



CREDIT CARDS

MOST IMPORTANT TERMS AND CONDITIONS

YES BANK LIMITED
COMMERCIAL CREDIT CARD

**CORPORATE LIABILITY
AND
JOINT & SEVERAL LIABILITY**

(MOST IMPORTANT
TERMS AND CONDITIONS)

MOST IMPORTANT TERMS AND CONDITIONS

These “Most Important Terms and Conditions” (“MITC”) are applicable to Commercial Credit Cards/Cardmembers/Corporate Customers of YES BANK availing Commercial Credit Card facility. The MITC are subject to change at the discretion of YES BANK and in accordance with laws as applicable from time to time and they are in addition to and are to be read along with the terms and conditions of Cardmember Agreement (“Cardmember Agreement”). In case of any inconsistency between MITC and the Cardmember Agreement, the Cardmember Agreement shall prevail, unless otherwise specified hereunder.

Cardmember hereby agrees and confirms that whichever is the latest updated version of the terms of the Cardmember Agreement and MITC whether it is placed on the bank's website or provided to any other medium will be considered as the final terms of the bank from time to time and agree to abide by the same.

All capitalized terms used herein but not defined here, shall have the meaning given to them under the Cardmember Agreement.

Definition of Commercial Credit Cards basis Liability types:

Corporate Credit Card / Cobrand Corporate Credit Card with Corporate Liability (CCCL) - Corporate Credit Card / Cobrand Corporate Credit Card with Corporate Liability means a Corporate

Credit Card issued at the request of the Corporate on the sole liability of the Corporate.

Joint & Several Liability Corporate Credit Card (J&S) - Corporate Credit Card / Cobrand Corporate Credit Card with joint and several liability, means a Corporate Credit Card issued at the request of the Corporate with the joint liability of both, the Corporate and the Card Member.

Purchase Credit Cards – Purchase Credit Card means Purchase Credit Card issued to the Corporate on the Sole liability of the Corporate.

1. Cash Advance Fee

The Cardmember can use the Card to access cash round the clock from ATM's in India or abroad. A transaction fee (as mentioned in the Schedule of Charges) would be levied on the amount withdrawn and would be billed to the cardmember in the next monthly statement. The transaction fee is subject to change at the sole discretion of YES BANK. YES BANK reserves the right to offer this feature to selective customers. All cash advance transactions also carry a finance charge equal to charge on revolving credit (please refer Schedule of Charges) from the date of withdrawal until the date of full payment. Applicable finance charge is subject to change at the sole discretion of YES BANK.

2. Other Charges

Fees and charges, as may be applicable from time to time, are payable by Cardmember for specific services provided

by YES BANK to the Cardmember or for defaults committed by the Cardmember with reference to his/ her card account. Late Payment charges (as mentioned in the Schedule of Charges) will be applicable if Minimum Amount Due is not paid by the payment due date. Clear funds need to be credited to YES BANK Credit Card account on or before the payment due date, to avoid Late Payment charges. Please be advised that applicable Indirect Taxes including Goods and Services Tax (GST) would be levied on all fees and charges and any other amount liable to tax under prevailing Indirect Tax. (Goods and Services Tax (GST) is applicable from 1st July 2017 onwards). YES BANK retains the right to alter any fees charges from time to time or to introduce new fees or charges, as it may deem appropriate. Such changes will be made with prospective effect giving notice of at least 30 days.

3. Finance Charges

Finance charges (as mentioned in the Schedule of Charges) are payable on all transactions (made at Point of Sale and Cash Advances) in the event of the Corporate/Cardmember choosing not to pay the balance in full. The finance charges will be levied on the total unpaid balances (on all Point of Sale and Cash Advance transactions), till the outstanding is paid in full. Please note that the Finance charges are subject to change at the sole discretion of YES BANK. Finance charges are

applicable from the date of transaction until the payment is made in full. When the Cardmember carries forward any outstanding amount or avails Cash Advance, a finance charge calculated by average Daily Balance Method, will apply to balances carried forward and to fresh billings, till such time the previous outstanding amounts are repaid in full.

Illustrative Example for Calculation of Finance charges:

Please refer to the following illustration for understanding the calculation of finance charges on revolving credit:		
Date	Transaction	Amount
2 nd June	Purchase of Apparel	Rs 5,000
14 th June	Purchase of Grocery	Rs 1,000
20 th June	Statement date	Total Amount Due = Rs 6,000 Minimum Amount Due = Rs 300
10 th July	Payment realised on the Card account	Rs 1,000 (Credit)
14 th July	Purchase of groceries	Rs 1000
20 th July	Statement date	Total Amount Due = Rs 6,377.47 Minimum Amount Due = Rs 318.87

Note – Making only the minimum payment every month would result in the repayment stretching over years with consequent interest payment on your outstanding balance.

It's assumed that the Cardmember has paid all previous dues in full and does not have an amount outstanding in his/her YES

BANK Credit Card Account. Cardmember's statement date is 20th of every month. The following is the list of transactions Cardmember has done on his / her account. On the statement dated 20th July, the following will reflect as the components of the total amount payable by the cardmember:

Interest calculated = (outstanding amount X 3.50% p.m X 12 months X no of days) / 365)

a) Interest on ₹5000 @ 3.5% p.m from 2nd June to 9th July (for 38 days) = ₹218.63

Interest on ₹1000 @ 3.5% p.m from 14th June to 9th July (for 26 days) = ₹29.92

Interest on ₹5000 @ 3.5% p.m from 10th July to 20th July (for 11 days) = ₹63.29

Interest on ₹1000 (fresh spends) @ 3.5% p.m from 14th July to 20th July (for 7 days) = ₹8.05 Total Interest = ₹319.89

b) Goods and Services Tax (GST) @ 18% on the interest amount = ₹57.58

c) Total Principal amount outstanding = ₹6000 (₹1000 fresh spends and balance ₹5000 outstanding from last month's billing period)

Hence Total Amount Due = (a) + (b) + (c) = ₹6377.47

4. Interest Free Period

Cardmember can avail interest free credit period of up to 50 days subject to the scheme applicable on the specific credit Card (please refer to the schedule of charges as annexed

herein). However, interest free period is not applicable if the previous month's statement balance has not been cleared in full on or before the due date. The same will also not be applicable if the Cardmember has withdrawn cash from ATM.

Illustrative Example for Interest Free Credit Period Calculation:

Let us assume that the payment due date for a credit Card falls on 25th May, and previous month's dues have been paid in full, the grace period would be:

1. For a purchase dated 6th April, interest free credit period is 6th April to 25th May = 50 days.
2. For a purchase dated 17th April, interest free grace period is 17th April to 25th May = 39 days

5. Limits

YES BANK, at its sole discretion will determine the Corporate's/Cardmember's credit limit and cash withdrawal limit. Credit limit is the maximum amount, which can be outstanding against the Credit Card account at any given time. These limits are duly communicated to the Cardmember at the time of card delivery and through the monthly statements. However Corporate can choose to assign limit to the individual Cardmember. The available credit limit at the time of the statement generation is provided as part of the monthly statement as well. Cash Advance Limit is the maximum amount of cash or equivalent of cash as defined or prescribed by YES BANK. Cash Limit is part of the Card member's credit limit. Please refer Schedule of Charges to know applicable

Cash Advance Limit. Cardmember agrees and provides consent to avail an over limit service if the same exceeds the credit limit for any reason and shall/will be liable to pay the fee/charges on Over limit.

As a service gesture, YES BANK may approve certain transactions attempted by the cardmember, which are over and above the credit limit. However, an overlimit charge (as mentioned in the Schedule of Charges) will be levied on the Credit Card account.

YES BANK will review the Corporate's financials/Cardmember's Credit Card account periodically. YES BANK, at its sole discretion, may decrease the Cardmember's credit limit based on YES BANK's internal criteria. Bank will inform Cardmember for the same immediately including the reason thereof by SMS/email followed by confirmation in writing.

6. Billing

YES BANK will send the Cardmember a monthly statement showing the payments credited and the transactions debited to the Card account since the last statement. YES BANK will email a statement of transactions in the card account every month on a pre-determined date, to the email address on record with YES BANK. If the balance outstanding is less than Rs. 100, and there is no further transaction pending for billing since the last statement, no statement will be issued.

Payment received against the Cardmember's card outstanding will be adjusted against Goods and Service Tax (GST), Membership Fees(if applicable), Interest Charges, Service Charges and

Other Fees, Principal Balance from last cycle and Current cycle Purchases, in that order.

Payments towards the card account may be made in any of the following ways:

In case the Cardmember has a YES BANK account, he/she can make the payment through Netbanking and/or YES BANK ATMs.

Corporate/ Cardmember can make payment through NEFT/RTGS/IMPS fund transfer mode by adding 16 digit credit card number (use IFSC code - **YESB0CMSNOC**) as beneficiary. In case of Consolidated payment, Corporate can add 16 digit Relationship Number (use IFSC code - **YESB0CMSNOC**) as beneficiary.

In case of any change in Cardmember's communication address/email address, Cardmember is advised to contact and update the same with YES BANK immediately to ensure that the Cardmember receive statements regularly on time.

Payments made towards the credit card outstanding are acknowledged in subsequent statements.

7. Transaction / Statement/ Billing Disputes

All the billed charges and content of the statement will be deemed to be correct and accepted, if the Corporate/Cardmember does not inform YES BANK of the discrepancies (if any) within 10 days from the statement date. Such disputes need to be further detailed

with a duly filled. Dispute Form available at https://www.yesbank.in/pdf/cardholder_dispute_form and the relevant supporting document(s) as specified against the dispute nature in the form, which can be mailed to CC.CDF@yesbank.in. Alternatively, the dispute form and documents can also be couriered to Credit Card Division, YES BANK Limited, 2nd Floor, Tower-C, Kosmo One, Plot No.14, 3rd Main Road, Ambattur, Chennai – 600058. On receipt of such information, YES BANK may reverse the charges temporarily basis pending investigation. If on completion of subsequent investigations, the liability of such charges is billed to the Cardmember's account, the same will reflect in the subsequent statement along with the associated financial charges.

In addition to notifying YES BANK about the loss or theft of the Credit Card, the Cardmember must report any theft of Cards to the Police, lodge an FIR and provide acknowledged copy of police complaint.

8. Grievance Redressal

If you are not satisfied with our services and/or response given by any of our access channels, you may call us at 1800 103 6000 (Toll free) / 022 - 49350000 or send an email to [**yesfirstcc@yesbank.in**](mailto:yesfirstcc@yesbank.in) For any escalations, you may contact our **Principal Nodal Officer, Ms. Shefali Singh Moza**, YES BANK Limited, YES BANK House, Off Western Express Highway, Santacruz East, Mumbai 400055. Email: principal.nodalofficer@yesbank.in

Phone no. 022-39489374 between 09.30

am to 05.30 pm Monday to Friday. In case of any mis-selling or harassment by bank representative, card member can reach contact center 022 3948 9374.

In the event that you do not receive any response within 1 (One) month from the date you represented your complaint to the above mentioned channels, or if you are dissatisfied with the response provided, you may write to the banking ombudsman for an independent review. Please visit the grievance redressal webpage on www.rbi.org.in for details on the Banking Ombudsman scheme.

24*7 YES TOUCH Customer Care

Phone - 1800 103 1212 (Toll free) / 022-49350000 **Email**- yesfirstcc@yesbank.in

9. Disclosure of Information

The Corporate/Card member, hereby agrees and gives consent for the disclosure by the Bank of all or any such information and data relating to the Corporate and the Cardmember, to the Reserve Bank of India or any credit information company and or any other agency authorized in this behalf by the Reserve Bank of India or any regulatory, supervisory or other authority, court of law, tribunal or person, in India or any other jurisdiction, where such disclosure is required by law, regulation, judgment or order of court or order of any tribunal.

YES BANK reserves the right to report delinquent cardmember to bureau even in the instance of cardmember raising a billing dispute, which YES BANK has clarified as an invalid dispute earlier or raised by the cardmember after the cut-off time for such disputes as defined by YES BANK and/or

the dispute is in relation to transactions where s PIN or a One Time Password was used.

YES BANK also reserves the right to assign any activities related to the Credit Card operations to any service provider appointed by YES BANK, whether located in India or overseas and whether a YES BANK group entity or a third party, at its sole discretion, in accordance with the applicable guidelines of the Reserve Bank of India (RBI). YES BANK can provide / share details of Cardmember(s) account / application to such service providers for any activities related to the credit card operations without any specific consent.

We also wish to inform the cardmember that YES BANK will, at its own discretion, record specific conversations between the Cardmember and representative of YES BANK, in case of grievance – related conversation or payments recovery – related conversation or any other conversation, that YES BANK may deem fit.

Select Credit Card variants have a complimentary insurance cover on the card. The policy coverage starts from the date of the Credit Card setup. The nominee details collected at the time of customer onboarding is applicable to Air Accident & Emergency Hospitalization Insurance Cover. For more information and claim related queries on the Insurance benefit extended to the cardmember as per the product construct, Cardmember may call us at 1800 103 6000 (Toll Free) / 022 49350000 or send an email to yesfirstcc@yesbank.in.

From time to time, YES BANK communicates various features / products / promotional offers which offer significant

benefits to the Cardmembers and may use services of third party agencies to do so. If a Cardmember does not wish to be informed about such benefits through telephone calls / SMS, he / she can subscribe for the "Do Not Call" service. Please call customer service visit www.yesbank.in to subscribe for "Do Not Call" service.

YES BANK Credit Card transactions outside India must be made strictly in accordance with Exchange Control Regulations of the Reserve Bank of India and the Foreign Exchange Management Act, 1999. Cardmember resident in India is notified that collecting and effecting/remitting payments directly/indirectly outside India in any form towards overseas foreign exchange trading through electronic/internet trading portals is prohibited and a cardholder making such transactions would make himself/herself/themselves liable to be proceeded against with for contravention of the Foreign Exchange Management Act (FEMA), 1999 besides being liable for violation of regulations relating to Know Your Customer (KYC) norms/Anti Money Laundering (AML) standards. Any violation of the Exchange Control Regulations arising out of utilization of YES BANK Credit Card is the sole responsibility of the individual YES BANK Credit Cardmember

International Credit Cards cannot be used on the internet or otherwise for the purchase of prohibited items such as lottery tickets, banned or proscribed magazines, participation in sweepstakes, payment for call back services and/or such items/activities for which no withdrawal of foreign exchange is permitted.

The Corporate (an entity to whom Commercial Card facility is offered at its request) and the Cardmember hereby agree and confirm that the YES BANK Credit Card issued to them will not be used in any investment in Virtual form / Crypto Currencies, purchase of lottery tickets, banned/ prescribed magazines, banned subscriptions of online games/downloading of games/software's, football pools, sweepstakes, schemes involving money circulation, securing prize money/ awards, etc.

The Card member, hereby agrees and gives consent to YES BANK to share the transaction details of the card account to the expense reporting tool opted by the Corporate (Employer).

10.Termination/Revocation of the Card Membership

Cardmember may terminate the card membership at any time by contacting the Corporate Authorised Signatory to place the card closure request by writing in to Corporate Assist Desk at cc.corporateassist@yesbank.in.

Termination will be effective only after receipt of payment of all amounts outstanding to the card account. Card closure request will not be accepted if there is any ongoing transaction dispute on the credit card.

Card closure request from customer after the receipt of all payments, shall be closed within 7 working days from the date of request received from the customer. All the cards, including the add-on cards, will be terminated basis the request received from the Authorised Signatory. Termination will be effective only after receipt of payment of all amounts outstanding to the card

account. No annual, joining or renewal fees shall be refunded on a prorata basis. On closure of the card all of the feature benefits including rewards points accumulated cannot be redeemed and shall expire.

Incase YES BANK notices unusual and abnormal transaction patterns in the use of the Credit Card, YES BANK will try to establish contact with the Cardmember on the registered phone number of the Cardmember available on its records to verify the validity of the card transaction. Failure on the part of YES BANK to establish contact with the Cardmember, YES BANK may restrict/terminate the use of the Credit Card without any further notice, if YES BANK reasonably believes that it is necessary in the interest of the Cardmember and/or for security reasons. YES BANK can suspend the facility on the Credit Card, if the Cardmember defaults on payment due or exceeds the credit limit extended. The Credit Card must not be used after the Cardmember Agreement has ended or if the card account is suspended.

Please note that if the card has not been used for a continuous period of 1 (one) year, the Bank will intimate the cardholder about non-usage of the card and request the cardholder to start using the card within 30 (thirty) days from the date of such intimation. If either no reply is received from the cardholder or the cardholder does not start using the card within a period of 30 (thirty) days, the card account shall be closed by the Bank, subject to payment of all dues by the cardholder.

The death or incapacitation of a Cardmember insolvency / dissolution / bankruptcy or winding up of a corporate

body of a Cardmember shall automatically cancel the card issued to the Cardmember as well as any Add-on Cardmembers. The Card Account would also be liable to be suspended on instructions from any government regulatory body. All amounts outstanding on the Card Account shall be deemed to have immediately become due on death or incapacitance, insolvency, bankruptcy, winding up or instruction from government/regulatory bodies, as the case may be, and Bank shall be entitled to recover the same in accordance with the relevant laws in force without prejudice to the obligation of the Cardmember to forth with pay all outstanding amounts.

11.Default and Circumstances

If the Cardmember does not pay at least Minimum Amount Due by the Payment Due Date, the account will be reported as 'overdue' in the monthly submissions to the credit bureaus authorized by Reserve Bank of India (RBI). Non-payment of at least the MAD may lead to disruption of Credit Card services. Cardmember will be reminded in subsequent statements to pay his/her dues. If Cardmember makes requisite payments, his/her record will be updated as 'current' in the next monthly refresh to the credit bureau. In the event of default, the Cardmember will be sent reminders from time to time for settlement of any outstanding on the card account, by suitable communication channels 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 the event of default, the Cardmember will be sent reminders from time to time for settlement of any outstanding on the card account, by post,

fax, telephone, e-mail, SMS messaging 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 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 case the cardholder makes the payment of either the Minimum Amount Due or the total amount due after the expiry of 7 (seven) days' notice period, the Bank shall update the status within 30 (thirty) days from the date of settlement of dues. In case a transaction is disputed by customer, a temporary credit equivalent to the amount disputed by customer will be provided to the Credit Card account of the customer. In case of any changes on KYC document surrendered at the stage of Onboarding/Establishment of Business Relationship / Account-based Relationship, Cardmember to submit revised KYC document for the purpose of updating Bank record within 30 days of such update.

12.Loss/ Theft/ Misuse of Card

The Cardmember must notify the same on our 24x7 YES TOUCH Customer Care Number (as mentioned on the last page) immediately if the Primary Card or any Add-on Card Credit Card is misplaced, lost, stolen, mutilated, not received when due or if he/ she suspects that the Credit Card is being used without Cardmember's permission. Cardmember must notify the bank of any unauthorised electronic banking transaction at the earliest after the occurrence of such transaction since

longer the time taken to notify the bank, the higher will be the risk of loss to the bank/ Cardmember.

YES BANK shall not be liable or responsible for any transaction incurred on the card account prior to time of reporting of the loss of the card, the Cardmember will be wholly liable for the same. Once YES BANK receives proper notification of the loss, Cardmember is not liable for any future transactions on the Card Account. In addition to notifying YES BANK about the loss or theft of the Credit Card, the Cardmember must report any theft of Cards to the Police, lodge an FIR and provide acknowledged copy of police complaint.

The Cardmember will be liable for all losses in case of misuse of the card by someone who obtained the PIN or the card with the consent of Cardmember or Add-on Cardmember. If the Cardmember has acted fraudulently, the Cardmember will be liable for all losses. If the Cardmember acts without reasonable care, the Cardmember may be liable for all losses incurred.

YES BANK may, without referring to the Cardmember or any Add-on Cardmember, give the police or other relevant authorities any information that YES BANK considers relevant about the loss, theft or misuse of a Card or PIN.

Once a card is reported lost, it should not, under any circumstance be used if found by the Cardmember subsequently. Please destroy the card by cutting it into several pieces through the magnetic strip and EMV Chip

13. Right to Lien

YES BANK, at any time and without notice, will have lien and right to set-off on all amounts belonging to the Cardmember and/or Add-on Cardmember standing to their credit in any account/ custody of YES BANK, if upon demand by YES BANK, the balance amount on the card account is not repaid within the prescribed time.

14.Limited Liability of a Customer

Cardmember shall be liable for the loss occurring due to unauthorized transactions in the following cases:

- Where the loss is due to negligence by a customer, such as where he has shared the payment credentials, the customer will bear the entire loss until he reports the unauthorised transaction to the Bank.
- Where the responsibility for the unauthorized electronic banking transaction lies neither with the Bank nor with the customer, but lies elsewhere in the system and when there is a delay (of four to seven working days after receiving the communication from the Bank) on the part of the customer in notifying the Bank of such a transaction, the per transaction liability of the customer shall be limited to the transaction value or the amount mentioned in Table 1, whichever is lower.

Table 1	
Type of Account	Maximum liability (₹)

Credit cards with limit up to ₹5 lakh	₹10,000
Credit cards with limit above ₹5 lakh	₹25,000

Overall liability of the customer in third party breaches, where the deficiency lies neither with the Bank nor with the customer but lies elsewhere in the system, is summarised in the

Table 2	
Summary of Customer's Liability	
Time taken to report the fraudulent transaction from the date of receiving the communication	Customer's liability (₹)
Within 3 working days Within 4 to 7 working days	Zero liability The transaction value or the amount mentioned in Table 1, whichever is lower
Beyond 7 working days	Full transaction value (Zero liability for BANK)

- The number of working days mentioned in Table 2 shall be counted as per the working schedule of the home branch of

the customer excluding the date of receiving the communication.

- Given the Cardmember has met the criteria mentioned above in case of loss and theft of the Credit Card, the Cardmember also needs to report the theft to the Police, lodge an FIR and submit acknowledgement copy of police complaint to the bank.

- The Cardmember will be liable for all losses in case of misuse of the card by someone who obtained the PIN or the card with the consent of Cardmember or Add-on Cardmember.

- If the Cardmember has acted fraudulently, the Cardmember will be liable for all losses. If the Cardmember acts without reasonable care, the Cardmember may be liable for all losses incurred.

- YES BANK may, without referring to the Cardmember or any Add-on Cardmember, give the police or other relevant authorities any information that YES BANK considers relevant about the loss, theft or misuse of a Card or PIN.

- Once a card is reported lost, it should not, under any circumstance be used if found by the Cardmember subsequently. Please destroy the card by cutting it into several pieces through the magnetic strip and EMV Chip.

- The PIN (Personal Identification Number) issued to the Cardmember for use with the Credit Card or any number chosen by the Cardmember as a PIN should be known only to the

Cardmember.

The PIN (Personal Identification Number) issued to the Cardmember for use with the Credit Card or any number chosen by the Cardmember as a PIN should be known only to the Cardmember. It is for the personal use of the Cardmember and it is non-transferable and strictly confidential. A written record of PIN should not be kept in any form, place or manner that may facilitate its use by a third party. The PIN should not be disclosed to any third party, either to staff of YES BANK or to merchant establishment, under any circumstances or by any means, whether voluntary or otherwise. YES BANK and/or its staff/employees shall not be responsible or liable for any compromise with the PIN by the Cardmember.

The Cardholder is under obligation to take all appropriate steps to keep the card (including the add-on card/s) safe and not to record the PIN, One Time Password (OTP) or any other token/code issued from time to time, in any form that would be retrievable or otherwise accessible to any third party if access is gained to such a record, either honestly or dishonestly.

Basis the notification from merchant / acquirer on the unsuccessful / failed transactions the Bank automatically reverses the unsuccessful/failed transaction in T + 5 days. Compensation of 100/- per day beyond T + 5 shall be provided to the cardholder. (T stands for date of transaction)

INDIVIDUAL LIABILITY

(MOST IMPORTANT
TERMS AND CONDITIONS)

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A. CASH ADVANCE FEES

The Cardmember can use the Card to access cash round the clock from ATM's in India or abroad. A transaction fee (as mentioned in the Schedule of Charges) would be levied on the amount withdrawn and would be billed to the cardmember in the next monthly statement. The transaction fee is subject to change at the sole discretion of YES BANK. YES BANK reserves the right to offer this feature to selective customers. All cash advance transactions also carry a finance charge equal to charge on revolving credit (please refer Schedule of Charges) from the date of withdrawal until the date of full payment. Applicable finance charge is subject to change at the sole discretion of YES BANK.

B. LIMITS

YES BANK, at its sole discretion will determine the Cardmember's Credit limit and cash withdrawal limit (Add-on Cardmembers share the same limit as that of the Primary Cardmember). Credit limit is the maximum amount, which can be outstanding against the Credit Card account at any given time. These limits are duly communicated to the Cardmember at the time of card delivery and through the monthly statements. The available credit limit at the time of the statement generation is provided as part of the monthly statement as well. Cash Advance Limit is the maximum

amount of cash or equivalent of cash as defined or prescribed by YES BANK, that the Cardmember can use on his/her Credit Card Account. Cash Limit is part of the Cardmember's Credit Limit. Please refer Schedule of Charges to know applicable Cash Advance Limit. Cardmember agrees and provides consent to avail an over limit service if the same exceeds the credit limit for any reason and shall/will be liable to pay the fee/charges on Over limit.

As a service gesture, YES BANK may approve certain transactions attempted by the Cardmember, which are over and above the credit limit. However, an over limit charge of 2.5% of the over limit amount or ₹500 (whichever is higher) will be levied on the Credit Card account. YES BANK will review the Cardmember's Credit Card account periodically. YES BANK, at its sole discretion, may decrease the Cardmember's credit limit based on internal criteria. Bank will inform Cardmember for the same immediately including the reason thereof by SMS/email / confirmation in writing. Cardmember seeking to have their credit limit increased can do so by writing to YES BANK and providing financial documents declaring Cardmember/s income. YES BANK, at its sole discretion and based on such new documents provided, may increase the Cardmember's Credit Limit. Usage of the Credit Card shall be deemed as acceptance of the credit limits granted from time to time.

C. OTHER CHARGES

Fees and charges, as may be applicable from time to time, are payable by Cardmember for specific services provided by YES BANK to the Cardmember or for defaults committed by the Cardmember with reference to his/ her card account. Late Payment charges will be applicable if Minimum Amount Due is not paid by the payment due date. Clear funds need to be credited to YES BANK Credit Card account on or before the payment due date, to avoid Late Payment charges. Late payment charges are applicable as: Please be advised that applicable Indirect Taxes including Goods and Services Tax (GST) would be levied on all fees and charges and any other amount liable to tax under prevailing Indirect Tax. (Goods and Services Tax (GST) is applicable from 1st July 2017 onwards). YES BANK retains the right to alter any fees charges from time to time or to introduce new fees or charges, as it may deem appropriate. Such changes will be made with prospective effect giving notice of at least 30 days.

D. FINANCE CHARGES

Finance charges (as mentioned in the Schedule of Charges) are payable on all transactions (made at Point of Sale and Cash Advances) in the event of the Corporate/Cardmember choosing not to pay the balance in full. The finance charges will be levied on the total unpaid balances (on all Point of Sale and Cash Advance transactions), till the

outstanding is paid in full. Please note that the Finance charges are subject to change at the sole discretion of YES BANK. Finance charges are applicable from the date of transaction until the payment is made in full. When the Cardmember carries forward any outstanding amount or avails Cash Advance, a finance charge calculated by average Daily Balance Method, will apply to balances carried forward and to fresh billings, till such time the previous outstanding amounts are repaid in full.

Note – Making only the minimum payment every month would result in the repayment stretching over years with consequent interest payment on your outstanding balance.

Please refer to the following illustration for understanding the calculation of finance charges on revolving credit:

Date	Transaction	Amount
2 nd June	Purchase of Apparel	Rs 5,000
14 th June	Purchase of Grocery	Rs 1,000
20 th June	Statement date	Total Amount Due = Rs 6,000 Minimum Amount Due = Rs 300
10 th July	Payment realised on the Card account	Rs 1,000 (Credit)
14 th July	Purchase of groceries	Rs 1000
20 th July	Statement date	Total Amount Due = Rs 6,377.47 Minimum Amount Due = Rs 318.87

It is assumed that the Cardmember has

paid all previous dues in full and does not have any amount outstanding in his/her YES BANK credit Card account. Card member's statement date is 20th of every month. The following is the list of transactions the Cardmember has done on his/her Card account.

On the statement dated 20th July, the following will reflect as the components of the total amount payable by the Cardmember:

Interest calculated = (outstanding amount x 3.50% pm x 12 months x no of days) / 365

a. Interest on Rs 5,000 @ 3.50% pm from 2nd June to 9th July (i.e. for 38 days) = Rs. 218.63

Interest on Rs 1,000 @ 3.50% pm from 14th June to 9th July (i.e. for 26 days) = Rs. 29.92

Interest on Rs 5,000 @ 3.50% pm from 10th July to 20th July (i.e. for 11 days) = Rs. 63.29

Interest on Rs 1,000 (fresh spends) @ 3.50% pm from 14th July to 20th July (for 7 days) = Rs 8.05

Total interest of Rs. 319.89

b. Goods & Services Tax of 18% on the interest amount = Rs. 57.58

c. Total Principal amount outstanding = Rs 6,000 (Rs 1,000 fresh spend + balance Rs 5,000 outstanding from last month's billing period)

Hence Total Amount Due: (a) + (b) + (c) = Rs. 6,377.47

Note – Please be advised that Goods and Service Tax (GST) would be levied on all fees and

charges.

E. PAYMENT OPTION

In case a Cardmember has a YES BANK account, he / she can make the payment through Net banking, YES Mobile app and / or YES BANK ATMs. Such Cardmembers can also opt for a standing instruction facility, where funds will be automatically transferred from Cardmember's YES BANK account to Cardmember's Credit Card account on due date.

Cardmember can make payment through NEFT fund transfer mode from other Bank account (use IFSC code YESB0CMSNOC), or payment through Billdesk facility using other Bank's net banking account.

Cardmember can also make payment by dropping the payment instrument (Cheque or Draft) into any of the YES BANK Credit Card drop boxes placed in YES BANK branches and ATMs. The cheque / draft should be made payable to YES BANK Credit Card number XXXX XXXX XXXX XXXX.

Cardmember can also make payment through Cash payments in YES BANK branches. Please refer Schedule of Charges for applicable charge for cash payments in Credit Card account.

In case of any change in Cardmember's communication address / email address, Cardmember is advised to contact and update the same with YES BANK immediately to ensure that the Cardmember receives statements

regularly on time.

F. TRANSACTION / STATEMENT/ BILLING DISPUTES:

All the billed charges and content of the statement will be deemed to be correct and accepted, if the Cardmember does not inform YES BANK of the discrepancies (if any) within 10 days from the statement date. Such disputes need to be further detailed with a duly filled Dispute Form: https://www.yesbank.in/pdf/cardholder_dispute_form and relevant supporting document(s), which can be mailed to cc.cdf@yesbank.in (as specified against the nature of dispute in the Dispute form). Alternatively the form and documents can also be couriered to YES BANK Limited, Kosmo One Tower, 2nd floor, Plot No 14, 3rd Main Road, Ambattur Industrial Estate, Ambattur, Chennai - 600058. On receipt of such information, YES BANK may reverse the charges temporarily basis pending investigation. If on completion of subsequent investigations where the liability rests with the Cardmember, such charges will be billed to the Cardmember's account, and the same will reflect in the subsequent statement along with the associated financial charges.

Please note that making only the minimum payment every month would result in the repayment 3 stretching over years with consequent interest payment on your outstanding balance. The Cardmember can contact YES

BANK Credit Cards for making any enquiries in relation to the billing and statement disputes Over phone: 24x7 YES TOUCH Customer Care Number: 1800 103 6000/ 022 – 4935 0000, Through mail: YES BANK Limited, Kosmo One Tower, Plot No 14, 3rd Main Road, Ambattur Industrial Estate, Ambattur, Chennai – 600058, By email: yesfirstcc@yesbank.in

G. BILLING

YES BANK will send Cardmember a monthly statement showing the payments credited to and the transactions debited from the card account since the last statement. YES BANK will mail / email a statement of transactions in the card account every month on a pre-determined date, to the mailing address / email address on record with YES BANK. If the balance outstanding is less than ₹100, and there is no further transaction pending billing since the last statement, no statement will be issued.

YES BANK Credit Cards offer the Cardmember the facility of revolving credit. The Cardmember may choose to pay only the Minimum Amount Due (MAD), Total Amount Due (TAD) or any part of the Total Amount Due above MAD as mentioned in the Credit Card statement. The balance outstanding can be carried forward to subsequent statements. Such payment should be made before the Payment Due Date (PDD). Clear funds need to be credited to the YES BANK card account on or

before Payment Due Date to avoid Late Payment Charges. Cardmembers are advised to drop local cheques well in advance to the Payment Due Date to ensure payment reflects on the card account within the Payment Due Date.

Current Minimum Amount Due is calculated as 5% of the balance outstanding or ₹200 (whichever is higher), added with all applicable taxes and EMI (only in case of EMI based products). In case the balance outstanding is less than ₹200, the same becomes Minimum Amount Due. Any unpaid Minimum Amount Due of the previous statement will be added to the Cardmember's current Minimum Amount Due in addition to the outstanding exceeding the Cardmember's Credit Limit.

Payments made towards the Credit Card outstanding are acknowledged in subsequent statements.

Payments received against the Cardmember's card outstanding will be adjusted against Goods and Services Tax (GST), Membership Fees, Interest Charges, Service Charges and Other Fees, Principal Balance from last cycle and Current Cycle Purchases, in that order.

H. INTEREST FREE PERIOD

Cardmember can avail interest free credit period of up to 50 days subject to the scheme applicable on the specific credit Card (please refer to the schedule of charges as annexed herein). However, interest free period

is not applicable if the previous month's statement balance has not been cleared in full on or before the due date. The same will also not be applicable if the Cardmember has withdrawn cash from ATM.

Illustrative Example for Interest Free Credit Period Calculation:

Let us assume that the payment due date for a credit Card falls on 25th May, and previous month's dues have been paid in full, the grace period would be:

3. For a purchase dated 6th April, interestfree credit period is 6th April to 25th May = 50 days.
4. For a purchase dated 17th April, interest free grace period is 17th April to 25th May = 39 days

I. Default and Circumstances

If the Cardmember does not pay at least Minimum Amount Due by the Payment Due Date, the account will be reported as 'overdue' in the monthly submissions to the credit bureaus authorized by Reserve Bank of India (RBI). Non-payment of at least the MAD may lead to disruption of Credit Card services. Cardmember will be reminded in subsequent statements to pay his/her dues. If Cardmember makes requisite payments, his/her record will be updated as 'current' in the next monthly refresh to the credit bureau. In the event of default, the Cardmember will be sent reminders from time to time for settlement of any outstanding on the card account, by suitable communication channels 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 the event of default, the Cardmember will be sent reminders from time to time for settlement of any outstanding on the card account, by post, fax, telephone, e-mail, SMS messaging 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 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 case the cardholder makes the payment of either the Minimum Amount Due or the total amount due after the expiry of 7 (seven) days' notice period, the Bank shall update the status within 30 (thirty) days from the date of settlement of dues. In case a transaction is disputed by customer, a temporary credit equivalent to the amount disputed by customer will be provided to the Credit Card account of the customer. In case of any changes on KYC document surrendered at the stage of Onboarding/Establishment of Business Relationship / Account-based Relationship, Cardmember to submit revised KYC document for the purpose of updating Bank record within 30 days of such update.

J. Loss/ Theft/ Misuse of Card

The Cardmember must notify the same on our 24x7 YES TOUCH Customer Care Number (As mentioned on the last

page) immediately if the Primary or any Additional Credit Card is misplaced, lost, stolen, mutilated, not received when due or if he/she suspects that the Credit Card is being used without Cardmember's permission.

Cardmember must notify the bank of any unauthorized electronic banking transaction at the earliest after the occurrence of such transaction since longer the time taken to notify the bank, the higher will be the risk of loss to the bank/ Cardmember.

YES BANK shall not be liable or responsible for any transaction incurred on the card account prior to time of reporting of the loss of the card, the Cardmember will be wholly liable for the same. Once YES BANK receives proper notification of the loss, Cardmember is not liable for any future transactions on the Card Account. In addition to notifying YES BANK about the loss or theft of the Credit Card, the Cardmember must report any theft of Cards to the Police, lodge an FIR and provide acknowledged copy of police complaint.

The Cardmember will be liable for all losses in case of misuse of the card by someone who obtained the PIN or the card with the consent of Cardmember or Add-on Cardmember. If the Cardmember has acted fraudulently, the Cardmember will be liable for all losses. If the Cardmember acts without reasonable care, the Cardmember may be liable for all losses incurred.

YES BANK may, without referring to the Cardmember or any Add-on

Cardmember, give the police or other relevant authorities any information that YES BANK considers relevant about the loss, theft or misuse of a Card or PIN.

Once a card is reported lost, it should not, under any circumstance be used if found by the Cardmember subsequently. Please destroy the card by cutting it into several pieces through the magnetic strip and EMV Chip

K. Limited Liability of a Customer

Cardmember shall be liable for the loss occurring due to unauthorized transactions in the following cases:

Where the loss is due to negligence by a customer, such as where he has shared the payment credentials, the customer will bear the entire loss until he reports the unauthorised transaction to the Bank.

Where the responsibility for the unauthorized electronic banking transaction lies neither with the Bank nor with the customer, but lies elsewhere in the system and when there is a delay (of four to seven working days after receiving the communication from the Bank) on the part of the customer in notifying the Bank of such a transaction, the per transaction liability of the customer shall be limited to the transaction value or the amount mentioned in Table 1, whichever is lower.

Table 1	
Type of Account	Maximum liability (₹)
Credit cards with limit up to ₹5 lakh	₹10,000
Credit cards with limit above ₹5 lakh	₹25,000

Overall liability of the customer in third party breaches, where the deficiency lies neither with the Bank nor with the customer but lies elsewhere in the system, is summarised in the

Table 2	
Summary of Customer's Liability	
Time taken to report the fraudulent transaction from the date of receiving the communication	Customer's liability (₹)
Within 3 working days Within 4 to 7 working days	Zero liability The transaction value or the amount mentioned in Table 1, whichever is lower

Beyond 7 working days	Full transaction value (Zero liability for BANK)
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The number of working days mentioned in Table 2 shall be counted as per the working schedule of the home branch of the customer excluding the date of receiving the communication.

Given the Cardmember has met the criteria mentioned above in case of loss and theft of the Credit Card, the Cardmember also needs to report the theft to the Police, lodge an FIR and submit acknowledgement copy of police complaint to the bank.

The Cardmember will be liable for all losses in case of misuse of the card by someone who obtained the PIN or the card with the consent of Cardmember or Add-on Cardmember.

If the Cardmember has acted fraudulently, the Cardmember will be liable for all losses. If the Cardmember acts without reasonable care, the Cardmember may be liable for all losses incurred.

YES BANK may, without referring to the Cardmember or any Add-on Cardmember, give the police or other relevant authorities any information that YES BANK considers relevant about the loss, theft or misuse of a Card or PIN.

Once a card is reported lost, it should not, under any circumstance be used if found by the Cardmember subsequently. Please destroy the card by cutting it into several pieces through

the magnetic strip and EMV Chip.

The PIN (Personal Identification Number) issued to the Cardmember for use with the Credit Card or any number chosen by the Cardmember as a PIN should be known only to the Cardmember.

The PIN (Personal Identification Number) issued to the Cardmember for use with the Credit Card or any number chosen by the Cardmember as a PIN should be known only to the Cardmember. It is for the personal use of the Cardmember and it is non-transferable and strictly confidential. A written record of PIN should not be kept in any form, place or manner that may facilitate its use by a third party. The PIN should not be disclosed to any third party, either to staff of YES BANK or to merchant establishment, under any circumstances or by any means, whether voluntary or otherwise. YES BANK and/or its staff/ employees shall not be responsible or liable for any compromise with the PIN by the Cardmember.

The Cardholder is under obligation to take all appropriate steps to keep the card (including the add-on card/s) safe and not to record the PIN, One Time Password (OTP) or any other token/code issued from time to time, in any form that would be retrievable or otherwise accessible to any third party if access is gained to such a record, either honestly or dishonestly.

Basis the notification from merchant / acquirer on the unsuccessful / failed

transactions the Bank automatically reverses the unsuccessful/failed transaction in T + 5 days. Compensation of 100/- per day beyond T + 5 shall be provided to the cardholder. (T stands for date of transaction)

L. RIGHT ON LIEN

YES BANK, at any time and without notice, will have lien and right to set-off on all amounts belonging to the Cardmember and/or Add-on Cardmember standing to their credit in any account/ custody of YES BANK, if upon demand by YES BANK, the balance amount on the card account is not repaid within the prescribed time.

M. GRIEVANCE REDRESSAL

If you are not satisfied with our services and/or response given by any of our access channels, you may call us at 1800 103 6000 (Toll free) / 022 - 49350000 or send an email to **yesfirstcc@yesbank.in** For any escalations, you may contact our **Principal Nodal Officer, Ms. Shefali Singh Moza**, YES BANK Limited, YES BANK House, Off Western Express Highway, Santacruz East, Mumbai 400055. Email: principal.nodalofficer@yesbank.in

Phone no. 022-39489374 between 09.30 am to 05.30 pm Monday to Friday. In case of any mis-selling or harassment by bank representative, card member can reach contact center 022 3948 9374.

In the event that you do not receive any response within 1 (One) month from the date you represented your complaint to

the above mentioned channels, or if you are dissatisfied with the response provided, you may write to the banking ombudsman for an independent review. Please visit the grievance redressal webpage on www.rbi.org.in for details on the Banking Ombudsman scheme.

24*7 YES TOUCH Customer Care

Phone - 1800 103 6000 (Toll free) / 022- 49350000

Email- yesfirstcc@yesbank.in

N. TERMINATION/REVOCAION OF THE CARD MEMBERSHIP

Cardmember may terminate the card membership at any time through a written email request to creditcard.closure@yesbank.in, call our 24x7 YES TOUCH Customer Care Number (As mentioned on the last page) or can send a written request to following address: YES BANK Limited, Kosmo One Tower, 2nd floor, Plot No 14, 3rd Main Road, Ambattur Industrial Estate, Ambattur, Chennai - 600058. All the cards, including the add-on cards, will be terminated basis the request received from the Authorised Signatory. Termination will be effective only after receipt of payment of all amounts outstanding to the card account. Card closure request will not be accepted if there is any ongoing transaction dispute on the credit card.

Card closure request from customer after the receipt of all payments, shall be closed within 7 working days from the date of request received from the

customer. No annual, joining or renewal fees shall be refunded on a prorata basis. On closure of the card all of the feature benefits including rewards points accumulated cannot be redeemed and shall expire.

. In case of any mis-selling or harassment by bank representative, card member can reach contact center 022 3948 9374.

Incase YES BANK notices unusual and abnormal transaction patterns in the use of the Credit Card, YES BANK will try to establish contact with the Cardmember on the registered phone number of the Cardmember available on its records to verify the validity of the card transaction. Failure on the part of YES BANK to establish contact with the Cardmember, YES BANK may restrict/terminate the use of the Credit Card without any further notice, if YES BANK reasonably believes that it is necessary in the interest of the Cardmember and/or for security reasons. YES BANK can suspend the facility on the Credit Card, if the Cardmember defaults on payment due or exceeds the credit limit extended. The Credit Card must not be used after the Cardmember Agreement has ended or if the card account is suspended.

Please note that if the card has not been used for a continuous period of 1 (one) year, the Bank will intimate the cardholder about non-usage of the card and request the cardholder to start using the card within 30 (thirty) days from the date of such intimation. If either no reply is received from the

cardholder or the cardholder does not start using the card within a period of 30 (thirty) days, the card account shall be closed by the Bank, subject to payment of all dues by the cardholder.

The death or incapacitation of a Cardmember insolvency / dissolution / bankruptcy or winding up of a corporate body of a Cardmember shall automatically cancel the card issued to the Cardmember as well as any Add-on Cardmembers. The Card Account would also be liable to be suspended on instructions from any government regulatory body. All amounts outstanding on the Card Account shall be deemed to have immediately become due on death or incapacitation, insolvency, bankruptcy, winding up or instruction from government/regulatory bodies, as the case may be, and Bank shall be entitled to recover the same in accordance with the relevant laws in force without prejudice to the obligation of the Cardmember to forthwith pay all outstanding amounts.

YES BANK can suspend the facility on the Credit Card, if the Cardmember defaults on payment due or exceeds the credit limit extended. The Credit Card must not be used after the Cardmember Agreement has ended or if the card account is suspended. In such a situation, Cardmember must (subject to any default or other notice required by law) immediately pay YES BANK the total outstanding balance on the Credit

Card Account. This includes all amounts due to YES BANK under the Cardmember Agreement including all transactions and other amounts not yet charged to the Credit Card Account. The Credit Card will not be considered as closed until the Cardmember has paid all such due amounts in full.

O. DISCLOSURE AND IMPORTANT REGULATORY INFORMATION

The Cardmember acknowledges that as per existing business practices, the Bank can disclose from time to time any information relating to the Credit Card(s), to any credit bureau (existing or future) without any notice to the Cardmember.

The Credit Card that the Cardmember holds is subject to upgrade / downgrade based on the Cardmember's eligibility and Bank's discretion. This is also extended, and not limited to, modification of the Credit Limit that the cardmember has been assigned.

The Credit Information Bureau India Limited (CIBIL) is an initiative of the Government of India and Reserve Bank of India to improve the functionality and stability of the financial system. All Banks and Financial Institutions participating in this initiative are required to share customer data with CIBIL / other credit bureaus and this information is being provided in the terms of the Credit Information Companies Regulation Act, 2005. In view of this we wish to inform the Cardmember that YES BANK can

disclose any information relating to credit card(s) default by the Cardmember to CIBIL and to any other credit bureau (existing and future) in case the card payment is overdue, with due notice. Any refresh / updation of data on receipt of payment towards overdue card accounts will reflect in CIBIL/ other credit bureaus within a period of 60 days from the date of receipt of payment by YES BANK.

YES BANK reserves the right to report delinquent Cardmember to bureau even in the instance of Cardmember raising a billing dispute, which YES BANK has clarified as an invalid dispute earlier or raised by the Cardmember after the cut-off time for such disputes as defined by YES BANK and / or the dispute is in relation to transactions where a PIN or a One Time Password was used.

YES BANK also reserves the right to assign any activities related to the Credit Card operations to any service provider appointed by YES BANK, whether located in India or overseas and whether a YES BANK group entity or a third party, at its sole discretion, in accordance with the applicable guidelines of the Reserve Bank of India (RBI). YES BANK can provide / share details of Cardmember(s) account / application to such service providers for any activities related to the credit card operations without any specific consent.

We also wish to inform the cardmember that YES BANK will, at its own discretion, record specific

conversations between the Cardmember and representative of YES BANK, in case of grievance – related conversation or payments recovery – related conversation or any other conversation, that YES BANK may deem fit.

The Corporate (an entity to whom Commercial Card facility is offered at its request) and the Cardmember hereby agree and confirm that the YES BANK Credit Card issued to them them will not be used in any investment in Virtual form / Crypto Currencies, purchase of lottery tickets, banned/ prescribed magazines, banned subscriptions of online games/downloading of games/software's, football pools, sweepstakes, schemes involving money circulation, securing prize money/ awards, etc.

Select Credit Card variants have a complimentary insurance cover on the card. The policy coverage starts from the date of the Credit Card setup. The nominee details collected at the time of customer onboarding is applicable to Air Accident & Emergency Hospitalization Insurance Cover. For more information and claim related queries on the Insurance benefit extended to the cardmember as per the product construct, Cardmember ma call us at 1800 103 6000 (Toll Free) / 022 49350000 or send an email to yesfirstcc@yesbank.in.

From time to time, YES BANK communicates various features / products / promotional offers which offer significant benefits to the Cardmembers and may use services of

third party agencies to do so. If a Cardmember does not wish to be informed about such benefits through telephone calls / SMS, he / she can subscribe for the "Do Not Call" service. Please call customer service visit www.yesbank.in to subscribe for "Do Not Call" service.

YES BANK Credit Card transactions outside India must be made strictly in accordance with Exchange Control Regulations of the Reserve Bank of India and the Foreign Exchange Management Act, 1999. Cardmember resident in India is notified that collecting and effecting remitting payments directly / indirectly outside India in any form towards overseas foreign exchange trading through electronic / internet trading portals is prohibited and a cardholder making such transactions would make himself / herself / themselves liable to be proceeded against with for contravention of the Foreign Exchange Management Act (FEMA), 1999 besides being liable for violations of regulations relating to Know Your Customer (KYC) norms / Anti Money Laundering (AML) standards. Any violation of the Exchange Control Regulations arising out of utilization of YES BANK Credit Card is the sole responsibility of the individual YES BANK Credit cardmember.

International Credit Cards cannot be used on the internet or otherwise for the purchase of prohibited items such as lottery tickets, banned or proscribed magazines, participation in sweepstakes, payment for call back

services and / or such items / activities for which no withdrawal of foreign exchange is permitted.

Schedule of Charges – YES First Corporate Credit Card

Liability Type	Corporate Credit Card (IL)	Corporate Credit Card (CL)	Corporate Credit Card (J&S)	Cobrand Corporate Credit Card (CL)
Joining Fee	NIL	NIL	NIL	NIL
Annual Membership Fee (First Year and renewal)	NIL	NIL	NIL	NIL
Interest Free Period	20 - 50 days	20 - 50 days	20 - 50 days	20 - 50 days
Minimum Amount Due (MAD)	Minimum of 5% of total payment due as per statement or Rs 200, whichever is higher	100% of Total Amount Due (TAD)	100% of Total Amount Due (TAD)	100% of Total Amount Due (TAD)
Cash Advance Limit	30% of Credit Limit	20% of Credit Limit (As per Corporate request, not a standard feature)	20% of Credit Limit (As per Corporate request, not a standard feature)	20% of Credit Limit (As per Corporate request, not a standard feature)
Finance Charges on revolving credit, oncash advance and/or on overdue amount	YES Bank - Current/Savings/Business Banking Account holders – 2.99% per month (ie. 35.88% annualized). Others – 3.22% per month (ie. 38.64% annualized) W.e.f 1 st August 2023 3.25% p.m., 39% p.a. (applicable from the date of transaction)	2.40% p.m. from date of non-payment on unpaid balance W.e.f 1 st August 2023 3.25% p.m., 39% p.a. (applicable from the date of transaction)	2.40% p.m. from date of non-payment on unpaid balance W.e.f 1 st August 2023 3.25% p.m., 39% p.a. (applicable from the date of transaction)	3.25% p.m., 39% p.a. (applicable from the date of transaction)
Late Payment Charges (LPC) (Per Statement, as per the statement balance)	For Corporate Cards (IL) : < Rs. 101 - Nil Rs. 101 to Rs. 500 - Rs. 150 Rs. 501 to Rs. 5,000 - Rs. 500 Rs. 5,001 to Rs. 20,000 - Rs. 750 Above Rs. 20,001 - Rs. 1000 W.e.f 1 st August 2023 For Statement balance < Rs. 101 - Nil Rs. 101 to Rs. 500 - Rs. 100 Rs. 501 to Rs. 5,000 - Rs. 500 Rs. 5,001 to Rs. 20,000 - Rs. 750 Above Rs. 20,001 - Rs. 1000	NIL W.e.f 1 st August 2023 For Statement balance < Rs. 101 - Nil Rs. 101 to Rs. 500 - Rs. 100 Rs. 501 to Rs. 5,000 - Rs. 500 Rs. 5,001 to Rs. 20,000 - Rs. 750 Above Rs. 20,001 - Rs. 1000	NIL W.e.f 1 st August 2023 For Statement balance < Rs. 101 - Nil Rs. 101 to Rs. 500 - Rs. 100 Rs. 501 to Rs. 5,000 - Rs. 500 Rs. 5,001 to Rs. 20,000 - Rs. 750 Above Rs. 20,001 - Rs. 1000	For Statement balance < Rs. 101 - Nil Rs. 101 to Rs. 500 - Rs. 100 Rs. 501 to Rs. 5,000 - Rs. 500 Rs. 5,001 to Rs. 20,000 - Rs. 750 Above Rs. 20,001 - Rs. 1000
Over Limit Fee	2.5% of over limit amount or Rs 500, whichever is higher	Not Applicable	Not Applicable	Not Applicable
Cash Advance Fee	2.5% of amount withdrawn or Rs 300, whichever is higher	2.5% of amount withdrawn or Rs 300, whichever is higher	2.5% of amount withdrawn or Rs 300, whichever is higher	2.5% of amount withdrawn or Rs 300, whichever is higher
Reward Redemption Fee	Rs 100 per redemption request	NIL	NIL	NIL
Fuel Surcharge Waiver (Goods & Services Tax levied on fuel surcharge will not be reversed)	Valid for transactions between Rs 400 to Rs 5000 only. Maximum surcharge waiver in a statement cycle is Rs 500	Valid for transactions between Rs 400 to Rs 5000 only. Maximum surcharge waiver in a statement cycle is Rs 500	Valid for transactions between Rs 400 to Rs 5000 only. Maximum surcharge waiver in a statement cycle is Rs 500	Valid for transactions between Rs 400 to Rs 5000 only. Maximum surcharge waiver in a statement cycle is Rs 500

Fee on Rental & Wallet charges	NIL W.e.f 1 st August 2023 Minimum 0.50% of transaction value or Rs 1 whichever is higher will be levied on all Rental & Wallet transactions greater than Rs 1. (Note that rental transactions are capped at 3 per 30 days period)	NIL W.e.f 1 st August 2023 Minimum 0.50% of transaction value or Rs 1 whichever is higher will be levied on all Rental & Wallet transactions greater than Rs 1. (Note that rental transactions are capped at 3 per 30 days period)	NIL W.e.f 1 st August 2023 Minimum 0.50% of transaction value or Rs 1 whichever is higher will be levied on all Rental & Wallet transactions greater than Rs 1. (Note that rental transactions are capped at 3 per 30 days period)	NIL
Re-issue of Lost, Stolen or Damaged Card	Rs 100 (Per reissuance)	Rs 100 (Per reissuance)	Rs 100 (Per reissuance)	Rs 100 (Per reissuance)
Foreign Currency Conversion Charges	3.50%	3.50%	3.50%	3.50%
Duplicate Statement (Statement older than 6 months)	Rs 100 per statement	Rs 100 per statement	Rs 100 per statement	Rs 100 per statement
Cash deposit at YBL Branches towards Credit Card repayment	Rs 100	Rs 100	Rs 100	Rs 100
Railway Ticket on IRCTC	As per IRCTC website	As per IRCTC website	As per IRCTC website	As per IRCTC website
Goods & Services Tax	18% (Applicable on all fee and charges)	18% (Applicable on all fee and charges)	18% (Applicable on all fee and charges)	18% (Applicable on all fee and charges)
TDS on withdrawals above Rs.1 crore	With effect from 1st September 2019, TDS @2% is applicable on aggregate cash withdrawals exceeding Rs.1 Crore from accounts and cards, in a particular financial year			

*Conditions Apply

Schedule of Charges:	
YES PROSPERITY Purchase Credit Card	
Liability Type	Corporate Liability
Joining Fee	NIL
Annual Membership Fee (First Year and renewal)	NIL
Spend Condition for waiver of Annual Charges (Only applicable on retail spend transaction)	NIL
Interest Free Period	20 - 50 days
Minimum Amount Due (MAD)	100% of Total Amount Due (TAD)
Cash Advance Limit	Not Applicable
Finance Charges	2.40% p.m. from date of non-payment on unpaid balance W.e.f 1 st August 2023 3.25% p.m., 39% p.a. (applicable from the date of transaction)
Late Payment Charges (LPC)	NIL

	W.e.f 1 st August 2023 For Statement balance < Rs. 101 – Nil Rs. 101 to Rs. 500 - Rs. 100 Rs. 501 to Rs. 5,000 - Rs. 500 Rs. 5,001 to Rs. 20,000 - Rs. 750 Above Rs. 20,001 - Rs. 1000
Overlimit Fee	Not applicable
Cash Advance Fee	Not applicable
Reward Redemption Fee	Not applicable
Fuel Surcharge Waiver (Goods & Services Tax levied on fuelsurcharge will not be reversed)	1% waiver on transactions between Rs 400 to Rs 5000 only. Maximum surcharge waiver in a statement cycle is Rs 500 W.e.f 1 st August 2023 No fuel surcharge waiver
Fee on Rental & Wallet charges	NIL W.e.f 1 st August 2023 Minimum 0.50% of transaction value or Rs 1 whichever is higher will be levied on all Rental & Wallet transactions greater than Rs 1. (Rental transactions are capped at 3 per 30 days period)
Re-issue of Lost, Stolen or Damaged Card	NIL
Foreign Currency Conversion Charges	3.50%
Duplicate Statement (Statement older than 6 months)	NIL
Cash deposit at YBL Branches towards Credit Card repayment	Not Applicable
Railway Ticket on IRCTC	As per IRCTC website
Goods and Services Tax	18% (Applicable on all fees and charges)

IMPORTANT: Cardmember is advised to read the following annexure related to Prudential norms on Income Recognition, Asset Classification and Provisioning pertaining to Advances. The Cardmember shall be deemed to have unconditionally agreed to the Annexure by Card usage. In such event, this Annexure shall be deemed to have come into effect and shall be binding on the Cardmember and / or Add-on Cardmember(s).

Annexure

With reference to the Credit facility/ies being availed by me today, I confirm I have understood following concepts and illustrative examples related to due dates, classification of our borrowal accounts as SMA/NPA in the course of the conduct of the Credit Card Accounts.

Concepts / clarifications / Illustrative examples on Due dates and specification of SMA/ NPA classification dates

Dues: Means the principal/interest/ any charges levied on the loan account (Credit Card) which are payable within the period stipulated as per the terms of sanction of the credit facility.

Overdue: Means the principal / interest/ any charges levied on the loan account (Credit Card) which are payable, but have not been paid within the period stipulated as per the terms of sanction of the credit facility In other words, any amount due to the bank under any credit facility is 'overdue' if it is not paid on the due date fixed by the bank.

Relevance of the Principle of 'First in First Out' (FIFO) in appropriation of payments into the borrowal account:

The Principle of **FIFO** i.e., 'First In, First Out' accounting method is relevant to arrive at the No.of days of overdue for determining the SMA/NPA status. The FIFO principle assumes that the oldest outstanding dues in the loan account/Credit Card needs to be cleared first. The FIFO method thus requires that what is due first must be paid by the borrower first.

For example: - if in any Credit Card/loan account as on 01.02.2021 there are no overdues and an amount of Rs. X is due for payment towards principal/interest/charges, any payment being credited on or after 01.02.2021 in the loan account will be used to pay off the dues outstanding on 01.02.2021 .Assuming that nothing is paid / or there is partial payment (Rs Y) of dues during the month of February, the overdue as on 01.03.2021 will be Rs .X-Y.

Additionally, an amount of Rs. Z becomes due as on 01.03.2021, Now any payment /partial payment into the account on or after 01.03.2021 will be first utilized to pay off the partial due of 01.02.2021 (Rs X - Rs. Y) If there is more recovery than the Rs X - Rs Y. then after recovering dues of 01.02.2021, the remaining amount will be treated as recovery towards due of 01.03.2021.

The age of oldest dues :- The age of oldest dues is reckoned in days from the date on which the oldest payment is due and continues to remain unpaid In the aforesaid illustration, if the Dues relating to 1st February 2021 remain unpaid till 01.03.2021, the age of the oldest dues is reckoned as 29 days on 02.03.2021.

Classification as Special Mention Account (SMA) and Non-Performing Asset (NPA) Lending institutions will recognize the incipient stress in loan accounts, immediately on Default, by classifying them as Special Mention Accounts (SMA) The basis of classification of SMA /NPA Category shall be as follows:

SMA Sub-categories	Basis for classification-Principal or interest payment or any other amount wholly or partly overdue	SMA Sub-categories	Basis for classification-Outstanding balance remains continuously in excess of the sanctioned limit or drawing power, whichever is lower for a period of
SMA-O			Up to 30 days
SMA-1	More than 30 days and upto 60 days	SMA-1	More than 30 days and up to 60 days
SMA-2	More than 60 days SMA and upto 90 days	SMA-2	More than 60 days SMA and upto 90 days

Non-performing Asset:

Non-Performing Asset (NPA) is a loan or an advance where:

- i. Interest and/ or instalment of principal remains overdue for a period of more than 90 days in

respect of a term loan.

ii. The account remains 'out of order' as indicated below, in respect of an Overdraft/Cash Credit (OD/CC).

iii. The bill remains overdue for a period of more than 90 days in the case of bills purchased and discounted,

iv. The instalment of principal or interest thereon remains overdue for two crop seasons for short duration crops.

v. the instalment of principal or interest thereon remains overdue for one crop season for long duration crops.

'Out of Order' Status:

An account shall be treated as 'out of order' if:

i. The outstanding balance in the CC/OD account remains continuously in excess of the sanctioned limit/ drawing power for 90 days, or

ii. The outstanding balance in the CC/OD account is less than the sanctioned limit/drawing power but there are no credits continuously for 90 days, or the outstanding balance in the CC/OD account is less than the sanctioned limit/drawing power but credits are not enough to cover the interest debited during the previous 90 days period.

Illustrative movement of an account to SMA category to NPA category based on delay in nonpayment of dues and subsequent upgradation to Standard category at day end

Process: Due date of payment	Payment date	Payment Covers	Age of oldest dues in day	SMA/NPA Categorizat ion on	SMA since date/ SMA Class date	NPA categori ze action	NPA Date
01.01.2022	01.01.2022	Entire dues up to 01.01.2022	0	Nil	NA	NA	NA
01.02.2022	01.02.2022	Partly paid dues of 01.02.2022	1	SMA-0	01.02.2022	NA	NA
01.02.2022	01.02.2022	Partly paid dues of 01.02.2022	2	SMA-0	01.02.2022	NA	NA
01.03.2022		Dues of 01.02.2022 not fully paid 01.03.2022 is also due at EOD 01.03.2022	29	SMA-0	01.02.2022	NA	NA
		Dues of 01.02.2022 not fully paid, Due for	1	SMA-0	01.03.2022	NA	NA

		01.03.2022 not paid at EOD 01.03.2022					
		No payment of full dues of 01.02.2022 and 01.03.2022 at EOD 03.03.2022	31	SMA-1	1.02.2022/3.03.2022	NA	NA
		Dues of 01.02.2022 fully paid , Due for 01.03.2022 not fully paid at EOD 1.03.2022	1	SMA-0	01.03.2022	NA	NA
01.04.2022		No payment of dues of 01.02.2022, 01.03.2022 an amount due on 01.4.2022 at EOD 1.04.2022	60	SMA-1	1.02.2022/3.03.2022	NA	NA
		No payment of dues of 01.02.2022 till 01.04.2022 at EOD 02.04.2022	61	SMA-2	01.02.2022/02.04.2022	NA	NA
01.05.2022		No payment of dues of 01.02.2022 till 01.05.22 at EOD 01.05.2022	90	SMA-2	01.02.2022/02.04.2022	NA	NA
		No payment of dues of 01.02.2022 till 01.05.22 at EOD 02.05.2022	91	NPA	Na	NPA	02.05.2022
01.06.2022	01.06.2022	Fully Paid dues of 01.02.2022 at EOD 01.06.2022	93	NPA	Na	NPA	02.05.2022
01.07.2022	01.07.2022	Paid entire dues of 1.03.2022 & 01.04.2022 at EOD 01.07.2022	62	NPA	Na	NPA	02.05.2022
01.08.2022	01.08.2022	Paid entire dues of 1.05.2022 &	32	NPA	Na	NPA	02.05.2022

		01.06.2022 at EOD 01.08.2022					
01.09.2022	01.09.2022 2	Paid entire dues of 01.07.2022 & 01.08.2022 at EOD 1.09.2022	1	NPA	Na	NPA	02.05.2022
01.10.2022	01.10.2022 2	Paid entire dues of 01.09.2022 & 01.10.2022	0	Standard Account with no overdue	Na	NA	STD from 01.10.2022

Repayment Schedule: -The Borrower hereby unconditionally and irrevocably agrees that the welcome letter and repayment schedule shall form an integral part of the loan Agreement and shall be read long with the Schedule mentioned in the loan agreement. The commercial terms governing the loan facility including the exact breakup between principal and interest, and other charges shall be shared with the borrower along with the welcome letter which shall be binding on the Borrower. Further, the Borrower is aware that the account of the Borrower may be classified as NPA in accordance with RBI Master Circular - Prudential norms on Income Recognition, Asset Classification and Provisioning pertaining to Advances, as amended from time to time and other applicable guidelines issued by RBI, from time to time. The Borrower irrevocably and unconditionally agrees and confirms that it shall not raise any dispute regarding the classification of the Facility/Borrower's account as SMA and/ or NPA in accordance with the above and as per guidelines issued by RBI, from time to time.

I also understand that the aforesaid few examples are illustrative and not exhaustive In nature covering common scenarios, and that, the IRACP norms and clarifications provided by RBI on the subjects referred above will prevail



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