



Last updated on: 8th April, 2022

Fair Practices Code V1.3

1. Introduction

This code is voluntarily adopted by AU Small Finance Bank for **Credit Card** Operations of the Bank. This code specifies the obligations the card issuers undertake while issuing Credit Cards. It will also help their staff to deal with the cardholders. The code helps the Credit Card holders to know their rights and the measures they should take to protect their interests. The Bank has placed the Code on www.aubank.in and shall also make copies available to cardholders on demand.

The covenants of this code will supplement and will not replace those applicable under Bankers Fair Practice Code recommended by Indian Banks Association and adopted by the Credit Card issuing institutions.

About this Code

The aim of this code is to promote competition and encourage institutions to achieve higher operating and service standards to benefit cardholders. In the Code, 'you' denotes the Credit Cardholder and 'we' denotes the Bank being the credit card issuer. The standards of the Code are governed by the four key commitments discussed in subsequent sections. All parts of this Code apply to all the Credit Card products and services, s, whether we provide them across the counter, over the phone, on the Internet or by any other method.

Commitments outlined in this Code are applicable under normal circumstances. In the event of force majeure, we may not be able to fulfill the commitments under this Code.

2. Key Commitments

- We, at AU Bank Credit Cards, will treat you fairly and act reasonably with you by:
 - meeting the commitments and standards in this Code, for the products and services we offer, and in the procedures and practices our staff/agents follow.
 - making sure our products and services meet relevant rules and regulations.
 - ensuring that our dealings with you will rest on ethical principles of integrity and transparency.
 - not engaging in any unethical consumer practice.

- Help you to understand our AU Bank Credit Card products and services by providing the following information:
 - what are the benefits of product
 - how can you avail the benefits
 - what are their financial implications
 - whom you can contact for addressing your queries and how

- Deal quickly and effectively with your queries and complaints by:
 - offering multiple channels to route your queries
 - listening to your problems
 - accepting our mistakes, if any
 - correcting mistakes and implementing changes
 - responding and resolving your queries promptly
 - guiding you on how to take your complaint forward if not satisfied with the response

- Publicize this Code, by making it available for public access on our website and make copies available for you on request.

3. Information

We will guide you through the entire process from choosing the AU Bank Credit Card which meet your needs and expectations to resolving your queries and problems when you become our customer.

- Before you become AU Bank Credit Card Customer, we will:
 - give you information explaining the key features of our credit cards including applicable fees and charges and guide you on what information we need from you to enable us to issue credit card to you. We will also advise you what documentation we need from you with respect to your identity, address, employment etc., and any other document that may be stipulated by statutory authorities to comply with legal and regulatory requirements.
 - verify the details mentioned by you in the credit card application by contacting you on your residence and/or business telephone numbers and/or physically visiting your residence and/or business addresses through agencies appointed by us for this purpose, if deemed necessary by us.

- While you apply for AU Bank Credit Card, we will explain the Most Important Terms and Conditions such as fees and interest charges, billing and payment, renewal and termination procedures and any other information that you may require for operating the card.

- We will advise you of our targeted turnaround time while you are availing/applying for a product/service. We will send a service guide/member booklet giving detailed Most Important Terms and Conditions, interest and charges applicable and other relevant information with respect to usage of your Credit Card.

- We will notify you of our contact details to enable you to contact us whenever you need to.

- If you do not recognize a transaction, which appears on your Credit Card Statement, we will give you more details on request . In some cases, we may need you to give us confirmation or evidence that you have not authorized a transaction.

- We will inform you, through our service guide / member booklet of the losses on your account that you may be liable if your card is lost / misused.

4. Tariff (Fees / Charges /Interest)

You can find our schedule of common fees and charges (including interest rates) by:

- Referring to the service guide/member booklet
- Calling up on customer service numbers
- Asking our designated staff
- Visiting our website

When you become AU Bank Credit Card Customer, we will provide you information on the interest rates applicable on your credit card and we will charge the same to your credit card account, if applicable.

If you ask us, we will explain how we apply interest to your account.

Changes in our tariff: When we change tariff (interest rate or other fees/charges) on AU Bank credit Card products, we will update the information on our telephone help-line/websites/ statement of accounts..

5. Marketing Ethics

Field Personnel: Our sales representatives will identify themselves when they approach you for selling AU Bank Credit Card. We have prescribed a code of conduct for our Direct Selling Agents (DSAs) whose services we avail to market credit card products.

In the event of receipt of any complaint from you that our representative has engaged in any improper conduct, we shall take appropriate steps to redress the complaint.

Telemarketing: If our telemarketing staff/agents contact you over phone for selling any of our credit card products or with any cross-sell offer, the caller will identify himself/herself and advise you that he/she is calling on our behalf.

6. Issuance of Credit Card / PIN

We will dispatch your AU Credit Card to the mailing address mentioned by you through courier / post only. Alternatively, we shall deliver your credit card at our branches which maintain your banking account(s) under due intimation to you.

Please note that your Credit Card would be delivered to you in deactivated state (not ready to use) and such deactivated card will become active after you activate the same on AU Banking channels.

Cardholder would be able to generate PIN (personal identification number) on AU Banking channels for doing POS transactions.

7. Account Operations

Credit Card Statements

- To help you to check details of purchases/cash drawings using the Credit Card, we will offer you a facility to receive credit card transaction details either via monthly mail or through the internet. Credit Card Statement will be dispatched on a predetermined date of every month which will be notified to you.
- In the event of non-receipt of this information, we expect you to get in touch with us so that we can arrange to resend the details to enable you to make the payment and highlight exception, if any in a timely manner.

We will let you know / notify changes in Schedule of Fees and Charges and Most Important Terms and Conditions. Normally, changes (other than interest rates and those which are a result of regulatory requirements) will be made with prospective effect giving sufficient notice in accordance with the regulatory requirements.

Processing activities at our end

We may allow processing of AU Bank Credit Cards related activities including operations and cross selling to third party agencies that we consider appropriate for these purposes.

Protecting your account

- In the event your AU Bank Credit Card has been lost or stolen, or that someone else knows your PIN or other security information, we will, on your notifying us, take immediate steps to try to prevent these from being misused, subject to operating regulations and law in force.
- We will advise you what you can do to protect your Credit Card from misuse.

8. Confidentiality of Account Details

We will treat all your personal information as confidential (even when you are no longer a customer). We will not reveal transaction details of your accounts to a third party, other than in the following four exceptional cases when we are allowed to do:

- if we must give the information by law.
- if there is a duty towards the public to reveal the information.
- if our interests require us to give the information (for example, to prevent fraud) but we will not use this as a reason for giving information about you or your accounts to anyone else, including other companies in our group, for marketing purposes.
- if you ask us to reveal the information, or if we have your permission to provide such information to our group/associate/entities or companies when we have tie-up arrangements for providing other financial service product.

9. Terms and Conditions

- When you accept AU Bank Credit Card for the first time, we will give you the Most Important Terms and Conditions for the service you have asked us to provide.
- All written Terms and Conditions are fair and define your rights and responsibilities clearly and in a simple language.
- We will seek your acceptance to the Most Important Terms and Conditions in the application form.
- The interest charged for late repayment shall be mentioned in the cardholder agreement.
- Changes to Terms and Conditions (if any) will be notified to you.
- Normally changes will be made with prospective effect giving notice of at least one month through our website.
- If we make any change without prior notice (including interest), we will notify the change within 30 days from the effective date of such change.

10. Collection of Dues

AU Bank's dues collection policy is built on courtesy, fair treatment and persuasion. We believe in fostering long-term relationship with our customers. Our staff or any person authorized to represent us in collection of dues or/and security repossession will identify himself/herself and interact with you in a civil manner. We will provide you with all the information regarding dues and will give you sufficient notice for payment of dues. Our staff/agents are governed by Model Code for Collection of Dues and Repossession of Security issued by Indian Banks Association.

11. Redressal of Grievances

Redressal of your complaints internally

- We have a Grievance Redressal Cell/Department/Center within the organization. If you want to make a complaint, we will tell you how to do this and what to do if you are not happy about the outcome. Our staff will help you with any queries you have.
- Our complaint handling procedure is displayed on our website. The timeframe for responding to your complaints and escalation process etc., are also displayed on the website.
- You can access the grievance redressal mechanism on <https://www.aubank.in/support/contact-us>

Banking Ombudsman Service and other avenues for redressal

- Within 60 days of lodging a complaint with us, if you do not get a satisfactory response from us and you wish to pursue other avenues for redressal of grievances, you may approach Banking Ombudsman appointed by Reserve Bank of India under Banking Ombudsman Scheme 2006 (as amended).

12. Termination of Credit Card

You may terminate your AU Bank Credit Card by giving a prior notice to us and following the procedure laid down by us in our service guide/ member booklet after clearing outstanding dues, if any.

We may terminate your Credit Card, if in our opinion, you are in breach of the cardholder agreement.

13. Feedback and Suggestions

Your feedback is important to us. It will help us to improve our services.

Write to us at: creditcard.support@aubank.in

This code will be reviewed once every year or earlier in case of any changes in laws and regulations (as may be applicable) and the review will be undertaken in a transparent manner.

