

MOST IMPORTANT TERMS AND CONDITIONS

- The Most Important Terms & Conditions (MITCs) mentioned herein below are to be read and understood in conjunction with the Cardmember Terms and Conditions (Cardmember T&Cs) as communicated on www.ingvysyabank.com. In the event of a conflict between any of these MITCs and the Cardmember T&Cs, the Cardmember T&Cs shall prevail, unless otherwise specified hereunder.
- The ING Credit Card Programme is a program jointly formulated by ING Vysya Bank (hereinafter referred to as "ING") and Citibank N.A. (hereinafter referred to as "the Issuer") for issue of ING Credit Cards to the customers of ING. The credit cards are issued by the Issuer pursuant to an agreement entered into between the Issuer and ING. By virtue of the said agreement, the Issuer shall issue ING Credit Cards, manage the operations, service and recovery of dues of the ING Credit Cards while sourcing of applications and marketing of the ING Credit Card may be carried out either by ING and Issuer jointly or independently.

1. FEES AND CHARGES

a. Schedule of Charges: The schedule of Charges applicable to ING Credit Cards as on date is provided below:

Description of charges	ING Cards
Joining & Annual Fees	Fees applicable for both Primary and Additional Cardmembers will be communicated at the time of sourcing.
Cash Advance- Fees	2.0% (subject to a minimum of Rs.300 and US \$7.5 at International ATMs)
Late Payment Charges (per month)	<ul style="list-style-type: none"> • Rs.300 for bills upto Rs.10000 • Rs.600 for bills from Rs. 10001 - 25000 • Rs.700 for bills above Rs.25000
Over Credit Limit Charge	2.5% over Credit Limit (Subject to a minimum of Rs.500)
Cheque/ECS Bounce Charge	Rs.250 per returned cheque/ECS
Railway Ticket Booking or Cancellation Surcharge (Counter booking)	2.5% of transaction value (subject to a minimum of Rs.25)
Railway Ticket Booking Surcharge (Internet booking)	<ul style="list-style-type: none"> • 1.8% of transaction value for regular transactions; • 2.8% of transaction value for 3 EMI transaction
Statement Request (beyond 3 months)	Rs.100
Reissue of Lost, Stolen or Damaged Card	Rs.100
Outstation Cheque Charge (Charge based on the value of the cheque/instrument)	<ul style="list-style-type: none"> • Upto Rs.10000 - Rs.50 per cheque • Rs.10001 to Rs.100000 - Rs.100 per cheque • Above Rs.100001 - Rs.150 per cheque
Foreign Currency Transactions	Mark Up of 3.5%

Service tax, as notified by the Government of India, is applicable on all fees, interest and other charges and is subject to change, as per relevant regulations of the Government of India. The Issuer's Service Tax Registration number is AAACC0462FST001

b. Finance Charges (Interest Charges)

- Interest will be charged if you (the word 'you' refers to the Cardmember) do not pay back the previous bill in full and also on all Cash Advances from the date of transaction until the date of settlement.
- Your rate of interest initially is 2.75% per month (i.e.33% annualized). This can change periodically based on your spend, payback and utilization patterns. Your rate of interest can increase upto 3.25% per month (i.e.39.0% annualized), in case of default. The default interest rate will apply till the time the account is regularized plus 3 months of performance review period.
- If you avail of more than one credit card from the Issuer then interest rate applicable on the new card will be same as the existing card, irrespective the type of card/class that you choose as your 2nd card. Essentially, the interest charges will be applicable at the customer level and not based on the card type.
- For Cash withdrawals, your rate of interest is 2% per month (i.e. 24% annualized). This rate will be applicable from the date of withdrawal till the date that this amount is billed to the ING Credit Card statement. Post billing, the regular interest rate as applicable will be charged, thereafter.
- All charges are dynamic and are subject to change based on the Issuer's periodic review.

Illustrative Example for Interest Calculation:

Assuming that you have only partially paid your February outstanding, and your statement is generated on 17th March for Rs. 5000. You make a payment of Rs 2000 on 25th March. And you make a purchase for Rs 1000 on 30th March. You make no further payment on your Card till 17th April. In this example, interest will be levied as follows:

On the balance of Rs 5000 (17th - 25th March) for 8 days: $(33/365)*8*5000/100=Rs\ 36.16$

On the balance of Rs 3000 (25th - 30th March) for 5 days: $(33/365)*5*3000/100=Rs\ 13.56$

On the balance of Rs 4000 (30th March - 17th April) for 18 days: $(33/365)*18*4000/100=Rs\ 65.10$

Total Interest charged = Rs 114.82

NOTE: *If you spend Rs.5000/- 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 are applicable if the Minimum Amount Due is unpaid after the Payment Due Date.

Illustrative Example for Calculation of Late Payment Charges:

Assume you receive a statement for the period 16 Oct – 15 Nov, with a payment due date of 3 Dec for an outstanding balance of Rs. 5000. You need to pay at least the minimum amount due i.e. Rs. 250 in this example, by the payment due date (3 Dec) 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 bands:

Rs.300 for bills upto Rs.10000

Rs.600 for bills from Rs. 10001 - 25000

Rs.700 for bills above Rs.25000

Thus, in the example detailed above, if you make a payment only on, say, 7 Dec, Rs. 300 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 (Rs. 250, in this example) by the payment due date.

c. Interest Free (Grace) Period: The Grace period could range from 17 to 55 days.

Illustrative Example for Grace Period Calculation:

For a statement for the period 15 Nov to 15 Dec the payment due date is 6 Jan. Assuming you have paid back your previous month's dues in full, the grace period would be:

1. For a purchase dated 16 Nov; interest free grace period is 16 Nov to 6 Jan = 52 days.
2. For a purchase dated 14 Dec; interest free grace period is 14 Dec to 6 Jan = 24 days.

Thus, the grace 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 of cash from an ATM, then there will be no interest free period.

2. LIMITS

The Credit Limit and Cash Withdrawal Limit are communicated to you at the time of delivery of the Card and are also indicated in the monthly statements. The available Credit Limit at the time of generation of each monthly statement is provided as a part of the said statement.

3. BILLING

a) Statement: The Issuer will send you a monthly statement, showing payments and transactions for the month, provided that your ING Credit Card has been active during the said period. The statement would be dispatched by physical mail or email to your mailing address as per our records.

b) Your monthly payment should cover at least the Minimum Amount Due. Your current Minimum Amount Due is calculated as 5%* of your balance outstanding OR the sum of all installments, Interest/other bank charges, the amount utilised over the credit limit, if any and 1% of remaining balance outstanding, whichever is higher. Any unpaid Minimum Amount Due from previous statements will also be added to your current Minimum Amount Due to arrive at the Total **Minimum Amount Due**.

* This can vary for specific card types, is subject to change from time to time and will be notified accordingly.

If a part payment is made, there would be no interest free period and interest charges would be applicable (including on fresh purchases, if any) via an average daily balance method

c) Payments received against your ING Credit Card outstanding will be adjusted against all taxes, fees and other charges, interest charges, cash advances and purchases in that order.

d) Methods of Payments: Payments towards the ING Credit Card Account may be made in the following ways:

- **By mailing** the cheque or draft to any of the mailing addresses provided on the reverse of the Statement or by dropping it in favour of your 16 digit ING credit card number i.e. "ING Card XXXXXXXXXXXXXXXX" at the credit card payment drop boxes at ING or Citibank ATMs.
- **Online:** You can also pay the cards outstanding online at www.ingvysyabank.com
- Since you have an ING Account, you can opt for the facility of Standing Instructions, where funds can be automatically transferred from your ING Bank Account to your ING Credit Card account.

e) Billing Disputes:

If there is a dispute, you must inform the Issuer within 30 days of receipt of the Statement. On receipt of such information, the Issuer may reverse the charge on a temporary basis. If, on completion of

subsequent investigations, the liability of such charges is ascertained to be to your ING Credit Card account, the charge will be reinstated in a subsequent statement and a fee of Rs. 100 will be charged. You have a time frame of 60 days for informing the Issuer of any other complaints/grievances.

f) Contact Particulars:

You can contact the Issuer regarding your credit card in any of the following ways:

- 24-Hour helpline: For the full list of city-wise numbers, please refer to 'Contact Us' link on the Customer Service webpage of the Cards Tab on www.citibank.com/india.
- Through e-mail, by writing to inghelp@citi.com
- Through mail, by writing to the Citibank Card Center, 766, Anna Salai, Chennai - 600 002.

g) Grievance Redressal:

If you are not satisfied with the response received on your enquiries, you can address the grievance to higher authorities with the Issuer, through e-mail, by writing in to head.customercare@citi.com or call the national toll free number 1800-425-2484 from BSNL/MTNL lines or 044-28501242 between 9:30am and 8:00pm (Mon to Fri). For further escalations, you can contact Ms. Anjana Makkar, Grievance Redressal officer at India.Grievance.Redressal.Officer@citi.com or call at 1800-22-0123 from BSNL/MTNL lines or 39707464 between 9:30am and 8:00pm (Mon to Fri).

4. DEFAULT

If you do not pay at least the Minimum Amount Due, this will be reported in the monthly submissions to the credit bureaus, authorized by the Reserve Bank of India (RBI). You will be reminded in subsequent statements to pay your dues. Balances outstanding for over 7 months will result in your being reported as a 'defaulter'. If requisite payment is made, your record will be updated as 'current' in the next monthly refresh to the credit bureau.

If your payments are overdue, follow-ups may be done by visitation, post, fax, telephone, e-mail, SMS messaging and/or engaging third parties to remind, follow up and collect dues. In the event of default, if the Issuer is unable to contact you, the Issuer will leave messages with third parties (defined as spouse/parent/other direct adult family member/secretary/accountant) available at your residence/office/mobile number/address.

The Issuer may at any time combine and consolidate any of your accounts and any other facilities availed of by you, including any outstandings with respect to your credit cards held with the Issuer. The Issuer and ING shall be authorized to set-off, adjust or transfer any sums standing to the credit of any of such accounts in or towards satisfaction of any of your liabilities to the Issuer on any account or in any other respect.

In case of deceased Cardmember, the Issuer will request the next of kin to repay the dues. To prevent this burden, we offer group insurance covers as below.

5. RISK COVERAGE

The Issuer offers you group insurance covers that protects your card dues to the Issuer, in the event of death. The premium for this insurance is required to be paid by you and is charged to your monthly Statement upon activation of the policy.

6. TERMINATION/REVOCAION OF THE CARDMEMBERSHIP

- a) You may terminate your Card-membership at any time by writing to the Issuer or intimating the request for closure to 24-Hour helpline. All your outstanding amounts will immediately become due.
- b) The Issuer may also cancel the use of your ING Credit Card at any time without prior notice, if it reasonably believes it necessary for business or security reasons, including if you delay payments, exceed the Credit Limit or if cheques are returned.

c) You may receive monthly statements even after closure of the ING Credit Card, reflecting the actual outstanding.

7. LOSS/THEFT/MISUSE OF CARD

- a) You should contact the Issuer immediately at 24-Hour Credit Card helpline, if a Card is lost, stolen, misplaced, or if someone else knows your PIN or other security information. You must report the theft of your Card(s) to the police and lodge an FIR.
- b) You will not be liable for any misuse on your ING Credit Card or PIN after you have informed the Issuer of the loss, unless you have acted with gross negligence.
- c) You will be liable for all losses for any misuse that have happened with your consent or knowledge.
- d) The ING Credit Card cannot be used for any purposes prohibited by a regulatory authority.

8. DISCLOSURE

- The Issuer may tie up with credit bureaus authorised by the RBI and will share credit information including but not limited to your current balance, payment history etc. along with your demographic details with these credit bureaus on a monthly basis, per the Credit Information Companies (Regulation) Act, 2005. The credit bureaus only provide factual credit information and do not provide any opinion, indication or comment pertaining to whether credit should or should not be granted. It is in your best interest to maintain a good credit history by paying the necessary dues in a timely manner. With credit bureaus in place, responsible customers can expect faster and more competitive services at better terms from the Credit Grantors. Default by customers would be available with the credit bureau, which in turn could impact your credit worthiness for future requirements.
- If you notify the Issuer of a billing dispute, the Issuer will suspend reporting to the bureau till the dispute is resolved.
- The Issuer will provide your particulars to statutory authorities, as may be required. Since you have taken an ING Credit Card, offered by the Issuer, the necessary information including but not limited to such information that may be required for execution of the rewards programmes will be provided to ING, basis the nature of the arrangement between the Issuer and ING.

If you do not wish to receive any direct marketing or telecalling/ telesales calls on ING Credit Card, please call 24-Hour helpline and inform us. Alternatively, you could log on to our website www.ingvysyabank.com and register for the '**Do Not Call**' Service.

For the Cardmember T&Cs, relevant credit card guidelines & local regulations, please visit our website www.ingvysyabank.com

Important Regulatory information for International usage

- The ING Credit Card is valid for use both in India as well as abroad. It is, however, not valid for making foreign currency transactions in Nepal and Bhutan.
- Usage of the ING Credit Card for transacting outside India must be made in accordance with applicable law including the Exchange Control Regulations of the RBI and the Foreign Exchange Management Act, 1999 and in the event of any failure to do so, you may be liable for penal action under the Foreign Exchange Management Act, 1999.
- You should consult your Authorized Dealer (AD) regarding your Foreign Exchange Entitlement.