

SIB OneCard Credit Card

Key Fact Statement

w.e.f. November 01, 2023

Issued By
South Indian Bank



Key Fact Statement - SIB OneCard

 Issued By 

Sr.A	Fees and Charges	Unit Fees														
01	Joining fee for Primary or Add-on cardholder	Nil														
02	Annual Membership fee for Primary or Add-on cardholder	Nil														
03	Issuance Fee (Add-on cardholder) Plastic Card Metal Card	Nil ₹ 3,000														
04	Card Cancellation Fee *if cancelled within 6 months of virtual card being activated	Primary cardholder ↳ Metal Card ₹3000 ↳ Plastic Card ₹500 Add-on cardholder ↳ Metal Card Nil ↳ Plastic Card ₹500														
05	Cash Advance Fee/ATM withdrawal fee	2.5% of amount withdrawn (Min ₹300)														
06	Service Charges levied for transactions: Rewards Redemption Fee Forex Markup Fee Over Limit Fee Rent Transaction Fee <ul style="list-style-type: none"> • Third-Party Merchants • OneCard In-App rent payment OneCard In-App Rent Convenience Fee Fuel Surcharge Waiver Cap Wallet Upload/Transfers fee On cumulative spends of ₹10,000 or more <i>(w.e.f 20th Sept. 2023)</i>	- Nil 1% of transaction amount 2.5% of over limit amount (Min ₹400) 1% of transaction amount 0% of transaction amount 2% of transaction amount ₹400 per month per account 1%														
07	Card replacement fee	Plastic card - Nil 2nd replacement - ₹145 3rd replacement onwards - ₹145 Metal Card- ₹ 3,000														
08	Interest Free Period**	Up to 48 days														
09	Interest Rate	3.49% per month 41.88% per annum														
10	Late Payment Charges	<table border="1"> <thead> <tr> <th>Total Amount Due (TAD)</th> <th>Fee</th> </tr> </thead> <tbody> <tr> <td>₹0-99</td> <td>₹0</td> </tr> <tr> <td>₹100 -1000</td> <td>₹100</td> </tr> <tr> <td>₹1001-5000</td> <td>₹250</td> </tr> <tr> <td>₹5001-10000</td> <td>₹750</td> </tr> <tr> <td>₹10001-50000</td> <td>₹1000</td> </tr> <tr> <td>₹50001 and above</td> <td>₹1200</td> </tr> </tbody> </table>	Total Amount Due (TAD)	Fee	₹0-99	₹0	₹100 -1000	₹100	₹1001-5000	₹250	₹5001-10000	₹750	₹10001-50000	₹1000	₹50001 and above	₹1200
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11	Minimum Amount Due (MAD)***	5% of Total amount due (Min.₹100)														
Sr.B	Drawal Limits															
01	Credit Limit	*On the offer screen at the time of onboarding and on the OneCard app dashboard post onboarding app														
02	Available Credit Limit	*Post onboarding on the OneCard dashboard														
03	Cash Withdrawal Limit	*Post onboarding on the OneCard dashboard														

Goods and Service Tax is applicable on all fees, interest and other charges.

EMI charges are variable and shall be shown to the Cardholder at the time of conversion of the transaction into the EMI in the OneCard app.

****Illustration on Interest Free (grace) period**

Interest free period will not be available if you have not paid the previous month's outstanding amount in entirety. Interest free period from the start of the billing cycle date shall not exceed 48 Days. Payment Due Date on your Card is 18 days after the Statement Date (Please check your statement for your exact Payment Due Date). Therefore, the free credit period can range up to 48 days depending on your Payment Due Date.

Illustrative Example for Interest Free Period Calculation:

For a statement for the period 16th April to 15th May, the payment due date is 3rd June. Assuming you have paid your previous month's dues in full, the interest free period would be:

For the purchase dated 16th April, interest free grace period is from 16th April to 2nd June = 48 days and for the purchase dated 4th May, interest free grace period is from 4th May to 2nd June = 30 days.

Billing Statement: Your billing statement will be generated every month (currently on 16th and can be modified to 22nd as per your convenience in the app). It will contain a break-up of all purchases, repayments, fees, interest charges, refunds and taxes. In case the card was not used in a month, the statement will mention there were no spends in that month.

Mode of sending statement: Intimation of the billing statement will be done through email, on a monthly basis to you, and will also be available on your OneCard app.

*****Minimum Amount Due:** When you get your SIB OneCard Credit Card statement, you can choose to pay the full amount (Total Amount Due) or pay just 5% of the Total Amount Due. This is known as Minimum Amount Due (MAD), and at least this amount must be paid before the Payment Due Date (currently on 2nd or 3rd). The remaining

balance can be carried forward to subsequent months. This Minimum Amount Due will be:

- i) 5% of the outstanding amount or Rs.100 (whichever is greater) PLUS
- ii) Total sum of any card fee, overdue minimum payment
- iii) Any amount exceeding the credit limit
- iv) Entire amount of any instalments (EMI) due (if/as applicable)

You can also pay the Total Amount Due or an amount between the Minimum Amount Due and Total Amount Due.

Method of payment

You can pay the outstanding dues from the App itself, through the following modes:

- a) Debit Card
- b) Netbanking
- c) UPI
- d) IMPS/NEFT to unique SIB OneCard account number provided in app.

Billing Disputes Resolution: In case of any query or a dispute on any transaction, you must inform us within 30 days of receipt of the statement, by using any of the contact particulars stated below. We will assist you by providing information in relation to charges to the card account. A temporary suspension would be applied on the disputed transaction while under investigation. This would be resolved within a maximum of 60 days.

Complete Postal Address of card issuer: The South Indian Bank Ltd., Retail Banking Department, 2nd Floor, Shanu Towers, Kalamassery - 683104

Grievance Resolution

Helpline Number: 1800-210-9111

Email id: help@getonecard.app

If you are not satisfied with the response from regular channels, you can escalate the issue by sending an email to grievances@fplabs.tech For any escalation beyond this level, you can contact the Nodal Officer at nodalofficer@fplabs.tech.

Contact details of Grievance Redressal Official:

<https://www.southindianbank.com/content/grievance-registration/287>