intimation to insurance company/Global.
5. **Claim documentation:** The following set of documents would be submitted by Canara Bank to the Insurance company:
 - a. Hot-listing/Disabling of Credit card facility at core banking Proof (to be done within 2 working days from the date of realisation of loss)
 - b. Police Acknowledgement Letter / FIR (to be done within 2 working days from the date of realization of loss)
 - c. Account Statement (3months or 6months)
 - d. Card Copy / Declaration from the Bank
 - e. Customer complaint letter
 - f. Claim Form on Insurance Company format.

The above details would be submitted by Canara Bank in a single claim form format in soft copy uploaded on Global Affinity portal, which is duly signed and stamped by Canara Bank Nodal officer.

Exclusions

- a. Charges made on your lost or stolen payment card more than 15 days pre reporting and 15 Days post reporting of the event to your payment card issuer for lost card liability.
- b. Charges-made on payment card is still in their possession and unauthorized. Charges are made on their bank account through (i) in store, (ii) telephone, (iii) ATM withdrawals, and/or (iv) on-line purchases using their payment card information, more than 15 days prior and post reporting of the event to payment card issuer.
- c. Charges incurred by a resident of your household, or by a person entrusted with your payment card.
- d. Unauthorized ATM withdrawals that were made more than 15 days prior to your first reporting of the event to your payment card issuer(s), bank account issuer(s); and 15 days' post reporting the event to the payment card issuer.
- e. Losses that do not occur during the policy period;

- f. Losses that result from, or are related to, business pursuits including your work or profession;
- g. Losses caused by your, or your relatives', illegal acts;
- h. Losses that you have intentionally caused;
- i. Losses that result from the intentional actions of a relative, or actions that a relative knew of or planned;
- j. Losses due to war, invasion, act of foreign enemy, hostilities or warlike operations (whether war has been declared or not), civil war, rebellion, revolution, insurrection, civil commotion, uprising, military or usurped power, martial law, terrorism, riot or the act of any lawfully constituted authority or vandalism of any kind; or
- k. Losses due to the order of any government, public authority, or customs' official.

Death due to Accident / Baggage /Purchase Protection insurance:

Cards Variants	Death due to Accident cover	Baggage Insurance cover	Purchase Protection Cover
A. Canara Visa/MasterCard/RuPay Credit Cards including Add-on(Classic/Standard/Corporate) and any other new variants to be launched with any of the card network associates	A) Air Accident Sum Insured: 1. Rs.4,00,000 – For Self 2. Rs.2,00,000 – Spouse B) Accidental Death Sum Insured: 1. Rs. 2,00,000 – Self 2. Rs. 1,00,000 - Spouse	Rs.25,000 – Per Card	Rs.25,000 – Per Card
B. Canara Visa/MasterCard/Rupay (Gold/World/Platinum/Select/Signature) Credit Cards including Add-on and any other new variants to be launched with any of the card network associates	A) Air Accident Sum Insured: 1. Rs.8,00,000 – For Self 2. Rs.4,00,000 – Spouse B) Accidental Death Sum Insured: 1. Rs. 4,00,000 – Self 2. Rs. 2,00,000 - Spouse	Rs.25,000 – Per Card	Rs.25,000 – Per Card

1) Personal Accident

- a. In the Case of Personal accident, Insurance Co. will pay to the Insured or with their consent to the Legal heirs/nominee/s of the valid cardholder/his/her spouse, the sum, any of such valid card holders and/or his/her spouse shall sustain bodily injury resulting solely and directly from accident caused by external violent and visible means, and if such injury be the sole and direct cause of death of the insured person.
- b. The Insurance cover will cover all new cards added on a daily basis & reported to the Insurance co. on a monthly/quarterly basis for which only the count of the fresh cards added and the count of the deleted cards from the system for any reason will be provided based on which two separate endorsements to be passed.
- c. The proceeds in respect of the PA death settlement of Credit cardholder/spouse shall be remitted to Cardholder's Canara Bank Credit Card account in case of Credit card and CASA

account in case of Business/ Platinum Debit card and any other card variants issued by the Bank in association with any card networks only.

Baggage Insurance

- a. The Company shall indemnify the valid Canara Credit/Debit card holders mentioned above in respect of personal baggage accompanying him/her belonging to him/her or for which he/she is responsible whilst travelling anywhere in the world or whilst on tour or on holidays in such geographical area when such personal baggage is lost, destroyed or damaged by fire, riot and strike, terrorist activity, Theft or accident to personal effects, Money, Cheques and additional travel and accommodation expenses incurred that are necessary to obtain a replacement of lost/ Stolen passport while in abroad provided that the liability of the Company in respect of each Cardholders does not exceed the Sum specified in the coverage Details.
- b. Compensation upto the sum Insured shall be payable in the event of the Insured suffering a total loss of Baggage while on a journey that has been checked by an International/Domestic Airline for International/Domestic destination
- c. Travel between or within international location will be covered

2) Purchase Protection

- a. The Insurance company will indemnify the valid cardholders for any item purchased using the Canara Credit cards anywhere in the Geographical Area, when such items is in transit from the place of purchase to the residence of the card holders and when the item is contained in the residence of the cardholder when such item is lost or destroyed due to fire, burglary, theft, riot and strike, malicious damage, and by accidental external means for a period of 60 days from the date of purchase of such item.
 - 1) Cover is valid for 60 days from the date of purchase
 - 2) Jewellery, perishable items are not covered
 - 3) STFI, RSMD, SRCC are covered
 - 4) Cover for residential address of the card holder as per the Bank records of the cardholder only.

Coverage period of loss

Personal Accident - 60 Days from the Date of Death

Baggage Insurance - 15 days from the date of loss

Purchase Protection - 15 days from the date of loss

6. TERMINATION/REVOCAION OF CARD MEMBERSHIP

Any request for closure of a credit card **account** by the cardholder will be honoured within seven working days, subject to payment of all dues. Cardholder can directly request through **IVRS/Mobile Banking/Internet Banking channel** or approach the home branch and can submit the request for closure of credit card **account**.

If a cardholder is not using his/her credit card for a period of more than one year, the process to close the card will be initiated after intimating the cardholder. If no reply is received from the cardholder within a period of 30 days, the 4card account will be closed subject to payment of all dues by the cardholder.

Secured Credit Card: The deposit shall be closed only after 7 days from the date of closure of Card to obviate any probable claim by acquirer Bank at a future date (Merchants are permitted to claim the transaction from issuer bank within seven days of the transaction) or usage of Card by the customer after receipt of his request for closure of security.

Call centre : 1800 1030

E-mail : cpwhelpdesk@canarabank.com

For unsolicited credit cards reporting E-mail: hocardmissell@canarabank.com

[Unsolicited cards can be reported at dedicated number: 080-22073854](tel:080-22073854)

7. LOSS/THEFT/MISUSE OF CARD:

If the card /add-on card is lost/theft/misused, the cardholder shall immediately hotlist the card through IVRS/Mobile Banking/Internet Banking/ATM or approach the home branch and can submit the request for hot-listing the card.

For hotlisting through SMS follow the below link:

<https://www.canarabank.bank.in/hotlisting-debit-and-credit-cards>

Bank 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 Bank and the Cardholder will be wholly liable for the same. In addition to notifying Bank about the loss or theft of the Card, the Cardholder must report any theft of the Credit Card(s) to the Police and lodge an 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.

Liability of cardholder in case of loss/theft/misuse of card is ss per Reserve Bank of India (RBI) mandate, dated 06 Jul'17 on Customer Protection - Limiting Liability of Customers in Unauthorised Electronic Banking transactions as updated from time to time.

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 Bank. A fee of Rs 300.00 and service tax as applicable per card or such amount as may be fixed by the Bank from time to time shall be charged to the card holder for replacement of the hotlisted card.

8. GRIEVANCE REDRESSAL AND COMPENSATION FRAMEWORK

Grievance Redressal:

Customers are requested to bring to the notice of concerned Branch Managers about their complaint at the first instance. If the complaint is not redressed to the satisfaction of the customer, the same may be taken up with the concerned Regional Office/ circle Office.

If the complainant still feels unsatisfied with the action taken at Branches/ Regional Office, Circle Office, he can approach the Bank's Nodal Officer at Head office designated to deal with customer's Complaints/grievance.

CUSTOMER SERVICE SECTION CONTACT NUMBERS & EMAIL ID OF CIRCLES

<https://www.canarabank.bank.in/documents/d/guest/3-contact-details-of-grievance-handling-team-at-all-regional-office-and-circle-office-027>

Contact details: 080-22484607
Email: hocss1@canarabank.com

Time Frame for resolving customer complaints is 30 days from the date of lodging complaint.

ONLINE GRIEVANCE REDRESSAL SYSTEM: CPGRS (CANARA PUBLIC GRIEVANCE REDRESSAL SYSTEM) (<https://canarabank.net.in/cpgrs/login.aspx>)

Based on the Recommendations of the Damodaran Committee, IBA and also as per the instructions of the Ministry of Finance, the bank has developed an in-house package for the online grievance redressal system namely CPGRS (Canara Public Grievance Redressal System). The same is made available in the Banks Website. This package enables the customers to register their complaints online through our website. This package records a complaint and provides the customer the complaint status tracking and receiving response from the bank.

Contact Details:

1800 425 0018 (Toll free)
1800 1030 (Toll free)
Non-Toll Free Numbers
(If calling from outside India)
+91-80-22064232
cpwhelpdesk@canarabank.com

9. DISCLOSURE:

The cardholder acknowledges the right of the Bank to provide details of his/her account including those of any add-on cardholder(s) to third party agencies for the purpose of availing support services of any nature by the Bank, with specific consent or authorization from him/her or any add-on cardholders obtained at the time of requesting for the credit card.

The cardholder further acknowledges that the Bank is authorized to share information relating to cardholder/add-on cardholder(s), including information relating to any default committed by the cardholder in discharge of his / her obligation, as the Bank may deem appropriate and necessary within any existing or future credit bureau/credit reference agencies as determined by the Bank from time to time. Accordingly, the cardholder(s) gives consent, to disclose information to such credit bureaus/credit reference agencies. Such entities may further make available processed information or data or products thereof to banks/financial institutions and other credit grantors. The cardholder expressly authorizes the Bank to provide information relating to credit history/ repayment record of the cardholder to a credit information company (specifically authorized by RBI) in terms of Credit information Companies (Regulation) Act, 2005. The cardholder further authorizes the Bank that in the event of default of payment of card dues, the Bank at its discretion, report the default status of the credit Cardholder to the Credit information Bureau of India Ltd. (CIBIL) or any other credit information company authorized by RBI.

FOR FURTHER DETAILS, PLEASE CONTACT CUSTOMER SERVICE CENTRES:

<https://www.canarabank.bank.in/documents/d/guest/3-contact-details-of-grievance-handling-team-at-all-regional-office-and-circle-office-027>