



MOST IMPORTANT TERMS AND CONDITIONS

Version 1.1

The Most Important Terms & Conditions and all the information herein is applicable to all Corporate/Business entity, Credit Cardmembers, applicants of Credit Cards, customers of the Bank, members of the 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 Cardmember Agreement of the Bank.

Schedule of Fee and Charges:

A. Card Annual/Renewal Fees/Joining Fees:

AU Small Finance Bank does not charge any fee for the issuance of Corporate Credit Card, and Purchase Credit Card variants.

B) Finance Charges:

Card Variant	Interest Charges		Interest on Cash Advance	
	Monthly Rate	Annual Rate (APR)	Withdrawal Fee	Annual Rate (APR)
Corporate Credit Card, Corporate Reward Credit Card	3.49%	41.88%	Not Applicable	
Secured Corporate Credit Card	1.99%	23.88%		
Purchase Credit Card, Purchase Reward Credit Card	3.49%	41.88%		
Secured Purchase Credit Card	1.99%	23.88%		

C. Other Service and Transaction Charges:

Overdue Penalty or Late Payment Charges	Due as per last statement	LPC Charges
		Up to ₹100
	₹101- ₹500	₹100
	₹501- ₹5,000	₹500
	₹5,001- ₹10,000	₹700
	₹10,001- ₹20,000	₹800
	₹20,001- ₹50,000	₹900
	Above 50,000	₹1100
Overlimit Penalty	Not Applicable for Corporate and Purchase Credit Card	

Cheque Returns or Dishonor Fee or Auto-Debit Failure Fee	₹500	
Charge Slip Retrieval or Copy Request Fee	₹100	
Reward Redemption Fee	NIL	
Foreign Currency Transaction–Cross Currency Markup	Corporate Credit Card Variants	2.99% per month
	Purchase Credit Card Variants	3.49% per month
Duplicate Statement Fee	Corporate Credit Card, Purchase Credit Card Variants	Waived
Railway Ticket Purchase Fee	As prescribed by Indian Railways/IRCTC	
Fuel Transaction Surcharge	Corporate Credit Card variants	a) 1% Fuel Surcharge refunded for Fuel Transactions between ₹400 to ₹5,000 b) Maximum ₹200 per month
	Purchase Credit Card Variants	Not Applicable
Card Replacement Fee (Lost/Stolen/Re-issue)	₹100	
Mobile Alerts for Transactions	NIL	
Duplicate Statement	Corporate Credit Card Variants	NIL
	Purchase Credit Card Variants	₹100

*The Government of India has announced the implementation of Goods and Services Tax (GST), w.e.f July 1, 2017. Accordingly, applicable GST rate will be levied on charges and fees applicable for Corporate Card, and Purchase Card.

Card under Corporate Credit Card variants and Purchase Credit Card variants do not offer personal Card facilities like balance transfer, EMI on call, merchant EMI on card, add-on card and personal loans.

If a transaction is made in a currency other than Indian Rupees, the transaction shall be converted into Indian Rupees. The conversion shall take place on the date on which the transaction is settled with AU Small Finance Bank, which may not be the same date on which the transaction was made. If the transaction is not in US Dollars, the conversion shall be made through US Dollars, by converting the charge amount into US Dollars and then by converting the US Dollar amount into Indian Rupees. Unless a specific rate is required by applicable law, the conversion rate from the

US Dollar to Indian Rupees shall be at the rates provided by VISA on the settlement date, increased by a Currency Conversion Factor assessment on such transactions.

Service and Transaction Charges

Card Annual/Renewal Fees/Joining Fees:

Annual membership fees, if applicable, on the Credit Card(s) will be billed in the Credit Card statement on Card issuance/renewal. The fees may vary depending on the offer under which the Card has been availed by the Corporate/Business entity or Cardmember and are communicated to the Corporate/Cardmember at the time of signing up for the Corporate Card Programme. The fees will not be refunded, if the Credit Card is terminated either by AU Small Finance Bank or Corporate/Business entity and/or the Cardmember. The Corporate/Business entity and/or the Cardmember agree to pay the Bank joining and/or annual fee for the card. Applicable fees will be communicated to the Corporate/Business entity and/or Cardmember at the time of applying for the

Credit Card. Current charges are mentioned in the schedule of charges given above.

Cash Advance Fees

The Cardmember can use the Card to access cash in an emergency from domestic/international ATMs. A transaction fee would be levied on all such withdrawals (if applicable on the card variant, please refer schedule of charges) and would be billed to the Corporate/Business entity and/or Cardmember in the next statement as per the schedule of charges mentioned above. The transaction fee is subject to change at the discretion of AU Small Finance Bank. All cash advances also carry a finance charge equal to charges on revolving credit (if applicable on the card variant, please refer schedule of charges) from the date of withdrawal until the date of full payment.

Service and Transaction Charges

1. Fees & Charges including overdue charges levied on monthly/annualized basis, as may be applicable from time to time, are payable by Corporate/Business entity and/or Cardmembers for specific services provided by AU Bank to the Corporate/Business entity and/or Cardmembers or for defaults committed by the Corporate/Business entity and/or Cardmembers with reference to his card account.

2. AU Bank retains the right to alter any charges or fees from time to time or to introduce any new charges or fees, as it may deem appropriate, with due intimation to customer. Please refer section 'Schedule of fees and Charges' for detailed fees and charges structure applicable on your Credit Card.

Interest Free Grace Period

The interest free credit period for card variants under AU Small Finance Bank Corporate Credit Card program and AU Small Finance Bank Purchase Credit Card Program could range from 18 to 48 days subject to the submission of claims by the merchant. However, this is not applicable if the total outstanding due amount payable

has not been cleared in full or if the Cardmember has availed of cash from any ATM.

However, in the case of card variants under AU Small Finance Bank Purchase Credit Card Program, depending on the free credit period offered, the Card member could also avail an interest free period of maximum 7 days, 14 days, or 18 days from the date of each transaction.

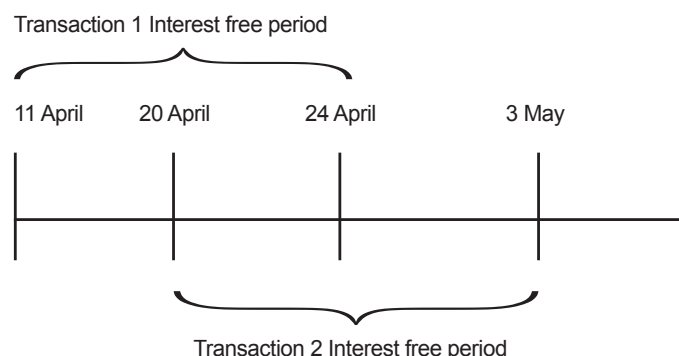
Illustrative example for Grace Period Calculation:

Credit Card Variants under AU Small Finance Bank Corporate Credit Card and Purchase Credit Card Program (Interest-free period of 18 to 48 days)

If the billing cycle is from October 16th to November 15th and the Cardmember makes a purchase of ₹2,500/- on November 10, the interest-free credit period is 26 days for the Cardmember. If he makes a transaction on October 16th, he will enjoy the maximum interest-free credit period of 48 days.

Credit Cards Under AU Small Finance Bank Purchase Credit Card Program:

If the Cardmember avails an (Interest-free period of 7,14,18 days). Cardmember performs his first transaction on 11th April and second transaction on 20th April. Calculation of interest free period is as follows.



Finance charges for both Revolving Credit and Cash Advances:

Finance Charges are payable at the monthly percentage rate on all transactions from the date of transaction in the event of the Corporate/Business entity and/or the Cardmember choosing not to pay his

balance in full, and on all cash, advances taken by the Cardmember (applicable as per the liability structure), till they are paid back. Finance charges, if payable, are debited to the Card account till the outstanding on the card is paid in full.

Finance Charges on cash advances are applicable from the date of transaction until the payment is made in full.

Finance charges on Card variants under AU Small Finance Bank Purchase Credit Card Program transactions are payable at monthly percentage rate (as mentioned in the schedule of charges) on all transactions from the date of transaction, if not paid in full, on or before the pre-defined interest free period offered to the corporate and/or Cardmember of 7 days, 14 days, 18 days, or 48 days as applicable on the card account.

When a Cardmember carries forward any outstanding amount or avails of cash advance, a finance charge calculated by Average Daily Balance Method will apply to the balances carried forward (Revolving Credit) and to fresh billings.

If the Corporate/Business entity and/or Card holder avails Revolving Credit in AU Small Finance Bank Credit Card and hence chooses to pay an amount less than the Total Amount Due (TAD) reflected in the monthly statement, the entire outstanding amount would attract finance charges and all new transactions will also attract finance charges till such time as the previous outstanding amounts are repaid in full.

Card Interest Rate is dynamic and will be based on the Cardmember's usage and payment patterns and is subject to periodic review. The rate of finance charges may vary as per the card variant and increase from 1.99% [23.88% per annum] to a maximum of 3.49% per month [41.88% per annum] from the transaction date and is subject to change at the discretion of AU Small Finance Bank. Finance charges, if payable, are subject to levy of applicable taxes and are debited to the Cardmember's account till the outstanding on the card is paid in full. For more details, please refer the schedule of

charges mentioned above.

Minimum Amount Due (MAD):

For Credit Card Variants Under AU Small Finance Bank Corporate Credit Card Program and AU Small Finance Bank Purchase Credit Card Program:

Total Amount Due = Minimum Amount Due

The Minimum Amount Due is a variable percentage of Net Debits + Full Over the Limit amount + EMI billed for the month inclusive of EMI interest, fees, and taxes + Previous statement unpaid minimum amount dues if any.

Important: Please note that making only the minimum payment every month would result in the repayment stretching over years with consequent interest payment on your outstanding balance.

Late Payment Charges:

For Credit Card Variants Under AU Small Finance Bank Corporate Credit Card Program and AU Small Finance Bank Purchase Credit Card Program:

Late payment charges will be applicable if Total Amount Due is not paid by the Payment due date. Clear funds shall be credited into the Credit Card Account on or before payment due date to avoid late payment charges. For more information, please refer to the schedule of charges mentioned above.

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Please note that Finance charges and other charges are subject to change at the discretion of the AU Small Finance Bank.

Illustrative example for calculation of finance charges:

For Card Variants Under AU Small Finance Bank Corporate Credit Card and Purchase Credit Card Program (with Interest-free period of 18 to 48 days)

At the end of each day, the current balance/ outstanding amount will be multiplied by the daily rate to arrive at the daily interest charges, which then get added to your

outstanding balance.

A simple formula would be as below:

$((\text{Number of days} \times \text{Entire outstanding amount} \times (\text{Interest rate per month} \times 12 \text{ months}))/365 \text{ days})$

Currently, the interest rate on Card Variants Under AU Small Finance Bank Corporate Credit Card and Purchase Credit Card Program from 23.88 to 41.88% per annum, or 1.99% to 3.49% per month depending on the card variant offered to the Cardmember.

Sample Illustration 1 (dues not paid in full)

Purchase: ₹10,000 on January 15, 2021

Statement Date: February 01, 2021

Total Amount Due: ₹10,000

Payment Due Date: February 18, 2021

Payment Done: ₹500 on February 10, 2021. Considering no other transactions in February. As per the formula shared above, if the interest of 3.49% per month is charged on the card account, The calculation of interest charged will be as follows:

Balance	Period	No. of days	Calculation	Interest (₹)
10,000	15-31 Jan	17	$(17 \times 10000 \times (3.49/100 \times 12)/365)$	195.06
10,000	01-09 Feb	9	$(9 \times 10000 \times (3.49/100 \times 12)/365)$	103.27
9,500	10-28 Feb	19	$(19 \times 9500 \times (3.49/100 \times 12)/365)$	207.11
Total interest charged				505.44

Goods & Services Tax (GST) at the prevailing rate (currently 18%) will be levied on this interest charged, which is ₹90.98. This will be added to the outstanding amount so in your statement on March 01, 2021, the Total Amount Due will be ₹10,096.42 (₹9,500 + ₹505.44 + ₹90.98).

Sample illustration 2 (Dues revolved, fresh purchase)

Statement Date: March 01, 2021

Total Amount Due: ₹10,096.42

Payment Due Date: March 18, 2021

Payment Done: ₹500 on March 10, 2021

New Purchase: ₹5,000 on March 20, 2021

if the interest of 3.49% per month is charged on the card account, The calculation of interest charged will be as follows:

Balance	Period	No. of days	Calculation	Interest (₹)
10,096.42	01-09 Mar	9	$(9 \times 10096.42 \times (3.49/100 \times 12)/365)$	104.26
9,596.42	10-19 Mar	10	$(10 \times 9596.42 \times (3.49/100 \times 12)/365)$	110.11
14,596.42	20-31 Mar	12	$(12 \times 14596.42 \times (3.49/100 \times 12)/365)$	200.97
Total interest charged				415.34

Goods & Services Tax (GST) at the prevailing rate (currently 18%) will be levied on this interest charged, which is ₹74.76. This will be added to the outstanding amount so in your statement on April 01, 2020, the Total Amount Due will be ₹15,086.52 (₹14,596.42 + ₹415.34 + ₹74.76).

Note: These illustrations are meant to be indicative and to show how interest is calculated and charged. Actual amounts can vary depending on specific cases.

For Card Variants Under AU Small Finance Bank Purchase Credit Card Program:

The interest-free period of 7 days, 14 days, or 18 days can be offered to the Cardmember and depending on the card variant the interest charges may vary from [1.99 to 3.49 % monthly] or [23.88 to 41.88 % Annually]

Sample illustration

Interest-free period: 14 days maximum

Interest rate: 3.49% per month

Interest calculation: $3.49\% \text{ per month} = 3.49\% \times 12 / 365 \text{ per day} = 0.1147\% \text{ per day}$
Considering no previous month outstanding amount on the card, following are the card transactions happened

Purchase: 13000 on 4th May and 17000 on 16th May

Due date for 1st transaction falls on or before 17th May and for 2nd transactions due date falls on or before 29th May. Customer made a payment of ₹13000 for the 1st transaction on

27th May and a payment of ₹17,000 for the 2nd transaction on 28th May. Since, customer fails to make the first transaction payment before due date, interest charges will be applicable on this transaction. For the second transaction, payment made before the due date and hence no interest charges will be applicable on this transaction.

The calculation of interest for the first transaction is as follows:

Interest charged = (Transaction amount X Number of days payment held X Interest rate per day)

$$357.86 = (13000 \times 24 \times ((0.1147 / 100)))$$

Date	Description	Transaction Amount	Hold for no. of days	Interest per day	Calculation of Interest	Interest Charged
4 th May	Purchase	13000				
16 th May	Purchase	17000				
27 th May	Payment made for transaction dated 4 th May	-13000	24	0.1147%	$(13000 \times 24 \times (0.1147 / 100))$	357.864
28 th May	Payment made for transaction dated 16 th May	-17000	0	0.1147%	$(17000 \times 0 \times (0.1147 / 100))$	0
Total interest charged						357.864

Goods & Services Tax (GST) at the prevailing rate (currently 18%) will be levied on this interest charged, which is ₹64.42

Total O/S on the card= Opening Balance + Current month Purchases + Interest and fees – Payments

$$422.48 = 0 + (13000+17000) + (357.86 + 64.62) - (13000+17000)$$

Credit Limits

Credit Limit and Cash Limit are assigned to Cardmembers based on the instructions received from the Corporate/Business entity and at the sole discretion of the AU Small Finance Bank (If applicable on the card variant). The Corporate/Business entity Limit shall be shared between the individual Credit Cardmembers which the corporate may allocate amongst the Cardmembers. A corporate may choose from the following

- The corporate undertakes to ensure that the aggregate of individual credit limits assigned to its Cardmembers shall not exceed the credit limit allocated to the corporate.

Or

- The corporate undertakes to ensure that the aggregate of the individual credit limit assigned to its Cardmembers may exceed the credit limit allocated to the corporate, but, at any given point the sum of transactions amount of the Cardmembers shall not exceed the credit limit assigned to the corporate.

In case the Cardmember exhausts the corporate credit limit sanctioned, the credit card will not be invalidated, but all transactions initiated by the Cardmember, beyond the credit limit sanctioned will be declined till the corporate primary account is

funded fully or partly so as to bring the outstanding within the credit limit.

Assigned Credit Limit, Available Credit Limit and Cash withdrawal limit will also be shown on monthly statement together at the statement closing date. The Bank may at its sole discretion and/or on the request from the corporate, revise the Credit Limits from time to time.

Billing & Statements

Billing Statements: Periodicity and mode of sending: All Cardmembers and/or Corporate /Business entity will be billed monthly or as per the billing cycle for all charges incurred using the card and for all charges applicable to the card account. However, there may be no statement generated for the period in which there has been no outstanding due and no transaction on the account in the past month or billing cycle period. The billing statement will be dispatched monthly as per the billing cycle to customers at the mailing address as per the Banks records by email only.

Payment appropriation: Payments received against the Cardmember's outstanding will be adjusted in the following order

- GST
- Membership fee or Annual fee
- Interest or Finance charges
- Late payment fee
- Cash advances
- Purchases
- Other Applicable fee etc. in that order.

Method of Payment:

Payments towards the Credit Card account can be made in any of the following ways:

In case the Cardmember has an AU Small Finance Bank account, Payment can be done through Internet Banking, Mobile Banking or ATMs. Cardmember can also opt for a Standing Instruction facility as Autopay, where funds can be automatically transferred from the Cardmember's AU Small Finance Bank account to the

Cardmember's Credit Card account on due date.

In case the Cardmember is a Non-AU Small Finance Bank account holder, he can make the Payment through Bill Desk facility using other banks' Net Banking account or Cardmember can also make payment through NEFT fund transfer mode from other bank account (using IFSC code AUBLOCCARDS).

Payment may also be made by dropping payment instrument (Cheque or draft) into any of the AU Small Finance Bank Credit Card drop boxes placed in the AU Small Finance Bank branches. The instrument should be payable to AU Small Finance Bank Credit Card Number xxxx xxxx xxxx. Kindly ensure that it is deposited at least 3 working days before due date in case of AU Small Finance Bank cheque and 5 working days before due date in case of Non-AU Small Finance Bank cheque.

AU Small Finance Bank's standard terms and condition will be applicable for GST.

Corporate/Business entity and/or Cardmember would be responsible for providing correct and timely information for enabling Credit Card Issuer to undertake appropriate GST compliances. Card issuer shall not be responsible for any loss of input tax credit or delay in availing of input tax credit to the Corporate and/or Cardmember.

Billing Disputes Resolution:

In an event where the Corporate/Business entity and/or Cardmember disagrees with the charges indicated in the statement, it should be communicated in writing to the correspondence address of the AU Small Finance Bank within 30 days of receipt of the statement, failing which it would be construed that all charges indicated in the statement are in order.

Contact Particulars of AU Small Finance Bank Ltd

Credit card 24-hour Customer Care:

The Cardmember may contact AU Small Finance Bank at the following 24-hour

Customer Care numbers and/or at such other Customer Care numbers as may be notified by the Bank from time to time. Toll free Number: 1800 1200 1500

Grievance Redressal/Complaints/ Escalations:

The Corporate/Business entity and/or Cardmember can contact AU Small Finance Bank Credit Cards for making any inquiries or for any grievance redressal through:

- Our 24X7 hours call centre number 1800 1200 1500
- Email: corpcc.support@aubank.in
- Mail – AU Small Finance Bank, Credit Card Division, 3rd Floor Hall C, Sunny Junction STC, New Atish Market, Jaipur Rajasthan 302020

H. Default and Circumstance

In the event of default, the Corporate/ Business entity and/or Cardmember will receive reminders from the Bank for time-to-time settlement of any outstanding on the Credit Card account, by post, telephone, e-mail, SMS messages, WhatsApp messages, and/or engaging third parties to remind, follow up and collect dues. Any third party so appointed, shall adhere fully to the code of conduct on debt collection. In case of death of Corporate/ Business entity and/or Cardmember, AU Bank will be entitled to recover the total outstanding from the legal heirs/estate of the Corporate/Business entity and/or Cardmember.

If the Card Member fails to pay the Minimum Amount Due by the date indicated in the billing statement, it shall be treated as default. In case of default, the Bank can forward the default report to the Credit Information Bureaus or to such other agencies as approved by law. The time period between the payment due date and the billing date indicated on the billing statement is considered as the notice period for reporting a Card Member as a defaulter. Terms and Conditions governing Credit Card Facilities shall be applicable to the

Supplementary Cardholders as well.

Procedure for withdrawal of default report and the period within which the default report would be withdrawn after settlement of dues: The Bank submits the Cardmember's data to CIC Credit Information Companies every month in the format prescribed by CIC in terms of the Credit Information Companies (Regulation) Act, 2005. This data includes the repayment status of all Corporates/ Business entities and/or Cardmembers, both defaulters and current, for the previous month. CIC Credit Information Companies uploads the submitted data onto their server in another thirty days.

Recovery of dues in case of death/ permanent incapacitation of the Cardmember: It shall be in accordance with the applicable laws after giving sufficient notice for payment of dues and all information regarding the outstanding dues, to the successors/nominees/legal heirs of the Card Member.

Complimentary Insurance covers may vary by card variants and from Card to Card. The Cardmember agrees to check and understand the specific complimentary insurance cover provided to the Cardmember under the specific AU Bank Card. For complete Insurance coverage applicable on issued card variant, Cardmember needs to check AU Bank website and Cardmember agreement.

I. Right of Lien

AU Small Finance Bank may at any time or without any notice, will have right of lien and set-off over any amount belonging to the Corporate/Business entity and/or Cardmember and standing to their credit in any account of the bank, without any notice or reason.

J. Termination/Revocation/Surrender of Cardmembership

The Corporate/Business entity and/or Cardmember may at any time choose to terminate the Card Account with or without

giving any prior notice. For avoiding misuse, it is advised to cut the Credit Card(s), into four pieces ensuring that the hologram, card chip and magnetic strip are destroyed permanently. The Corporate/Business entity and/or Cardmember may terminate the Cardmembership by calling AU Small Finance Bank Customer Care helpline or by writing to AU Small Finance Bank at the following address:

AU Small Finance Bank, Credit Card Division, 3rd Floor Hall C, Sunny Junction STC, New Atish Market, Jaipur Rajasthan 302020.

Termination will be effective after receipt of payments of all amounts outstanding to the card account. No Card annual or renewal fees shall be refunded.

In case AU Small Finance Bank notices unusual or abnormal transaction patterns on the Card, the Bank will try to establish contact with the Corporate/Business entity and/or Cardmember on the registered number of the Corporate/Business entity and/or Cardmember to verify the bonafideness of such card transactions. If Bank fails to establish contact with the Corporate/Business entity and/or Cardmember, the Bank may terminate or restrict the use of Card, if the Bank reasonably believes it necessary in the interest of Security Reasons or in the interest of the Corporate/Business entity and/or Cardmember. AU Small Finance Bank Credit Card shall be issued only for Domestic usage and the customer shall be required to get in touch with the Bank through various banking channels to enable the international usage of the card.

Corporate/Business entity and/or Cardmember to ensure that usage of AU Small Finance Bank Credit Card for International Use shall be strictly in accordance with exchange control regulations and other guidelines issued by Regulatory authorities as applicable from time to time.

Corporate/Business entity and/or

Cardmember to ensure that the primary or add on card will not be used for transactions involving Forex trading, gambling, lottery, betting, dating. In the event of any failure to do so, Cardmember will be liable for any action as applicable under the FEMA 1999 or its statutory modifications.

The Internationally valid Card issued to the Cardmember is valid world-wide except for payment in foreign exchange at Merchant Establishments in Nepal & Bhutan. In respect of Cards, the use of which is restricted only in India/Nepal/Bhutan, use outside India/Nepal/Bhutan is a breach of the "Foreign Exchange Management Act" (FEMA) or any other corresponding law. The Corporate/Business entity and/or Cardmember accepts full responsibility for wrongful use in contravention to these conditions and undertakes and agrees to indemnify the Bank to make good any loss, damage, interest, conversion, any other financial charge that the AU Small Finance Bank may incur and or suffer as a result of the Cardmember committing violations of the provisions thereof.

Internationally valid Card and all other Cards cannot be used on Internet or otherwise for purchase of prohibited items like lottery tickets, banned or proscribed magazines, participation in sweepstakes, payment for call-back services, remittance in any form towards overseas forex trading, margin calls to overseas exchanges/overseas counterparty, trading in foreign exchange in domestic/overseas markets etc.

Please note that under the Foreign Exchange Management Act (FEMA), 1999, Indian residents are prohibited from trading in foreign exchange overseas through electronic/internet trading portals. If such transactions are noted on your Credit Card or online/mobile banking, we will be constrained to close your card / account held with us and report the same to the regulator.

AU Small Finance Bank can suspend the Credit Card if the Corporate/Business entity and/or Cardmember defaults on payment

due or card usage exceeds the credit limit allotted.

In the event of a Credit Card program closure or at the time of renewal of credit card, AU Small Finance Bank at its sole discretion reserves the right to provide a card type that is different from the existing card type held by the Cardmember. The credit limits and cash limits on any credit card at any point in time are as per sole discretion of AU Small Finance Bank.

The card application shall continue to be valid for any replacement card provided at the time of closure/renewal.

Based on the usage patterns of the Credit Card by Cardmember, if any of the usage patterns are suspected by AU Small Finance Bank, the Bank may take restrictive action on the Credit Card. Such action can be with an immediate effect and may include withdrawal of card features or benefits or complete termination of the Card. It will be Corporate/Business entity and/or Cardmember's responsibility to provide satisfactory proof of bona fide usage to reinstate the Credit Card or features or benefits. AU Small Finance Bank's decision in this regard shall be final and binding on all the Cardmembers.

In event of death or in capacitance of a Cardmember due to insolvency/dissolution/bankruptcy or winding up of a corporate body of Cardmember, AU Small Finance Bank shall automatically cancel the card issued to the Cardmember. The Card Account would also be liable to be suspended on the instructions of any government regulatory body. AU Small Finance Bank would be entitled to recover outstanding on card in such event in accordance with the relevant laws in force.

In the event that the parties are unable to resolve a dispute arising out or in connection with these terms and conditions whether during its subsistence or thereafter between the Parties including any dispute or difference relating to the interpretation of the terms or any clause thereof in accordance with the procedure specified above, the

dispute shall be referred to arbitration by a sole Arbitrator appointed by the Bank at its sole discretion. The award of the Arbitrator shall be final and binding on the Parties. The Arbitration and Conciliation Act, 1996, or any statutory modification thereof, shall apply to the arbitration proceedings, which shall be held in Jaipur and conducted in the English language.

In case of any insolvency application filed against the Corporate under the Insolvency and Bankruptcy Code, 2016 the Corporate shall immediately repay all the outstanding amount on the card to the Bank immediately.

For placing a request to close a Credit Card, Cardmember can place a request through IVR 1800 1200 1500, email id: corpcc.support@aubank.in or may place the request on 'auro' chatbot.

In-case Credit Card is inactive for a period of 1 year, bank will communicate customer for closure of Credit Card. If no reply is received from the cardholder within a period of 30 days, the card account shall be closed by the card-issuer, subject to payment of all dues by the cardholder.

K. Loss/Theft/Misuse of Card

The Cardmember must inform AU Small Finance Bank on its 24-Hour Call Center i.e., 1800 1200 1500 immediately, if the Credit Card is misplaced, lost, stolen, mutilated, not received or when Corporate/Business entity and/or Cardmember suspects that the Credit Card is being used without his/her permission. AU Small Finance Bank would immediately block the usage of misplaced, lost, stolen, mutilated, not received card, and issue a replacement card in lieu of that. If the lost card is subsequently retrieved; it must not be used. The retrieval of original card must immediately be reported to AU Small Finance Bank, and it must be cut in half diagonally through the magstripe and the pieces returned to AU Small Finance Bank.

The Corporate shall immediately inform AU Small Finance Bank if it wishes to remove any Cardmember from the corporate credit card program. The Corporate shall always

be liable for any misuse of the card by any of its employee irrespective of the employee ceasing to be in its service by way of resignation or termination.

AU Small Finance Bank will not be liable or responsible for any transaction done on the card account prior to the time of reporting of the card loss, and Cardmember will be liable for the same.

The Corporate/Business entity and/ or the Cardmember will be liable for all losses in case of misuse of the card by someone who obtained the Card or the PIN with the consent of the Cardmember.

Card transactions at POS may get processed by merchants without PIN or any additional authentication, when it is done on merchants located outside India as it may not be a mandate to use PIN in such countries. Cardmember is liable for all such transactions prior to the reporting of the card loss to AU Small Finance Bank. In addition to informing AU Small Finance Bank about the card loss or theft, the Cardmember must report any loss or theft of the card to the local police, lodge an FIR and provide the police complaint copy.

AU Small Finance Bank may give the police or other relevant authorities any information that AU Small Finance Bank considers relevant regarding the Card loss or theft or misuse of the Card or the PIN.

In the event of the Corporate/Business entity and/or Cardmember, after being informed by AU Small Finance Bank of the probable fraud risk, still requests to unblock the Card, AU Small Finance Bank shall not stand liable or responsible in any manner for any fraudulent transactions reported to it thereafter on account of fraudulent usage of the Card or otherwise.

Kindly refer to our Customer Compensation Policy on <https://www.aubank.in/notice-board>

L. Grievance Cell

In case of non-resolution of grievances within seven days, customers may escalate their grievance to the Regional Nodal

Officer(s) and thereafter to the Principal Nodal Officer after expiry of further seven days. To get more details, please visit Grievance Redressal section via www.aubank.in/support/contact-us

To further get compensation framework for unsuccessful/failed transactions, delay in redressal of grievance, delay in closing of account/blocking of lost or stolen cards, etc., visit the link: <https://www.aubank.in/notice-board> and refer to 'Customer Grievance Redressal Policy'.

M. Disclosure

The Corporate/Business entity and/or Cardmember acknowledges that as per existing business practices, AU Small Finance Bank can disclose from time to time any information relating to the Credit Card/s, to any credit bureau (Existing or Future) without any prior notice to the Corporate/Business entity and/or Cardmember. All financial institutions including Banks are participating in this initiative as required to share customer data with Credit bureaus and this information is being provided in the terms of the Credit Information Companies Regulation Act, 2005.

- AU Small Finance Bank wishes to inform the Corporate/Business entity and/or Cardmember that AU Small Finance Bank can disclose any information relating to card default by the Cardmember to credit bureau in case the card is overdue, with due notice. Any refresh / updation of data on receipt of payment towards overdue card accounts will reflect in credit bureaus within a period of 60 days from the date of receipt of payment by the bank.
- AU Small Finance Bank wishes to inform the Corporate/Business entity and/or Cardmembers that AU Small Finance Bank at its own discretion, will record specific conversations between the Corporate / Business entity and/or Cardmember and the representative of the Bank, in cases of grievance related conversations or payments recover related conversations.

- AU Small Finance Bank shall take reasonable care to ensure the security of and prevent unauthorized access to the customer data using technology reasonably available with the Bank.
- Credit Card variants have a complimentary insurance cover on the Card. The policy coverage starts from the date of the Credit Card set up, kindly refer to the usage guide for details.

N. Lounge Access

Card validation charges for the Domestic Lounge facility and Railway Lounge facility, as may be applicable for a card variant, will be levied to the Cardmember and it will not be reversed. kindly refer to the usage guide for details.

In addition to the above, please refer to the Cardmember Agreement sent to you along with your Corporate Card for detailed terms and conditions of the AU Small Finance Bank Corporate Card.



Customer Care: 1800 1200 1500 | Website: www.aubank.in