





INDUSIND BANK CREDIT CARD  
MOST IMPORTANT TERMS & CONDITIONS

IndusInd Bank - your financial partner.  
IndusInd Bank has successfully empowered millions of demanding customers by pursuing excellence, building long-term relationships, delivering innovative solutions & leveraging unique insights.

FOR MORE INFORMATION:

-  Please visit our bank branches
-  Call our 24-hour Phone Banking at 1860 267 7777
-  Log on to [www.indusind.com](http://www.indusind.com)
-  E-mail us at [premium.care@indusind.com](mailto:premium.care@indusind.com)

Note: The stated documentation is subject to change and is at the sole discretion of IndusInd Bank.

Terms and conditions apply.



## MOST IMPORTANT TERMS & CONDITIONS INDUSIND BANK CREDIT CARDS

The Most Important Terms and Conditions (MITC) and all information herein is applicable to all Credit Cards/cardholders/applicants of credit cards/customers of the bank/members of the general public evincing interest in the Credit Card product of the bank, with immediate effect. The MITC are subject to change. The said MITC are in addition to and are to be read along with the terms and conditions of the Cardholder agreement of the bank.

## FEES AND CHARGES

### Schedule of Charges

Fee	Joining Fee	Annual Fee	Add-on Card Fee
Platinum Aura	₹500	Nil	Nil
Platinum Aura Edge	₹500	Nil	Nil
Platinum Select	₹999	Nil	Nil
Platinum	₹3000	Nil	Nil
Iconia	₹3500	Nil	Nil
Duo	₹249	Nil	Nil
Legend	₹9999	Nil	Nil
Pinnacle	₹14999	Nil	Nil
Pinnacle for Grandé Customers	₹5000*	Nil	Nil
InterMiles IndusInd Bank Odyssey Credit Card	₹10000	₹4000	Nil
InterMiles IndusInd Bank Voyage Credit Card	₹2000	₹2000	Nil
Platinum RuPay Credit Card	Nil	Nil	Nil

\* Pinnacle for Grande customers would be free if spends of ₹50,000 done in first 90 days. If spends criteria not met, Joining fee ₹5000 will be levied

## OTHER FINANCIAL CHARGES

Interest Charge	Monthly Rate	Annual Rate
For Platinum Aura, Platinum Aura Edge, Platinum Select, Platinum (w.e.f 15 <sup>th</sup> December, 2022) For Legend (w.e.f 5 <sup>th</sup> July, 2023) For Platinum RuPay	3.95%	47.40%
For Other Cards	3.83%	46%
Interest-free Period	Up to 50 days; Interest-free period is not applicable if Total Amount Due is not paid in full	
Late Payment Charges	Outstanding Balance Up to ₹100 - Nil Between ₹101 - ₹500 - ₹100 Between ₹501 - ₹1,000 - ₹350 Between ₹1001 - ₹10,000 - ₹550 Between ₹10,001 - ₹25,000 - ₹800 Between ₹25,001 - ₹50,000 - ₹1100 Above ₹50,000 - ₹1300	
Over Limit Charges	2.5% of Over Limit Amount subject to a minimum of ₹500	
Returned Cheque	₹250	
Outstation Cheque Processing Fee	Please note that the outstation cheques only from IndusInd Bank locations can be accepted	
Cash Advance Charges	2.5% of the advance amount subject to a minimum of ₹300	
Balance Enquiry Charges on Non-IndusInd Bank ATMs	₹25	
Machine Surcharge at ATMs	Passed at applicable rates to customer	
Foreign Currency Mark-up	3.5% on all Credit Cards*	

\*IndusInd Bank Legend Credit Card - 1.8% (GST applicable at the current rate, as notified by the Ministry of Finance, Government of India)

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

Railway Booking Surcharge	As applicable
Savings Plan Change (for IndusInd Bank Platinum Aura, Platinum Aura Edge Credit Card and IndusInd Bank Gold Credit Card)	₹250
Fuel Surcharge (Subject to minimum of INR 10)	1% Fuel Surcharge Waiver* (GST on fuel surcharge as per standard rate shall be applicable and borne by the customer) Please visit <a href="http://www.indusind.com">www.indusind.com</a> for waiver details as per product offerings
Cash Payment Fee at IndusInd Bank Branch	₹100
GST	At the current rate, as notified by Ministry of Finance, Government of India
Duplicate Physical Statement Request	₹100 per statement (beyond last 3 months)
Re-issue/Replacement	₹100
Charge-slip Request	₹300
Priority Pass Lounges	Up to US\$35 per person per visit
Rewards Redemption Fee	₹100
Dynamic Currency Conversion (DCC)	1% Markup fee plus taxes on all transactions carried out in Indian Currency at an international location /merchants located in India but registered overseas
Rent payments through third-party merchants	1% Fee + GST levied on each transaction. (not applicable on Platinum RuPay Credit Card)

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

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

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

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

Example for interest computation: If full payment of ₹10,000 is made by Payment Due Date, no interest would be levied. In the above example interest will be charged as follows in the statement dated 25-Feb-11.

Type	Transaction Date	Outstanding Balance	Up to Date	Days	Interest Rate	Interest
Shopper's Stop	14-Jan-11	₹10,000	25-Jan-11	11	3.83% p.m./ 46% p.a.	138.63 (11/365 days* 46%* ₹10,000)
Opening Balance on 25-Jan-11		₹10,000	10-Feb-11	16	3.83% p.m./ 46% p.a.	201.64 (16/365 days* 46%* ₹10,000)
Payment of ₹7,000 on 10-Feb-11	10-Feb-11	₹3,000	25-Feb-11	15	3.83% p.m./ 46% p.a.	56.71 (15/365 days* 46%* ₹3,000)
Total Interest Payable						₹396.98

Please note in the above illustration interest has been calculated at 3.83% p.m.

Interest is calculated on a daily basis on the current outstanding balance of the Cardholder. Interest is levied if Total Amount Due is not paid off by due date. Also, interest will be levied on all cash advances from the date of the transaction until the date of payment. Interest rate of 3.83% per month (46% per annum) will be applicable initially. The bank can at its sole discretion change the interest rate depending on factors such as, but not limited to, credit history, purchase patterns, payment behavior, loyalty and vintage of the customer. Interest charges are dynamic and are subject to change based on periodic review by IndusInd Bank.

## CREDIT AND CASH WITHDRAWAL LIMITS

- **Credit Limit:** This is the maximum limit assigned to the Cardholder. Your total outstanding including all transactions, fee, and charges should not exceed this limit.
- **Cash Limit:** This is the maximum Cash Advance Limit assigned to the Cardholder. This limit is lower than the Credit Limit and is a subset of the overall Credit Limit.
- **Available Credit Limit:** The available Credit Limit at any time is the difference between assigned Credit Limit & Outstanding balance on the Card at that point of time.
- **Available Cash Limit:** The available Cash Limit at any time is the difference between assigned cash Limit & Outstanding Cash Balance on the Card at that point of time.
- The Credit and Cash Limits will vary for each Cardholder and will be disclosed in the monthly statement sent to the Cardholder.

## BILLING & STATEMENT

- The Bank will send a monthly statement to the Cardholder, e-mail and/or physical, through the delivery mode as specified by the Bank for each billing period during which there is any transaction/payment or any amount outstanding on the Card account.
- Non-receipt of Statement would not affect the Cardholder's obligations and liabilities under this agreement and he/she shall be liable to settle atleast the MINIMUM AMOUNT DUE before the Payment Due Date.
- Minimum Amount Due is calculated as 5% of Total Amount Due or such other amount as may be determined by IndusInd Bank at its sole discretion. Please note that making only the minimum payment every month would result in interest being levied on all subsequent transactions from the transaction date itself & also in the repayment stretching over a period of time with consequent interest payment on your outstanding balance. For eg. at 3.83% p.m. it would take you 38 months to pay off an initial purchase of ₹10,000 if you make a payment of only the Minimum Amount Due (with Minimum Amount Due at least ₹500) each month.

- The Cardholder agrees that it is his responsibility to notify the bank in case of non-receipt or discrepancy in his monthly statement within 15 days of his statement billing date. In case the Cardholder does not notify the bank of any such event, the statement will be deemed to have been delivered and conclusive.
- Late Payment Charges will be levied if Minimum Amount Due (exact amount including decimals if any) is not paid on or before the Payment Due Date. Late Payment Charges will also be levied in case of no payment or payment less than the Minimum Amount Due.

## HOW TO MAKE PAYMENT

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

1. Using the "Swift Pay" option on [www.indusind.com](http://www.indusind.com) to pay from any bank account
2. Online Funds transfer from a non-IndusInd Bank account using NEFT/RTGS/Visa Money Transfer facility
3. Cheque/Draft favouring IndusInd Bank Credit Card No. XXXXXXXXXXXXXXXXXXXX deposited at IndusInd Bank Branches/ATMs. You are advised to drop cheques at least 4 working days prior to the payment due date to ensure timely credit to your Card account and avoid levy of penal charges. Please mention your mobile number on the reverse of the cheque, we shall send you an SMS on receipt of your cheque.
4. Cash deposit at IndusInd Bank branches.
5. By activating Auto Payment Facility on your IndusInd Bank account or through NACH facility on your non IndusInd Bank account. Contact phone banking for more details. Payment received against card outstanding will be adjusted against all EMIs, Taxes, Fees, Other charges, Interest Charges, Cash Advance and Purchase, in that order.

## CONTACT CHANNELS, GRIEVANCE REDRESSAL & COMPENSATION FRAMEWORK

The Cardholder can contact the Bank through any of the following communication channels for any enquiries and/or redressal of concerns.

1. 24-Hour Phone Banking Number: 18602677777.
2. Email: [premium.care@indusind.com](mailto:premium.care@indusind.com)

3. By writing to the Bank's Credit Card Unit at: IndusInd Bank Ltd. (Credit Cards Division), PO Box 9421, Chakala, MIDC, Andheri (E), Mumbai-400093.
4. For unresolved grievances, please write to: Head Card Services, IndusInd Bank Ltd. (Credit Cards Division), PO Box 9421, Chakala, MIDC, Andheri (East), Mumbai -400 093 or email: head.cardservices@indusind.com  
In case you do not receive a response from Head Card Services within 7 days, you may write to: Ms. Dilnaz Sidhwa, Executive Vice President & Principal Nodal Officer, IndusInd Bank Ltd. OPUS Center Road, Opp. Tunga Paradise Hotel MIDC, Andheri East, Mumbai - 400093  
Email: nodal.officer@indusind.com Tel.No: (022) 61553705 between 09.30 a.m. to 05.30 p.m. Monday to Friday  
Please quote your IndusInd Bank Credit Card Number in all your correspondences with us. Please note that the mechanism and timelines of Grievance Redressal Policy is available on the website www.indusind.com and the same can be accessed under Regulatory Disclosures > Grievance Redressal.  
Timeline for redressal of grievances: Customer Grievance will be addressed within a period of 30 days, if your issue still remains unresolved or if you have not received response within 30 days of lodging a complaint, you may approach the Banking Ombudsman appointed by the Reserve Bank of India.
5. Compensation framework for unsuccessful/ failed transactions, delay in redressal of grievance, delay in closing of account/blocking of lost or stolen cards, etc.: In case of unsuccessful transaction/failure, as per Harmonisation of TAT, the Bank will reverse blocked amount within 7 days. In case if the merchant claims such transaction, the regular dispute process will be followed as per franchise guidelines which is covered in the compensation policy. The timeline is specified and updated in the compensation policy displayed on the bank website under Regulatory Disclosures> Customer Policy> Customer Compensation Policy where it is established that the Bank had issued and activated a Credit Card without written consent of the recipient, the Bank would reverse the charges immediately. Operation of credit account shall be in accordance with IndusInd Bank Credit Card terms and conditions. Transactions reported as erroneous by customers, which require specific reference to a merchant establishment will be handled as per chargeback rules laid down by card networks (VISA/ MasterCard/ American Express/ RuPay). The Bank will provide explanation and, if necessary, documentary evidence to the customer within a maximum period of sixty days. Failure on the part of the card-issuers to complete the process of closure of Credit Card within seven working days shall result in a penalty of ₹500 per day of delay payable to the customer, till the closure of credit card, provided there is no outstanding in the Credit Card account.

## DEFAULT

- In the event of default, the Cardholder will be sent reminders from time-to-time by representatives of IndusInd Bank including third parties appointed by IndusInd Bank for settlement of any outstanding on the Credit Card Account, by post, fax, telephone, electronic mail, SMS messaging and/or engaging its representatives to remind, follow up and collect dues third party so appointed, shall adhere to the code of conduct on debt collection as applicable from time-to-time
- Procedure including notice period for reporting a cardholder as defaulter: Grace period of 3 days is allowed from the payment due date on Credit Card Accounts, where payments are not overdue. The clear funds must be credited by payment due date as mentioned on the Credit Card statement, however 3 grace days are provided to accommodate for processing time of payments. The Bank shall report a Credit Card Account as 'past due' to credit information companies (CICs) and levy late payment charges when a Credit Card Account remains 'past due' for more than 3 days
- In case the cardholder fails to make payment of either the Minimum Amount Due or the total amount due, under each monthly billing statement, the bank shall notify the customer of such non-payment and its intention to report the cardholder as defaulter to the Credit Information Companies (CIC) in case the cardholder fails to pay the Minimum Amount Due or the total amount due within 7 (seven) days

In the event that the Cardholder commits an instance of default, the bank at its sole discretion will be entitled to:

- Withdraw all Credit Card facilities extended to the Cardholder
- Ask the Cardholder to pay immediately all outstanding balance on the card
- Exercise the bank's right to lien and set-off the amount outstanding against any monies/deposits/accounts maintained in the Cardholder's name with the bank.
- Proceed independently of any right of lien/set-off to recover all outstanding in a lawful manner deemed fit by the bank.
- Without prior notice to the Cardholder and under confidentiality, disclose to the Reserve Bank of India or any authority, credit bureau or any governmental authority or any other body/person the identity of the Cardholder and the fact that the Cardholder has committed an instance of default.

The bank shall be entitled to withdraw any default report issued at its sole discretion in case:

- The defaulter in question has liquidated his entire outstanding dues with the bank or settled his dues with the bank.
- A court verdict has been received instructing the bank to de-list the Cardholder against the bank in a legal suit filed by or against the bank. Decisions are taken on a case-to-case basis upon individual reviews.

- In the event of death or permanent disability of a Cardholder, IndusInd Bank reserves the right to pursue all courses available to it under law and equity at its discretion, to recover any card account(s) outstandings, including recovery of the card outstandings from any applicable insurance cover or from the heirs/executors/administrators of the Cardholder.

#### **TERMINATION/REVOCAION OF THE CARDHOLDERSHIP**

- The Cardholder may terminate this agreement at any time by way of a written request or by calling IndusInd Bank Phone Banking with a request to terminate all facilities and benefits there to associated with the Credit Card.
- Termination will only be effective when the bank will receive payment of all amounts outstanding in respect of the Credit Card account.
- The Bank may terminate the Credit Card facility immediately at any time, at its discretion or at any time restrict its use, without any notice in that regard. Where the bank terminates the Credit Card facility, all amounts outstanding on the card account (including charges or cash advances not yet debited) will become due and payable immediately. In such case, the bank has the Cardholder's express authority to debit the card accounts for all withdrawals/ transfers effected by the use of Credit Card/ PIN as per the bank's records, which will be conclusive and binding.
- If the Cardholder(s) Credit Card is never used or not used for more than 90 days, all the benefits thereto may be withdrawn. Such Cardholder(s) will be given prior notice of such withdrawal.

#### **LOSS/THEFT OF THE CARD**

- The Cardholder is responsible for the security of the card and shall take all steps to ensure the safe keeping thereof.
- The Cardholder shall report the loss of the card to the Bank by calling the 24-Hour Phone Banking number, through IndusMobile/ IndusNet/ IVR or by sending SMS BLOCK <last 4 digits of Credit Card number> to 5676757 from his registered mobile number, immediately on such loss. The Bank will attempt to deactivate the card immediately to prevent misuse. The Cardholder must file a First Information Report ('FIR') with the local police. The Cardholder must send a written confirmation to the Bank. The Cardholder shall then send the following documents to the Bank:
  - FIR Report duly acknowledged by an officer

- Letter giving details of the loss/disputed transactions Indemnity letter from the Card holder
- Passport copies, incase of International transaction dispute
- All other documents as required by the bank and to the satisfaction of the bank.
- The bank shall at its own cost, take out an insurance policy for lost/stolen card within the geographical limit and subject to the terms and conditions and the limit as more particularly set out in the policy.
- Available insurance cover, if any, for cardholder and date of activation of policy including nomination details - Select Credit Card variants have a complimentary insurance cover on the Card. The policy coverage starts from the date of the Credit Card set up. For information on updating nominee details and terms and conditions, please visit [www.indusind.com](http://www.indusind.com)

#### **OTHERS**

- I/We, certify that all information furnished by me/us is true. I/We, the Cardholder(s) hereby expressly authorise the bank for the purpose of credit verification or reference checks, protection of its interests, etc. to disclose all/any information/documents relating to the Cardholder/this agreement and/or any other agreements or upon default committed by the Cardholder, to the Reserve Bank of India, Income Tax Authorities, Law enforcement authority, tribunals, courts, judicial bodies, other banks, credit bureau, financial institutions or any other third party, at any point of time. I/We waive the privilege of privacy & privity of contract.
- The Cardholder hereby agrees that the information furnished by the Cardholder in the application or otherwise, may be further used by bank for marketing purposes to sell card related offers, including but not limited to balance transfer, EMI offers, cash-related offers, insurance products, etc. from time-to-time. Further, bank may use this information to market other products of bank from time-to-time in conformity with the disclosure norms as applicable.
- Bank may also use the information provided by the Cardholder for marketing their products via telemarketing channels/calls or direct mail or any other channel of communication deemed fit by the bank. For ensuring that the Cardholder(s) are not inconvenienced, the bank maintains a 'Do-Not-Call' register and if the Cardholder(s) would not like to be called for any marketing offers, they may inform the bank for listing their said contact numbers in the 'Do Not-Call' register.

- The Cardholder acknowledges that, as per the business practices and applicable provisions, the bank is authorised to share Cardholder information with any existing or future Credit Bureaus as determined by the bank from time-to time. The Cardholder further acknowledges that the bank is entitled to share such information without providing prior notice to the Cardholder, and such information may pertain to positive or negative performance/default by the Cardholder.
- The Credit Information Bureau of India Ltd. (CIBIL) is an initiative of the Government of India and the Reserve Bank of India (RBI) to improve the functionality and stability of the Indian financial system. This is in line with RBI's efforts to provide an effective mechanism for exchange of information between banks and financial institutions, thereby enabling Cardholders to avail of better credit terms from various institutions.
- All banks and financial institutions participating in this initiative are required to share Cardholders' data with CIBIL. In view of the above, the bank wishes to inform the Cardholders that IndusInd Bank shall be reporting the data pertaining to the Cardholders' Account with them to CIBIL. This data will be updated on a regular basis for all its Cardholders and the bank thanks the Cardholder(s) for their continuing support and co-operation in this matter.
- InterMiles IndusInd Bank Odyssey Credit Card & InterMiles IndusInd Bank Voyage Credit Card are co-branded Credit Cards issued by IndusInd Bank in partnership with Jet Privilege Pvt Ltd. There is a revenue sharing arrangement between IndusInd Bank & Jet Privilege Pvt Ltd. for this co-branded Credit Card.