

by post, fax, telephone, e-mail, SMS messaging and/or engage 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. The total Outstanding on the Card account, together with the amount of any Charges effected but not yet charged to the Card Account, will become immediately due and payable in full to TMB on bankruptcy or death of the Primary Cardholder, and the Card Account shall immediately stand cancelled. The Primary Cardholders estate will be responsible for setting any Outstanding on the Card Account and should keep TMB indemnified against all costs, including legal fees and expenses incurred in recovering such Outstanding. Pending such repayments, TMB will be entitled to continue to levy finance charges at its prevailing rates.

5. TERMINATION/ REVOCATION OF THE CARDHOLDERSHIP / DELAY IN CLOSING OF ACCOUNT

- a) Any request for closure of a credit card will be honoured within seven working days by the Bank, subject to payment of all dues by the cardholder. Subsequent to the closure of credit card, the cardholder will be immediately notified about the closure through email, SMS, etc. Cardholders will be provided option to submit request for closure of credit card account through multiple channels such as helpline, dedicated email-id, etc. We will not insist on sending a closure request through post or any other means which may result in the delay of receipt of the request. Failure on the part of the card-issuers to complete the process of closure within seven working days shall result in a penalty of Rs.500 per calendar day of delay payable to the cardholder, till the closure of the account provided there is no outstanding in the account.
- b) TMB may also restrict, terminate or suspend the use of the Cardholder Account at any time without prior notice if TMB reasonably believe it necessary for business or security reasons and/or at the request of any law enforcement agency, and/or any government authority and/or under the laws & regulations which apply to TMB & its customer.

- c) TMB can suspend the facility on the Credit Card, if the Cardholder defaults on the payment due or exceeds the credit limit extended. The Card must not be used after the Agreement ends or while use of Card Account is suspended.
- d) In such a situation, the Cardholder must (subject to any default or other notice required by law) immediately pay TMB the total outstanding Balance on the Account. This includes all amounts due to TMB under the Agreement, including all transactions and other amounts not yet charged to the Account. The Cardholder Account will not be considered as closed until the Cardholder has paid all such due amounts.

6) LOSS/ THEFT/ MISUSE OF CARD

- a) Customers are having the following option to block the credit card is case of loss / stolen. (Mobile Banking and customer care. 044-69297068 and 1800 425 0426 (24*7)). If customer reports the bank to block the lost credit card, the card will be blocked immediately on being informed by the cardholder. The process for blocking the card, dedicated helpline as well as the SMS numbers, is also publicized and included in the billing statements. Once a card is reported lost, it should not, under any circumstance be used if found by the Cardholder subsequently, and the Cardholder should cut the card diagonally in half.
- b) TMB is not liable or responsible for any transactions incurred on the card account prior to the time of reporting of the loss of the card to TMB and the Cardholder will be wholly liable for the same. In addition to notifying TMB about the loss or theft of the Card, the Cardholder must report any theft of the Credit Card(s) to the Police and lodge FIR. The Cardholder will, however, be liable for all losses when someone obtains and misuses the Card or PIN with the Cardholders consent, or the consent of an Additional Cardholder.
- c) If the Cardholder has acted fraudulently, the Cardholder will be liable for all losses. If the Cardholder acts without

reasonable care, the Cardholder may be liable for all losses incurred. This may apply if the Cardholder fails to follow the safeguards as specified by TMB.

- d) TMB may, without referring to the Cardholder or any Additional Cardholder, give the police or other relevant authorities any information that MB considers relevant about the loss, theft or misuse of a Card or PIN.
- e) Changes in contact details including mobile number, of your credit card account would be intimated to your new as well as preceding contact details in the system. It is advised to keep your current contact details including mobile number updated in our records.
- f) **Delay in Blocking of lost / stolen Credit Card:-** Bank will reverse any Transactions and associated fees and charges that have been levied as a result of the delay in blocking Your Credit Card Account from the time Primary Cardholder report the loss / theft of the Credit Card to the Bank.

7. DISCLOSURE

The Cardholder acknowledges that TMB is authorized to share Cardholder information with any existing or future credit bureaus without any notice to this intent to the Cardholder, and such information may pertain to positive or negative Performance/default by the Cardholder. Such update may take 45-60 days to reflect in credit bureau report.

The Credit Bureaus are 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.

The Cardholder further acknowledges that TMB is authorized to share Cardholder information, including default in payments with Financial Institution, employer and to other third parties engaged by TMB for proper operation of card accounts, verification and other administrative services.

8. SCHEDULE OF CHARGES { #}

Fees	
Joining / Enrollment Fee	Nil
Annual Fee	Nil
Add-on Card Fee	Nil
Renewal Fee	₹ 250/- for Primary Card; ₹ 150/- for Add-on Card
Finance Charges	
Interest Free Credit period	Upto 45 days
Finance Charges	2% per month (24% per annum) from the due date.
Cash Advance	
Cash Advance Limit	25% of Credit Limit (Per day limit ₹ 25000/-) (Subject to cash withdrawal restriction if any by RBI then and there)
Free Credit Period	Nil
Finance Charges for cash withdrawal	2% per month (24% per annum) from the date of withdrawal
Cash Advance Fee	3.0% of transaction amount subject to the minimum of ₹ 30/- for every ₹ 1000/- or part thereof.
Charges for Cash withdrawal at other bank ATMs	3.0% of transaction amount subject to the minimum of ₹ 30/- for every ₹ 1000/- or part thereof. Plus extra charges levied by the respective banks.
Other Fees & Charges	
Cheque / Payment Dishonour fee	₹ 150/-
Duplicate Statement	₹ 100/-
Card Replacement	₹ 250/-
Late payment charges	₹ 250/-
Charge slip retrieval	₹ 100/- per charge slip
Collection charges for outstation cheques	₹ 100/-
Others	
Foreign Currency Transaction Conversion Markup	Upto 3.50%

All taxes should be charged as applicable on all the above fees, interest & charges.

Applicable taxes means Service Tax (ST) @14%, Swachh Bharat Cess (SBC) @ 0.5%, Krishi Kalyan Cess (KKC) @ 0.5% and any such taxes.

{#} - denotes Subject to change from time to time.

Note: Any changes in the MITC from time to time will be updated in the Bank's website(<https://www.tmb.bank.in/>)



To read the MITC in other languages, scan this QR or please use the link <https://tmb.bank.in/pages/CCMITC>
अन्य भाषाओं में एमआईटीसी पढ़ने के लिए, इस क्यूआर को स्कैन करें या कृपया लिंक का उपयोग करें <https://tmb.bank.in/pages/CCMITC>
மற்ற மொழிகளில் MITC ஐப் படிக்க, இந்த QR ஐ ஸ்கேன் செய்யவும் அல்லது இணைப்பைப் பயன்படுத்தவும் <https://tmb.bank.in/pages/CCMITC>

TMB Credit Card

Most Important Terms & Conditions

1. FEES AND CHARGES

A) Annual Fees & Renewal Fees

There are annual fees and renewal fees applicable on the Tamilnad Mercantile Bank Credit Card (TMB Card). Annual fee is a yearly charge and renewal fee is charged every 3 years. These fees may vary from Cardholder to Cardholder, and for different the Cardholder at the time of applying for the credit card. These fees, as applicable, are directly charged to the Cardholder account and the same would be billed in the card settlement of the month in which it is charged. There may fees for Additional Cards issued to the Primary Cardholder.

B) Cash Advance Fees

The Cardholder can use the Card to access cash in an emergency from domestic / international ATMs. A transaction fee would be levied on all such withdrawals and would be billed to the Cardholder in the next statement. A transaction fee of 3% on transaction amount subject to the minimum ₹ 30/- for every ₹ 1000/- or part thereof will be levied. The transaction fee is subject to change at the discretion of Tamilnad Mercantile Bank (TMB). All cash advances also carry a finance charges equal to charges on revolving credit (please refer schedule of charges) from the date of withdrawal until the date of full payment.

C) Cash Payment

The Cardholder can walk into select TMB Bank branches and pay TMB Card dues by mentioning the Credit Card number & Amount in the pay-in slip and depositing the same at the branch counter. An instant payment acknowledgment receipt will be provided after paying your bill.

D) Charges

- I. Charges and fees, as may be applicable from time to time, are payable by Cardholders for TMB to the Cardholder with reference to his Card account.
- II. TMB retains the right to alter any charges or fees from time to time or to introduce any new charges or tees, as it may deem appropriate with due intimation to cardholders.

E) Interest Free Grace Period

The interest free credit period could range from 15 to 45 days subject to submission of claims by the merchant. However, this is not applicable if previous month s balance has not been cleared in full or if the Cardholder has availed of cash from any ATM.

F) Finance Charges

Finance Charges are payable at the monthly interest rate on all transactions including unpaid EMI installments from the date of transaction in the event of the Cardholder choosing not to pay his balance in full, and on all cash advances taken by landlor they are paid Card interest Rate is dynamic and will be based on the Cardholders usage and payment patterns and is subject to periodic review. The current finance charges is upto 2% per month [24% per annum] From the transaction date and s subject to change at the discretion of TMB. Finance charges, if payable, are subject to levy of applicable taxes and are debited to the Cardholders account till the outstanding on the card is paid in full.

Finance charges on cash advances are applicable from the date of transaction until the payment is made in full. In case the statement outstanding has no cash balance and has not been carried forward from a previous statement and the retail balance outstanding on the statement date is paid in full by the payment due date, No Finance Charges are levied on such balances. Making only the minimum payment every month would result in the repayment stretching over the years with consequent interest payment on your outstanding balance.

Example:

Assume that you have paid all previous dues in full and your monthly Statements generated on 20th of every month. You have purchased household items for Rs.10000/- on 12th June and withdrawn cash from ATM for Rs.5000/-on 15th June.

Your monthly statement generated on 20th June shall have the following entries:

Date	Transaction	Amount	Details
21/05/16	Purchase articles	₹ 10000.00 Dr	Purchase made on TMB Credit Card
15/06/16	Cash Withdrawal	₹ 5000.00 Dr	Cash withdrawn on Credit Card
15/06/16	Cash Transaction Fee	₹ 150.00 Dr	₹ 5000 * 3% = ₹ 150

20/06/16	Interest for Cash Withdrawal	₹ 19.73 Dr	₹ 5000 *6 days *2% *12 months/ 365 days = ₹ 19.73
20/06/16	Bill Date - Closing Balance	₹ 15169.73 Dr	--
05/07/16	Payment Due Date - Due Amount	₹ 15169.73 Dr	-
Interest Free Credit period (21.05.2016 to 05.07.2016)			45-days
Repayment cases:- (Customer paid the full due amount on or before due date)			
Due Date 05/07/16	Due Amount	₹ 15169.73 Dr	--
04/07/16	Repayment Credit	₹ 15169.73 Cr	--
	Overdue interest	Nil	
Repayment cases:- (Customer paid the due amount late by 14-days)			
Due Date 05/07/16	Due Amount	₹ 15169.73 Dr	--
20/07/16	Repayment Credit	₹ 15169.73 Cr	--
	Overdue interest	₹ 139.64	=Rs.15169.73@24% p.a for 14- days (06.07.2016 to 20.07.2016) =Rs. 15169.73*14 days*2% *12 months / 365 days = Rs. 139.64

G) Late Payment Charges (#)

Late Payment charges of Rs.250/- will be applicable if 10% of the Total Amount Due is not paid by the customers on or before due date (+3 days grace period).

H) Payment Dishonor fees {#}

In case of a Cheque/Payment Dishonor, Cardholder will be charged of ₹ 150 as dishonor fee.

I) Other Charges {#}

Card Replacement Fee : ₹ 250/-

Charge slip Retrieval Fee : ₹ 100/- per charge slip

Statement Retrieval Fee : ₹ 100/- per statement for statements more than 2 months old

Foreign Currency Transaction fee: Upto 3.5%.The exchange rate use to convert Foreign Currency transaction into INR will be determined by MasterCard,as the case may be, basis the transaction is settled with TMB Card, which may not be the same date on which the transaction fee of 3.5% will be applied on the INR converted amount shared by MasterCard

J) Compensation framework for unsuccessful / failed transactions:-

S.No	Transaction type	Description of the incident	Framework for auto reversal and compensation	
			Timeline for auto-reversal	Compensation for delay (per day)
1	ATM	Account debited but cash not dispensed	T+5 days	Rs.100 beyond T+5 days
2	Card Transactions (Card-to-Card, PoS and E-com)	Account debited but beneficiary account not credited or no confirmation at merchant	T+1 day (Card-to-Card) / T+5 days (Pos/E-com)	Rs.100 beyond the to respective TAT
3	UPI	Account debited but beneficiary account not credited	T+1 days	Rs. 100 beyond T+1 days

2. LIMITS

Credit Limit and Cash Limit are assigned to Cardholder based on internal TMB credit crieria (Add-On cardholders share same limits as that of the Primary Account Holder). These limits are communicated to the cardholder at the time of car delivery. The Credit Limit and Cash Limits are communicated to the Cardholder in every statement. The Available Credit Limit (i.e. the Credit Limit available for use) at the time of the statement generation is provided as a part of the statement. TMB will review the Cardholder account periodically, and increase or decrease the Cardholder seeking to have their credit limit increased can do so by writing to TMB and providing financial documents declaring their income. TMB, at it s sole discretion and based on such new documents provided,may increase the CreditLimit of the Cardholder.

3. Billing and Statement

- a) TMB will send the Cardholder a monthly statement showing the payments credited and the transactions debited to the Cardholders Account since the last statement, provided the card has been active during the said period. TMB will send a statement through e-mail id on record, on a pre-determined date.
- b) By default, customers will be onboarded in the billing / statement date as 20th of every month and due date will be 15-days from the date of billing date. If customer wants to change the billing date, they can request the branch / credit card cell (creditcardcell@tmbank.in) to modify the billing date as any date between 1-28 in a month as per the cardholders' convenience.

- c) There is no Minimum Amount due option available in this Credit Card, customer has to pay the Total Amount due mentioned in the statement on or before due date to avoid interest, late payment charges, etc.
- d) Credit Card linked CASA account will be auto debited on due date for Total Amount due. If customer is not having suffcient balance for the total amount due, then the available amount will be debited from that account and for the remaining amount, system will create Temporary Overdraft (TOD) in the linked CASA account and adjust the total amount due. TOD will carry a ROI of 24% p,a,
- e) Interest Calculation - Annualized Percentage Rate (Example):-
Statement Date - 20.10.2024
Due Date - 05.11.2024
Total Amount Due - Rs.10000/
Customer Paid on due date - Rs.2000/ Paid remaining amount(Rs.8000/-) on 20.11.2024
Interest - Rs.8000@24% p.a for 14-days (06.11.2024 to 19.11.2024)
Rs.8000*14 days*2% *12 months/ 365 days =Rs.73.64
- f) Payments made towards the card outstanding are acknowledged in subsequent statements.
- g) Payments received against the Cardholders Total card outstanding will be adjusted against Service Tax, Fees & Other Charges, Interest charges, Cash Advance and Purchase Outstanding in that order.
- h) Payments towards the Card account may be made in any of the following ways:
- Through TMB Mobile Banking in Credit Card Section.
 - Through TMB Internet Banking (General Service--> Service Request-->New Request-->Credit Card payment).
 - By mailing a Cheque or draft to the mailing address provided in the reverse of the statement.
 - The Cheque / draft should be made payable to TMB Card Number xxxxxxxxxxxxxxxx.
 - Payments can be made through National Automated Clearing House (NACH).
 - Billing Disputes: All contents of statements will be deemed to be correct and accepted by the Cardholder unless within

20 days of the Statement Date the Cardholder informs TMB of any discrepancies, and these discrepancies are found to be true by TMB. On receipt of such information, TMB may reverse the charge on temporary basis. If on completion of subsequent investigations, the liability of such charges is to the Cardholders account, the charge will be reinstated in a subsequent statement, along with Charge slip Retrieval charges of Rs.100/- per charge slip and applicable interest on the amount so recovered.

7. Contact Particulars :

Customer Help Desk: (24 Hours)

Toll Free Phone No. 1800 425 0426

(or) Phone : (044) 69297068

Business hours:10 AM to 5:30PM (All Working days)

E-mail: creditcardcell@tmbank.in

(or)

write to

The Deputy Vice president,

Credit Card Cell, Tamilnad Mercantile Bank Ltd,
Kosmo One, Tower B, 12th Floor, Plot No.14,
3rd Main Road, Ambattur Industrial Estate,
Ambattur, Chennai - 600058.

8. Delay in redressal of grievance:- In the unlikely event that, Primary Cardholder is not satisfied with our services, Primary Cardholder may register the grievance by

- Calling our Credit Card Cell at (044) 69297068 (Business hours:10 AM to 5:30PM (All Working days)) or Toll Free Phone No. 1800 425 0426 (24x7)
- Writing to Credit Card Cell at creditcardcell@tmbank.in
- For further escalations you can write to our Assistant Vice President at customerservice@tmbank.in

If the complaint is not resolved within 30 days of receipt by the Bank, then the said complaint can be escalated to Banking Ombudsman. Kindly refer to the following link for more details: <https://www.tmb.bank.in/pages/Banking-Ombudsman>

4. DEFAULT

In the event of default, the Cardholder will be sent reminders from time to time for settlement of any outstanding on the card account,