

Fair practice code for Credit Card operations

Jan'2024

1 Preamble

- 1.1 This is a voluntary code, adopted by CSB Bank for the operations of their Credit Cards Division. It is expected that this Fair Practice Code will act as a benchmark service standard in their dealings with individual customers. The code is expected to help the credit card users in knowing their rights and the measures they should take to protect their interests. This Code is being made available on the website of CSB Bank, for free access by the customers of the Bank and the public.

The covenants of this code will supplement and will not replace those applicable under Banker's Fair Practice Code recommended by Indian Banks' Association and adopted by the credit card issuing members/institutions.

About this code

- 1.2 As a voluntary document, the code promotes competition and encourages higher operating standards to benefit customers. In the Code, 'you' denotes the credit card customer and 'we' the CSB Bank as the credit card issuer. The standards of the Code are governed by the four key commitments detailed in section 2.

Unless stated otherwise, all parts of this code apply to all the credit card products and services, whether we provide them across the counter, over the phone, on the Internet or by any other method.

Commitments outlined in this code are applicable under normal operating environment. In the event of force majeure, we may not be able to fulfil the commitments under this Code.

2. KEY COMMITMENTS

We promise to:

- 2.1 Act fairly and reasonably in all our dealings with you by:
- Meeting the commitments and standards in this Code, for the products and services we offer, and in the procedures and practices our staff/agents/ third party service providers appointed by the Bank follow
 - Making sure our products and services meet relevant laws and regulations
 - Ensuring that our dealings with you will rest on ethical principles of integrity and transparency
 - Not engaging in any unlawful or unethical consumer practice

2.2 Help you to understand how our credit card products and services work by giving you the following information in simple language:

- What are the benefits to you?
- How you can avail of the benefits?
- What are their financial implications?
- Whom can you contact for addressing your queries and how?

2.3 Deal quickly and effectively with your queries and complaints by:

- Offering channels for you to route your queries
- Listening to you patiently
- Accepting our mistakes, if any
- Correcting mistakes/ implementing changes to address your queries
- Communicating our response to you promptly
- Telling you how to take your complaint forward if you are not satisfied with the response.

2.4 Publicise this code, by making it available for public access on our website and make copies available for you on request.

3. GENERAL

- We will not discriminate on the grounds of sex, caste and religion in the matter of lending. However, it will not preclude us from instituting or participating in schemes framed for different sections of society.
- We shall refrain from interference in your affairs except for the purposes provided in the terms and conditions of the cardholder agreement (unless new information, not earlier disclosed by you, has come to our notice).
- When you change any of the following, please let us know immediately:
 - a. Name
 - b. Address
 - c. Phone Number
 - d. E Mail address

4. Information

(To help you choose products and services, which meet your needs)

- 4.1 Before you become a credit card customer, we will:
- Give you information explaining the key features of our credit card products including applicable fees and charges
 - Advise you what information/documentation we need from you to enable us to issue credit card to you. We will also advise you what documentation we need from you with respect to your identity, address, employment etc., and any other document that may be stipulated by statutory authorities (e.g. PAN details), in order to comply with legal and regulatory requirements.
 - Verify the details mentioned by you in the credit card application by contacting you through telephone numbers and/or physically visiting your residence and/or business address through the agencies appointed by us and/or by means of information available with different Govt./statutory bodies for this purpose, if deemed necessary by us.
- 4.2 While you apply for a credit card from us, we will share the relevant terms and conditions such as fees and interest charges, billing and payment, renewal and termination procedures and any other information that you may require to operate the card.
- 4.3 We will advise you of our targeted turnaround time (TAT) while you are availing/applying for a product / service.
- 4.4 We will inform you in writing in case we are unable to process your Credit Card Application.
- 4.5 We will send along with your credit card, card member agreement & Schedule of Charges/Most Important Terms & Conditions/Key Fact Statement giving detailed terms and conditions, interest and charges applicable and other relevant information with respect to usage of your credit card,
- 4.6 The Welcome letter enclosing the Credit Card will show the initial Credit Limit applicable to the Cardmember's account. The Credit Limit will also be shown on monthly Statement together with the amount of available credit at the Statement closing date.

- 4.7 We will advise you of our contact details such as contact telephone numbers, postal address, website/email address to enable you to contact us whenever you need to.
- 4.8 If you do not recognize a transaction which appears on your credit card statement, we will give you more details on request. In some cases, we may need your cooperation to get us confirmation or evidence that you have not authorised a transaction. If you believe that an error has occurred in the statement, you should promptly inform us in writing through the different channels available in the bank (so that the same is received by us within 30 days of the date of statement in which the transaction under dispute was charged). The operating rules applicable under the Credit Cards Scheme impose time limits on reporting disputed transactions. If you do not report / inform us within the above time, it would make it difficult for us to gather information about the transactions and this may work to your disadvantage. It is therefore advisable to notify us of any disputed transactions immediately upon receipt of the statement of account. This includes any disputes regarding reward points (if applicable) allocated to the card account.
- 4.9 We will inform you, through our Usage guide / card member agreement of the losses on your account that you may be liable if your card is lost/misused

5. Tariff (Fees/Charges/Interest)

- 5.1 You can find our schedule of common fees and charges (including interest rates) by:
- Referring to the Most Important Terms and Conditions (MITC), Key Fact Statement (KFS)
 - Referring to chat option on the mobile app
 - Calling up on customer service numbers, or
 - Visiting our website
- 5.2 We will provide you information on the interest rates applicable on your credit card and we will charge the same to your credit card account, if applicable.
- 5.3 We will explain how we apply interest to your account on request. However, the Most Important Terms and Conditions document contain details of the method of interest calculation.

5.4 When we change our tariff (Interest rate or other fees/charges) on our credit card products, we will update the information on Most Important Terms & Conditions (MITC) and will make the information available at our credit card mobile app and customer service telephone lines. We will also notify such changes through your registered email id.

6. Marketing Ethics

6.1 Field Personnel

Our sales representatives will identify themselves when they approach you for selling card products.

We have prescribed a code of conduct for our Direct Selling Agents (DSAs)/ Collection Agents whose services we may avail for credit card products.

In the event of receipt of any complaint from you that our representative has engaged in any improper conduct, we shall take appropriate steps to redress the complaint.

6.2 Telemarketing

If our telemarketing staff/agents contact you over phone for selling any our credit card products or with any cross-sell offer, the caller will identify himself/herself and advise you that he/she is calling on our behalf.

7. Issuance of credit Card / PIN/ Card Control

7.1 We will dispatch your credit card only to the mailing address mentioned by you through courier / post.

7.2 PIN (Personal Identification Number) setting for your credit card can be done from the credit card mobile app by scanning the QR code received in the welcome kit.

7.3 For ensuring additional security:

- a. International transactions are by default disabled for all new credit cards. You can activate the service by options available in credit card mobile app
- b. You can set/modify transaction limit for online/e-commerce, POS and contactless transactions from your mobile app

8. Account Operations

Credit card statements

- 8.1 To help you manage your credit card account and check details of purchase/cash drawings using the credit card, we will offer you a facility to receive credit card transaction details through e-mail and credit card mobile app. Credit card statement will be generated on a predetermined date of every month and will be mailed in your registered E mail ID and the same can be accessed through mobile App as well.
- 8.2 The statements also carry transaction-wise Reward points, Cashbacks credited, Transaction Date for credit cards.
- 8.3 In the event of non-receipt of this information, we expect you to get in touch with us so that we can arrange to resend the details to enable you to make payment and highlight exception if any in a timely manner.
- 8.4 We will let you know / notify changes in schedule of fees and charges and terms and conditions. Normally, changes (other than interest rates and those which are a result of regulatory requirements) will be made with prospective effect giving sufficient notice.

Protecting your account

- 8.5 We will advise you what you can do to protect your credit card from misuse by setting up transaction limit or putting up a temporary block, in case of credit card is not in use.
- 8.6 In the event your credit card has been lost or stolen, or that someone else knows your PIN or other security information, we will, on your notifying us, take immediate steps to try to prevent these from being misused, subject to operating regulations and law in force. We will be able to take necessary action only if you intimate to us about the loss of your card, hence we would request your cooperation in this regard.

9. Confidentiality of Account Details

- 9.1 We will treat all your personal information as private and confidential (even when you are no longer a customer). We will not reveal transaction details of your accounts to a third party, including entities in our group, other than in the following exceptional cases when we are allowed to do –
- If we have to give the information by law or by a mandate from any regulatory authority

- If such sharing of information will contribute towards correct credit appraisal decisioning by us where the interest of the bank requires disclosure
- if there is a duty towards the public to reveal the information
- if you ask to reveal the information, or if we have your permission to provide such information to our group/associate/entities or companies when we have tie-up arrangements for providing other financial service products.

10. Collection of dues

The debt collection policy of the bank is built with the philosophy that while the Bank would take steps and adopt fair practice code for recovery of the dues from its customers and at the same time would ensure that it treats the customers with dignity and respect. Bank will not follow policies that are coercive in collection of dues. The bank believes in having a policy which emphasises on customer service and thereby assisting its customers during their period of default to repay their outstanding. The policy is built on courtesy and principles of fair treatment. The Bank believes in following fair practices with regards to collection of dues and thereby fostering customer confidence and long-term relationship. The Bank and its representatives are expected to always follow the Code of Conduct during their interaction with the customers.

11. Redressal of Grievances

11.1 Redressal of your complaints internally

- You can call our call center numbers or write to us or email us, and our team will resolve all your queries related to your credit card. In case you are not being satisfied with the response you could seek an escalation to the next level bank officer/ manager. In the rare event that you are still not satisfied you can call us / write to the grievance cell within the bank. The contact details for all the above contact points are available separately in our marketing collaterals, Most Important Terms & Conditions (MITC) and in the CSB Bank website for your reference.
- Our complaint handling procedure is displayed in the Grievance Redressal Policy on our website, along with the timeframe for responding to your complaints and escalation process etc.

11.2 Banking Ombudsman Service and other avenues for redressal

- As mentioned in the RBI Circular CEPD. PRD. No. S873/13.01.001/2021-22 dated November 12th, 2021, on Integrated Ombudsman Scheme, if you do not get a satisfactory response from us or not received any response from us within 30 days from the date of the Complaint, you may approach the Banking Ombudsman (BO).

12. Termination of Credit Card

12.1 You may terminate your credit card by giving notice to us and by following the procedure laid down by us in our Usage guide / cardmember agreement after clearing outstanding dues, if any.

12.2 We may terminate your credit card, if in our opinion, you are in breach of the cardholder agreement

13. Scheme guidelines and regulations

All card issuing banks are bound by the regulations of the scheme (Visa, MasterCard, Diners, RuPay and any other scheme under which the card would apply), and in turn you as the customer would be governed and bound by the same. These card operating regulations are subject to changes from time to time by the scheme. We will update you as and when it happens.

14. Feedback and Suggestions

Please provide feedback on our services. Your suggestions will help us to improve our services.