MOST IMPORTANT TERMS & CONDITIONS

For Retail Credit Cards

The Most Important Terms & Conditions and all the information herein is applicable to all Credit Cardholders / applicants of Credit Cards / customers of the Bank / members of the general public evincing interest in the Credit Card product of the Bank with immediate effect. The MITC is subject to change. The said MITC are in addition to and are to be read along with the terms and conditions of the Cardholder Agreement of the Bank.

The Bank retains the right to alter any charges or fees or terms from time to time, or to introduce any new charges or fees, as it may deemed appropriate/or as per regulatory changes, with due intimation of at least one month to the customer.

For updated details kindly visit https://creditcard.pnb.bank.in

A) Schedule of Charges

1. JOINING, ANNUAL & ADD-ON CARD FEE

CREDIT CARD VARIANTS	JOINING FEE	ANNUAL FEE	WAIVER ON JOINNING/ANNUAL FEE
VISA CLASSIC	NIL Add on- NIL	NIL	NA
VISA GOLD	NIL Add on- NIL	300/-	On following conditions: a) If the usage of card, in preceding year, is more than the credit limit of the card. b) There is at least one retail transaction [i.e. other than fuel or cash withdrawal] in every calendar quarter. c) Account has never been irregular in Past.
VISA PLATINUM	NIL Add on- 500/- (For each add on card)	500/-	
VISA SIGNATURE	1500/- Add on- 500/- (For each add on card)	2000/-	If annual spends on card is Rs 3,00,000/ or above in the preceding year
RUPAY PLATINUM	NIL Add on- NIL	500/-	If card is used at least once in each quarter in the preceding year.
RUPAY SELECT	500/- Add on- 500/- (For each add on card)	750/-	

RUPAY MILLENNIAL	399/- Add on- 399/- (For each add on card)	999/-	If annual spends on the card is Rs 1,00,000/ or above in the preceding year.
RUPAY RAKSHAK PLATINUM	NIL	500/-	If card is used at least once in each quarter in the preceding year.
RUPAY RAKSHAK SELECT	NIL	750/-	
PNB PATANJALI PLATINUM CO BRAND	NIL	500/-	
PNB PATANJALI SELECT CO BRAND	500/- Add on- 500/- (For each add on card)	750/-	If card is used at least once in each quarter in the preceding year.
PNB EMT CO BRAND	2000/-	2000/-	If annual spends on the card is more than Rs. 1,00,000/- in the preceding year
PNB BLISS RUPAY PLATINUM	NIL	510/-	If annual spends on the card is more than Rs. 1,00,000/- in the preceding year
PNB SALARY RUPAY PLATINUM	NIL	NIL	Lifetime free subject to condition that customer is maintaining salary account in the specific scheme in PNB
PNB SALARY SELECT	NIL	NIL	Lifetime free subject to condition that customer is maintaining salary account in the specific scheme in PNB
PNB LUXURA on RuPay Ekaa	Rs.9,000/- * Add on- Metal Card – Rs.9000/-	Rs.7,500/- Add on- Metal Card – Rs.7500/-	Joining Fee will be waived if total spend on the card exceed Rs 2,50,000 within three billing cycles from the date of issuance of the card & same shall be refunded after three billing cycle Annual fee will be waived if annual spends on the card exceeds Rs 8,00,000 from the date of issuance of card. **<u>Changes W.E.F 05.07.2026</u>** Joining fee will be charged only if : (i) Total spend on the card is

			less than Rs 2.5 lakh (RuPay) within three billing cycles from the date of activation OR (ii) An activated card is closed within 90 days of the date of activation. The charges shall be levied after three billing cycles OR prior to closure of card whichever is earlier
PNB LUXURA on Visa Infinite	Rs. 4,999/- * Add on- Metal Card – Rs.4999/-	Rs 1,999/- Add on- Metal Card – Rs.1999/-	Joining fee will be reimbursed if total spends on the card exceed Rs 1,50,000 within three billing cycles from the date of issuance of card and the same shall be refunded in next billing cycle. Annual fee will be waived if annual spends on the card exceed Rs 6,00,000 from the date of issuance of card. **Changes W.E.F 05.07.2026** Joining fee will be charged only if : (i) Total spend on the card is less than Rs 1.5 lakh within three billing cycles from the date of activation OR (ii) An activated card is closed within 90 days of the date of activation. The charges shall be levied after three billing cycles OR prior to closure of card whichever is earlier
PNB RRB RUPAY SELECT CO BRAND **(all RRB Co-Branded Credit Cards)**	Rs 499/- For RRB Staff: Nil Add on- NIL	Rs 499/- (For both RRB Staff & Public)	Joining fee, excluding GST will be reimbursed upon a minimum spend of ₹2000 within 30 days from the card Annual Fee: Public: Annual fee waived on spends of ₹2.00 lakh in the previous year. RRB Staff: Annual fee waived If card is used at least once in each quarter in the preceding

			year.
PNB KIWI CO BRAND-RUPAY SELECT	Virtual Card- Nil Physical Card- Rs 500/-	Virtual Card- Nil Physical Card- Rs 750/-	Annual fee waived on spends of ₹1.50 lakh in the previous year.
PNB BRAILLE RUPAY SELECT	Rs. 500/-	Rs 750/-	Annual charge shall be waived in case the card is used at least once in each quarter in the preceding year.
PNB ZAGGLE CO BRAND (TWIN CARD-RUPAY SELECT & VISA PLATINUM)	Rs 499/-	Rs 499/-	Annual fee waived on spends of ₹1.50 lakh in the previous year.
PNB LUXURA (for Indian Army personnel) on Visa Infinite	Nil Add on: Rs 4999/-	Rs 1999/- Add on: Rs.1999/-	Annual fee waived on spends of ₹5.0 lakh in the previous year. (For Both Primary & Addon)
PNB LUXURA (for Indian Army personnel) on RuPay Ekka	Nil Add on: Rs 4999/-	Rs 1999/- Add on: Rs.1999/-	Annual fee waived on spends of ₹5.0 lakh in the previous year. (For Both Primary & Addon)
PNB PRAKRAM Visa Platinum	Nil	Nil	
PNB PRAKRAM RuPay Platinum	Nil	Nil	

* *In cases where the joining fee is waived as an exception, the cardholder will not be eligible for the welcome benefits. In cases where it is observed that the cards are predominantly used only for availing benefits (Airport lounges) of the LUXURA card, the Bank reserves the right to revise the benefit structure, introduce spend based access to lounges or will offer our next best variant to the customer.*

Note :

1. Year starting from 1st January and ending on 31st December is taken as Calendar year.
2. Each Year starting from 1st April and ending on 31st March is taken as financial year.
3. Each block of three months starting from April till march of next year is called quarter. (1st quarter is April to June, 2nd quarter is July to September .3rd quarter is October to December and 4th quarter is January to March
4. Staff Members are requested to go through Circulars for Staff rates/charges etc. if any.
5. All waivers will be calculated based on Calendar year.
6. Cash withdrawals, reversals and fee and charges will not be eligible for annual fee waiver threshold calculation.

2. FINANCE / INTEREST CHARGE

1. Monthly interest rate for Credit Cards is 2.95 %, Yearly compounded rate of interest is 35.89 %.
2. For Credit Card issued against FD Monthly interest rate is 1.5%, yearly compounded rate of interest is 19.56 %.
3. Rate of Interest charged on Instant Equated Monthly Installment (Instant EMI *) is 12% per year for the period of 3,6,9 & 12 Months EMI.
   (* Instant EMI means converting the transaction amount as EMI during the transaction itself)
4. Rate of Interest charged on Instant EMI is 14% per year for the period of 18 &24 Months EMI.
5. Rate of Interest charged on other EMI is 18% per year.
6. Processing Fee for Insta EMI is 2 % of transaction amount or Rs 100/- whichever is higher.
7. Processing Fee for Easy Pay EMI plan for Retail Purchases is 2 % of transaction amount or Rs 200/- whichever is higher.
8. Processing Fee for Balance facility is 2 % of transaction amount or Rs 500/- for transactions upto Rs 50,000/- & 1 % of transaction amount or Rs 1000/- for transactions above Rs 50,000/- whichever is higher
9. Prepayment charges on EMI facility including Insta EMI is 3% of outstanding amount.
10. There will be no prepayment charges for EMI on Credit Card against FD.

Interest will be charged:

- If the Total Amount Due is not paid timely i.e by the Due Date of Payment, interest will be charged on the Total Amount Due including all new transactions (from the transaction date) till the time all previous outstanding amounts are paid in full.
- Interest will be charged on all cash advances from the date of the withdrawal until the date of payment.
- Late payment fees / interest levied, if the Minimum Amount Due is unpaid after Payment Due Date
- In the case of balance transfers from other Credit Card accounts, Finance Charges will accrue immediately from the Date of Issue of Banker's Cheque / NEFT on the transferred amount and on any purchase amount outstanding on the respective Card Account.

The Finance Charges as above will continue to be payable even after the closure of the Card Account, till the outstanding on the Card is settled in full.

3) OTHER FEES & CHARGES

Cash Withdrawal Fees	Domestic PNB ATMS: 2% of cash withdrawn or Rs.150/- for RuPay Select, RuPay Millennial, RuPay Luxura , Visa Luxura & Rs100/- for other cards, whichever is higher.

Cash Withdrawal Fees	Domestic Other ATMS: 2% of cash withdrawn or Rs.200/- for RuPay Select, RuPay Millennial, RuPay Luxura , Visa Luxura & Rs 150/- for other cards, whichever is higher.
	Overseas: 2% of cash withdrawn or Rs.250/- for RuPay Platinum & Rs 300/- for all other cards, whichever is higher.
Duplicate Statement Fee (Beyond three months)	Rs 50/- for all cards. Free for Card against FD. Luxura: All other Financial/Service Charges applicable to the Luxura Credit Card issued against a fixed deposit shall be the same as those applicable to the normal Luxura Credit Card
Late Payment Fee	NIL, if total payment due is up to Rs. 1000/-.
	Rs. 500/-, if total payment due is between Rs. 1001/- and Rs. 5,000/-.
	Rs. 600/-, if total payment due is between Rs. 5001/- and Rs. 10,000/-.
	Rs. 750/- if total payment due is above Rs.10,000/-
	For Credit Card against FD: 30% of minimum amount due subject to Min. Rs.200 & Max. Rs.500 per billing cycle. LUXURA: All other Financial/Service Charges applicable to the Luxura Credit Card issued against a fixed deposit shall be the same as those applicable to the normal Luxura Credit Card.
Over-limit Charges	2.5% of the over-limit amount. (Minimum. Rs. 250/- for Visa Classic/Gold & Rs. 500/- for other Card variants) (Minimum. Rs 250/- for Card against FD). Luxura: All other Financial/Service Charges applicable to the Luxura Credit Card issued against a fixed deposit shall be the same as those applicable to the normal Luxura Credit Card.
Charge slip Retrieval Fee	Rs. 100/-.
Cheque returns or Dishonor Fee or Auto Debit Reversal (Bank A/c out of Funds)	RuPay Cards Rs 200/- per instrument. Visa Cards classic/Gold- Rs 100/- per instrument. Luxura- Rs 200/- per instrument Other cards Rs 250/- per instrument. Cards against FD-Rs 100/- per instrument Luxura: All other Financial/Service Charges applicable to the Luxura Credit Card issued against a fixed deposit shall be the same as those applicable to the normal Luxura

	Credit Card.
Surcharge on purchase or cancellation of Railway Tickets	At counter: 2.5% on the transaction amount. IRCTC website: Up to 1.8% of the transaction amount. (Transaction amount comprise of the ticket charges + service charges by Railways/ IRCTC).
Fuel Transaction Surcharge	1% on single fuel transaction of amount greater than Rs.400 & less than Rs.4000/-. Maximum surcharge waiver up to Rs. 350/- within a billing cycle exclusive of service tax and other charges. Please note - • On fuel transactions, the fuel surcharge is not levied by the card issuing bank. • On certain fuel transactions, the fuel surcharge may be levied as INR 10 + GST instead of 1% + GST. The fuel surcharge waiver provided to the customer will be as per the respective value proposition/feature on the credit card irrespective of the surcharge levied. Taxes levied on fuel surcharge (if any) will not be waived off and will need to be borne by the cardholder
Foreign Currency Transaction	Zero for Luxura (Visa & RuPay) & 3.50% of the transaction value for all cards over and above the currency conversion rate.
Balance Transfer processing Fee	1% of transfer amount or Rs.199/-, whichever is higher.
Replacement Fee	RuPay Cards Rs 4,000/- per instrument for Luxura (Ekaa) and Rs 200/- per instrument for all other variants. Visa Cards classic/Gold- Rs 100/- per instrument. Visa Luxura- Rs 4,000/- Other cards Rs 250/- per instrument. Rs 100/- for cards against FD.

Note:

i)GST, as notified by the Government of India, is applicable on all fees, interest and other charges, and is subject to change as per relevant regulations of the Government of India.

ii)**The Bank retains the right to alter any charges or fees from time to time, or to introduce any new charges or fees, as it may deem appropriate, with due intimation of**

at least one month to the customer

- **Total Amount Due (TAD)**: Total Amount Due is the total amount payable by cardholder as per credit card statement generated at the end of a billing Cycle.

- **Minimum Amount Due (MAD):** is the minimum amount of money, as a part of the total bill amount, that a cardholder has to pay to not be treated as an overdue bill.
  (Making only the Minimum Amount Due (MAD) payment every month would result in the repayment stretching over months/years with consequential compounded interest payment on outstanding balance.)

- **Late Payment Fee:** Late Payment Fee is charged to the Cardholder if there has been no payment or payment less than the Minimum Amount Due is received. Clear funds need to be credited to the PNB Credit Card Account on or before the Payment Due Date, to avoid Late Payment Fees.

  Note: Late payment charges shall be levied only on the outstanding amount (net off any payments received before due date) and not on the total outstanding amount.

- **Cash Withdrawal Fee:** The Cardholder can use the PNB Credit Card to withdraw cash from ATMs. in India or overseas, depending on their usage preference, in accordance with the compatibility of the PNB Credit Card at the said ATM(s). The Transaction Fee shall be levied on such withdrawals as per above mentioned charges and would be billed to the Cardholder in the next statement. These charges are only Bank charges. Certain ATMs will levy withdrawal charges, which are not linked to the Bank.

- **Over-limit Fee:** The Bank may approve certain transactions attempted by the Cardholder which can breach the Credit Limit, an over limit-fee of 2.5% of the over-limit amount (subject to a minimum of Rs. 500/-) will be levied. Overlimit status may occur because of fees or interest charges. The Bank will collect explicit consent from cardholder subscribing to the Over limit facility. However, there may be scenarios where the utilization may still exceed the sanctioned credit limit, where explicit consent has not been received from the cardholder.

- **Charges in foreign currency:** If a transaction is made in a currency other than Indian Rupees, that transaction will be converted into Indian Rupees. The conversion will take place on the date the transaction is settled with Punjab National Bank, which may not be the same date on which the transaction was made. If the transaction is not in US Dollars, the conversion will be made through US Dollars, by converting the charged amount into US Dollars and then by converting the US Dollar amount into Indian Rupees. Unless a specific rate is required by applicable law, the conversion rate from US Dollar to Indian Rupees will be at the rates provided by card network, as the case may be, on the settlement date, increased by a Currency Conversion Factor assessment (currently 3.50%) on such transactions. A refund of such foreign transaction initiated by the customer will also attract an additional 3.5% fee.

Interest Calculation Methodology

Interest will be levied on all transactions that were carried out during the time the customer uses the revolving facility (has revolving credit and has paid less than Total Amount Due (TAD) in previous month). An Illustration for the same is provided below:

- Statement Cycle – 16th to 15th of every month
- Statement Generation Date – 16th of every month
- Payment Due Date – 4th of every month
- Payment Due Date (including 3 grace days) – 7th of every month
- Interest Rate – 2.95% per month

Cycle 1: 16th August to 15th September
Purchase made on 20th Aug: INR 10,000/-
No other purchase in the statement cycle
Statement for INR 10,000/- generated on 16th September with payment due date of 4th October
Total Amount Due (TAD): INR 10,000/-
Minimum Amount Due (MAD): INR 500/-

Cycle 2: 16th September to 15th October
Payment of Minimum Amount Due made on 20th September: INR 500/- New Transaction made for Rs 3,000/- on 25th September
On 16th October (Statement generation date), Interest Charged consisting of following components:

1. Interest on INR 10,000/- balance from 20th august to 20th September: INR 10,000*32 days*2.95%*12/365 = INR 314.69 /-
2. Interest on INR 9,500 balance from 21st September to 15th October: INR 9,500*25 days*2.95%*12/365 = INR 233.46/-
3. Interest on INR 3,000 balance from 25th September to 15th October: INR 3,000*21 days*2.95%*12/365 = INR 61.93 /-
4. GST of 18% on Total Interest:18% *(314.69+233.46+61.93) = INR 109.82/-
    - Total Charges (314.69+233.46+61.93+109.82): INR 719.90/-
    - Balance as on 16th October: 12500 + 719.90 = INR 13,219.90/-.
    - Statement Generated at the end of Cycle 2 with Total Amount Due as INR 13219.90 /-

Minimum Amount Due = 5% of (Purchases/ Cash Withdrawals) + 100% of (Interest/Finance Charge, All Fees, loans, taxes) =>5% of 12,500 + 719.90 = INR 1344.90/-
MAD for 16th September to 15th October = INR 1344.90/-

TAD = Total Amount Due in one Billing Cycle
MAD = Minimum Amount Due in one Billing Cycle. Presently 5% of (Purchases/ Cash Withdrawals) + 100% of (Interest/Finance Charge, All Fees, loans, taxes)

B) Credit and Cash Withdrawal / Advance Fees

• **The Credit Limit:** This is the limit assigned to the Cardholder. The total outstanding, including all transactions, fees and charges should not exceed this limit.

• **Cash Limit:** This is the Cash Advance Limit assigned to the Cardholder. This limit is lower than the Credit Limit, and is a subset of the overall Credit Limit. At present bank is offering 20% of total Credit Limit as Cash Limit for Consumer Credit Cards (Non Business Credit Cards). A transaction fee is levied on cash withdrawn from ATMs. Also, cash transactions always accrue interest from the transaction date, unlike retail purchases, where interest accrual depends on the payment of 100% balance payment by the Payment Due Date

• **Available Credit Limit:** The Available Credit Limit at any time is the difference between the assigned Credit Limit and the Total outstanding balance on the Card at that point of time. The Add - on Cardholder(s) will share this Credit Limit assigned to the primary Cardholder

• **Available Cash Limit:** The Available Cash Limit at any time, is the difference between the

assigned Cash Limit & the Total outstanding cash balance on the Card at that point of time.

- **International Limit**: International Limit is the limit set by the customer for international usage. It is only applicable for customers who are eligible & have opted for international usage. The Credit, Cash and International (if any) Limit will vary for each Cardholder, The Credit & Cash Limit will be communicated to the Cardholder in the Welcome Letter at the time of delivery of the Card, and will also be disclosed in the monthly statement sent to the Cardholder. The Available Credit Limit at the time of generation of each monthly statement is provided as a part of the said statement.

- Customers can request for a review of existing credit limit basis submission of the necessary documents as required the Bank. Such review and enhancement (if any) is at the sole discretion of the Bank.

C) Credit - Free Period

The interest - free grace period could range from 20 to 50 days, depending on the date of transaction. The interest – free credit period is suspended if any balance from the previous month's bill is still outstanding.

Illustrative example for the calculation of the grace period: For statement during the period from 20th June to 19th July, the Payment Due Date would be 9th August. Assuming that MR X has paid his Total Amount Due of the previous month's statement by the Payment Due Date, the grace period would be:

1. For a purchase dated 24th June, the interest - free grace period is from 24th June -9th August i.e., 46 days.

2. For a purchase dated 14th July, the interest - free grace period is from 14th July to 9th August i.e., 26 days. Thus, the grace period can vary depending upon the date of purchase. However, if the Total Amount Due of the previous month is not paid by the Payment Due Date, then the Free Credit Period will be lost and there will not be any interest - free period. For cash advances, interest is charged from the date of transaction until the date of payment.

D) Billing and Statement

i] Billing Statement - Periodicity & mode of sending: The Bank will send at your mailing address / e-mail address, as per Bank's records, a statement / e-statement once a month for there is any transaction or outstanding of more than Rs. 100/- on the Card Account. Non - receipt of a Statement would not affect your obligations and liabilities under this agreement and you shall be liable to settle the outstanding balance on the Card within the Payment Due Date. Bank will send the Cardmember a monthly statement showing the payments credited and the transactions debited to the Cardmember's account since the last statement. The Bank will mail a statement of transactions in the card account every month on a pre- determined date, to the mailing address / email ID as recorded with the bank. Mode of the statement will be Physical / email as per customer's choice.

ii] The Bank will debit the Card Account for all debits received from the Merchant Establishments and charges incurred, and credit the Card Account for all payments made by the Cardholder to the Bank and also for any payment received in favour of the Cardholder.

iii] The Bank may offer the Cardholder a revolving credit facility wherein the Cardholder may choose to pay only the Minimum Amount Due (MAD) as indicated on the Statement. The Total Amount Due (TAD) from the Cardholder or the MAD should be paid by the Cardholder on or before the Payment Due Date which is also indicated on the Statement.

iv] Non-payment of the MAD by the Payment Due Date shall render you liable to risk of withdrawal or suspension (Whether temporarily or permanently) of the PNB Credit Card. A fee will be levied for such non - payment as well. The Bank may, at its sole discretion, also instruct the Merchant Establishment not to honour the PNB Credit Card and/or to take custody of the Card by hot listing the Card Number in the Card Association System.

v] Customer may pay more than the Minimum Amount Due before the Payment Due Date more than once, during the billing period, or pay the balance outstanding on the Card Account at any time before the due date.

vi] Payments made to your Card Account will be apportioned in the order of:

1. Fees and charges including taxes
2. Interest charges
3. Cash advances
4. EMI
5. Balance transfer
6. Purchases

vii] The Bank may review the credit card limit from time to time and can increase/decrease the credit card limit based on customers past usage pattern, repayment history and overall account conduct. If any payment instruction issued by customer is subsequently dishonored, the Card privileges may be suspended / terminated and a fee, as mentioned in the Schedule of Charges shall be levied to the Card Account at the sole discretion of the Bank. Such a fee amount is subject to change at the sole discretion of the Bank. The Bank also reserves the right to initiate any appropriate legal action.

viii] Duplicate Monthly Account Statements will be provided by the Bank to customer only preceding your request, subject to payment of service charge specified in Schedule of Charges and which can be changed at the discretion of the Bank.

ix] In case of any change in communication address / email address, customers are advised to contact and update the same with the Bank immediately to ensure that customer receives Statements regularly and on time.

x] Billing disputes – All contents of the Statement(s) will be deemed to be correct and acceptable by the Cardholder(s) unless within 60 days of the Issue of Statement, the Cardholder(s) informs the Bank of any discrepancies. If the aforesaid discrepancies are found to be legitimate by the Bank, it may reverse the charge on a temporary basis until the completion of subsequent investigations by the Bank to its full and final satisfaction. If the said investigations conducted by the Bank indicate that the liability of such (discrepancies) a charge is accruing to the said Cardholder(s), then the charge will be reinstated in the subsequent Statement and fees / charges shall be claimed by the Bank in accordance with the charges indicated in the Schedule of Charges.

xi] On availing the EMI facility, reward points if any that have been accrued on the original transaction shall be reversed.

xii] Customer may request for modification of Billing Cycle at least once* as per their

convenience subject to payment of Outstanding Dues, by contacting call center of bank at 18001802345 or sending email at creditcardpnb@pnb.bank.in or sending physical letters as updated address* in MITC. Requests sent from registered mail id/Mobile numbers will be accepted
(* Subject to change from time to time as per regulatory guidelines or Banks discretion)

Note:

1. MAKING ONLY THE MINIMUM PAYMENT EVERY MONTH WOULD RESULT IN THE REPAYMENT STRETCHING OVER MONTHS/YEARS WITH CONSEQUENTIAL COMPOUNDED INTEREST PAYMENT ON YOUR OUTSTANDING BALANCE.
2. THE 'INTEREST FREE CREDIT PERIOD' FACILITY GETS SUSPENDED IF ANY BALANCE OF THE PREVIOUS MONTH'S BILL IS OUTSTANDING

E) Punjab National Bank RuPay Credit Card on UPI

These terms and conditions form the contract between the User and the Punjab National Bank and shall be in addition to and not in derogation of above listed Credit Card MITC. This facility shall be made available only to the Users satisfying the eligibility criteria and shall be provided at the sole discretion of Punjab National Bank and may be discontinued by Punjab National Bank at any time, with or without prior intimation to the Users.

Terms of Service

These terms & conditions for Credit Card (CC) on UPI are in addition to the general terms & conditions of any account or any other facility provided by Punjab National Bank to its Customers.

1.This facility will be provided subject to approval of Punjab National Bank RuPay Credit Card at the request of the User

2.The customer has to use the registered mobile number linked with their Punjab National Bank RuPay Credit Card for linking with UPI App

3.User will have to set a 6-digit UPI Pin to activate Punjab National Bank RuPay Credit Card and authenticate payment transactions via UPI App. The 4-digit Credit Card PIN will not be considered for authenticating UPI transactions

4.UPI PIN set up will be considered as customer consent for credit card enablement for all types of transactions

5.User can only make P2M (person to merchant) transactions allowed on RuPay network

6.If international transactions are enabled on your UPI App, CC on UPI transactions will also be allowed

7.Transactions on P2P (Peer to Peer), P2PM(Peer to Peer and Merchant), digital account opening, lending platform, cash withdrawal at merchant, cash withdrawal at ATM, ERUPI, IPO, Foreign Inward Remittances, Mutual Funds and any other categories as restricted by the Punjab National Bank/RBI are not allowed

8.Any fee, finance charges, surcharges or mark-ups applicable on Credit Card transactions will be applicable on CC on UPI transactions too.

9.Cash withdrawal will not be allowed from CC on UPI Transaction.

10.Any transaction done against CC on UPI will be deducted from your existing credit card limit.

11.Charge back or refund can be raised by connecting with Punjab National Bank or the UPI App on which the transaction was completed.

12.If Fuel surcharge is levied, it will be waived off as per existing terms and conditions of selected Punjab National Bank RuPay Credit Card

13.This facility will not accept Punjab National Bank RuPay Credit Card as a default option to receive funds

14.In case of renewal of Punjab National Bank RuPay Credit Card, user has to re-register on UPI App with updated Credit Card details

15.In case of device change, user has to re-register for credit card on UPI app with same SIM. Application installed in previous device will be de-registered.

F) Use of Credit Card

1.The Credit Card is issued for personal expenses and purposes, only. The Cardholder must not use the Credit Card to purchase anything for resale, for commercial or business purposes to derive any financial gains. The Credit Card should be used only for lawful, bona fide personal purposes and must not be used for any money laundering, anti-social or speculative activities or must not be exploited commercially in business (e.g. for working capital purposes)

2.Card will not be used for transactions involving Forex trading, lottery, betting, gambling, dating, Bitcoins, Virtual currency and any other prohibited purposes defined by Law of land, regulators, Sebi as applicable from time to time.

3.All spends are considered for milestone spends except charges like Joining / Annual Fees, Forex markup, GST/VAT, DCC, Fuel Surcharge, Late Payment fee, Debit Interest, Rent Surcharge Fee, Cheque bounce fee etc.

4.Card Holders are not permitted to make excess payment into their credit card and artificially enhancing their sanctioned credit limit for honouring high value transactions. Card Holders are advised to approach Bank for enhancement of credit limit if such need arises.

5.Bank has the right to block a Credit Card if transactions are observed on restricted MCC codes as per the RBI mandate.

6.To ensure that the Credit Card is being used as per the regulatory guidelines, Terms and Conditions and applicable policies of the Bank, Bank shall have a right to run periodic checks on the Credit Card usage to identify whether there is excessive utilization of credit limit beyond the sanctioned limit in one statement cycle, unusual or excessive utilization at few select merchants, to make repayment of another credit card/loans, transfer funds to savings account, possible collusion with merchant and/or usage towards non-personal/ business related requirements, over-use/ misuse of features/ offers/ programs towards accumulation of undue reward points/ cash back / other benefits amongst others. In such a scenario Punjab National Bank may, at its sole discretion, exercise its right to cancel the concerned Credit Card and additional/add-on cards thereof and withhold/cancel the Cashback/reward points earned at

customer level, without any notice to the Cardholder. Punjab National Bank may also enquire with you over phone or through any other means of formal communication and seek details, information, proofs, etc., about the Credit Card transactions, pattern of usage, etc. Non-satisfactory responses or no responses from the Cardholder may lead to blocking/closure of the Credit Card by Punjab National Bank.

7.If a Cardholder's PNB Credit Card is terminated at any time for any reason, whether by the primary Cardholder or the Bank, the primary Cardholder will immediately be disqualified from earning the Rewards/Cashback and all unused Reward/ Cashback then accrued shall automatically be forfeited immediately after voluntary or involuntary cancellation of the PNB Credit Card.

8.NOC cannot be issued to a cardholder in cases where the PNB Credit Card has been terminated by the Bank for breach of terms and conditions.

9.No accumulation or redemption of Rewards Points by conversion will be permissible if on the relevant date, the Card has been withdrawn or cancelled or is liable to be cancelled or the account of the Card member is a delinquent Account

10.The Bank may, at any time without prior notice, or stating any reason whatsoever, refuse authorization for a Charge at a Merchant Establishment, and / or restrict or defer the Cardmember's ability to use the Card and / or suspend or cancel the Card. The Bank through the ATM, Merchant Establishment, by itself may repossess / retain the Credit Card, if it reasonably believes that it is necessary to do so for proper management of credit or business risk, or if the Card or Card Account is being misused or is likely to be misused.

11.The Card may be suspended / withdrawn by the Bank at its sole discretion, without being liable in any manner whatsoever. Termination of the Card and this Cardmember Agreement shall result automatically in the termination of the privileges, benefits and facilities attached thereto.

12.Credit Card must be activated within 30 Days from issuance if the same has not been activated by the customer for more than 30 days from the date of issuance & If no consent is received for activating the card, Bank shall close the credit card account within seven working days from date of seeking confirmation from the customer. In case of a renewed or replaced card, the closure of an inactivated card shall be subject to payment of all dues by the cardholder.

13.If a credit card has not been used for a period of more than one year, the process to close the card shall be initiated after intimating the cardholder. If no reply is received from the cardholder within a period of 30 days, the card account shall be closed, subject to payment of all dues by the cardholder.

14. Out of the available Credit Card limit i.e., limit available for Card usage, 50% of the available limit can be used for purchase of gold/jewellery.

Note : In addition to financial transactions any process initiated by the card holder such as generation of statement , change of pin , change in transaction controls shall be considered as card usage .

G) Method of payment

Payments towards the Card Account may be made in any of the following ways:

1.Cash: The Cardholder may deposit cash at any of the branches of Punjab National Bank towards the Card payment.

2.Cheque / Draft: Make Cheque/draft in favor of PNB credit card No. xxxx xxxx xxxx xxxx (sixteen digit) and deposit the same in Cheque drop boxes. List of drop boxes is available at PNB credit card website https://creditcard.pnb.bank.in or through credit card link at https;//pnbindia.bank.in. Please ensure to write your name and contact number on the reverse of the Cheque.
*In case a credit card Payment Due Date is falling on 2nd and 4th Saturday or on Sunday/Holiday, branches will remain closed for accepting cheque/ cash payment.

3.Internet Banking: In case of PNB's internet Banking user, such user can link their account to credit card after logging into internet banking site and make payment of credit card dues. The User Guide for credit card access is available at PNB Internet Banking-Retail-Log in page.

4.Auto Debit: In case of an account holder of PNB, auto debit instructions for payment of credit card dues on monthly basis can be given either for payment of 'Minimum Amount Due' or 'Total Amount Due". Details & format for 'Auto Debit' instructions are available at PNB credit card website https://creditcard.pnb.bank.in or through credit card link at https;//pnbindia.bank.in.

5.Auto Pay Process: PNB's internet Banking user can register themselves by giving mandate for auto debit by linking their account ID for payment of credit card dues. Cardholder has an option to give mandate for Minimum Amount Due(MAD) or Total Amount Due(TAD). The cardholder can change the mandate from MAD to TAD or vice versa. Cardholder also has option to deregister the mandate for auto pay process.

6.Through PNB ATMs: PNB debit cardholders can make payment of dues of PNB Credit Cards at PNB's ATMs by using PNB debit cards.

7.NEFT: PNB credit card holders who also maintain accounts with bank's other than PNB can make payment Online through NEFT. User instructions are available at PNB credit card website https://creditcard.pnb.bank.in or through credit card link at https;//pnbindia.bank.in .

8.ON-Line Payment through Bill Desk- Credit cardholder maintaining accounts with Banks other than PNB, can make online payment through Bill desk by using internet banking channel of other selected Banks. User instructions are available at PNB credit card website https://creditcard.pnb.bank.in or through credit card link at https;//pnbindia.bank.in .

9.PNB One App: PNB customer may also use PNB One App for payment of credit card outstanding/TAD/MAD or any other amount

10.Bharat Bill Payment System (BBPS): PNB cardholders can also pay the credit card dues through Bharat Bill Payment System (BBPS) enabled channels. Bharat BillPay transaction can be initiated through multiple payment channels like internet banking, mobile banking, mobile wallets etc

Note: Cardholders are advised to avoid making payments through modes other than those authorized by Bank.

Payment via 3rd Party Channels: Punjab National Bank recommends cardholders to pay their credit card dues via above specified methods. Any credit card payment made via other channels, including any 3rd party apps non-affiliated with Punjab National Bank, may have a

higher TAT for clearance. Charges, as applicable on the card variant, will be applicable if funds are not received by Punjab National Bank by due date. For any queries arising from delayed/non-reflection of payment on card made via nonaffiliated channels, customer may reach out to the respective 3rd Party channels directly.

Payment for Non-Resident Credit Card Holders: Bank provides the facility of International Credit Card to its nonresident Credit Card holders and mandates payments on such Credit Cards by using the Punjab National Bank NRE account. Auto debit from such Punjab National Bank NRE account is mandatory for such nonresident Credit Card holders. In case of payment to be made from Punjab National Bank NRO account, a certain set of documents and a NRO bank account cheque are required every-time you wish to make a payment fromNRO account. In the event of a payment made from a non NRE source without submitting the required documents, where bank is able to establish a non-NRE source or has a reason to believe it being from a non-NRE source, bank reserves the right to deactivate International usage on the Card until such time when such documents are made available to the Bank. In absence of such documents made available within a stipulated time, bank may mandate customer to file for compounding covered in 'Master Direction- Compounding of Contraventions under FEMA, 1999' (FED Master Direction No.4/2015-16 dated January 01, 2016 and updated as on January 04, 2021). You can visit the below link to know more on compounding.

https://m.rbi.org.in/SCRIPTs/FAQView.aspx?Id=80.

H) Termination / Surrender / Revocation of Card Holdership

The Cardholder may, at any time, choose to terminate / surrender the Card Account with or without giving any prior notice. For avoiding misuse, it is advised to cut the Credit Card into four pieces ensuring that the hologram and magnetic strip are destroyed permanently. The Cardholder may terminate the Cardholdership at any time by writing to the customer service e-mail id creditcardpnb@pnb.bank.in by indicating the complete Card Number or by calling Customer Care 18001802345. Same may be requested by visiting Branch. The termination shall only be effective once Punjab National Bank receives the payment of all amounts due and outstanding in respect of the said Card Account.

The Credit Limits and Cash Limits on any Credit Card at any point in time are as per the sole discretion of Punjab National Bank.

The Bank will also initiate the process to close that Credit Card if the same has not been used for more than a year. For such cases, Bank will intimate the customer and if no reply is received within the timelines provided in the intimation, Bank will close the card account subject to payment of all dues by the Cardholder.

In case a Cardholder having negative Rewards Point Balance at the time of closure, then the equivalent value of such negative reward points will be converted to statement debit and is required to be paid by the Cardholder along with any other dues. Termination will be effective after payment of all amounts outstanding on the card account. No annual, joining or renewal fees shall be refunded on a pro-rata basis.

Example – Negative Reward Point Balance at the time of closure: -1000

Upon closure, -1000 negative Reward Point balance will be converted to statement debit of Rs 250 i.e. 1000 Negative Reward Points X Rs 0.25* per Reward Point (this conversion value may vary for different card variants). This amount will be charged to the Cardholder account and is required to be paid by the Cardholder along with any other dues.

Note : Presently the Value of 1reward point is 25 paise , Punjab National Bank may, at its sole discretion, exercise its right to change the value of reward points .

I) Loss / Theft / Misuse of Cards

You must notify the Bank immediately if the Card is lost, stolen, if someone else knows your PIN or other security information or if it being used without your permission.

A Police Complaint / First Information Report (FIR) must be lodged immediately with the nearest police station, a copy of which must be submitted to the Bank. In case of misuse, the Bank's liability will be limited to the amount covered under Lost Card Liability, subject to fulfilment of Policy Terms and Conditions. The Cardholder will be solely liable for any misuse of Cards for ATM or PIN/Password/OTP/mPIN/CVV based transactions.

For Blocking the Credit Card customers may use PNB CreditCard website Login (https://creditcard.pnb.bank.in/portal/index), PNB Genie App or by calling our customer care no 18001802345.

J) Communication regarding safe-keeping of PIN

The Personal Identification Number (PIN) issued to the Cardholder for use with the Card or any number chosen by the Cardholder as a PIN should be known only to the Cardholder. It is for the personal use of the Cardholder, and is non-transferable and strictly confidential. A written record of the PIN number 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 the Bank or to Merchant Establishments, under any circumstance or by any means, whether voluntary or otherwise. The Bank shall exercise care while issuing the Cardholder's PIN except to the Cardholder.

K) Default

1)In the event of a default i.e. if the Minimum Amount Due is not paid by the Payment Due Date or breach of any clause of the Card Member Agreement, the Cardholder will be sent reminders from time to time by post, fax, telephone, e-mail, SMS messaging and / or through third parties appointed for collecting the dues. Any third party so appointed, shall adhere to the Indian Bank's Association (IBA) code of debt collection.

2)Customers will be allowed a grace period of 3 days from the payment due date, where payments are not overdue. This facility is provided keeping in mind the processing time of payments but the customer must clear his dues by the payment due date which is mentioned in the credit card statement.

3)The Bank shall report a credit card account as 'past due' to credit information companies (CICs) and levy late payment charges when a credit card account remains 'past due' for more than 3 days. The number of 'days past due' and late payment charges shall, however, be computed from the payment due date mentioned in the credit card statement. Before reporting default status of a credit cardholder to a Credit Information Company (CIC), the Bank shall intimate the cardholder about reporting of the status by post, fax, telephone, e-mail, SMS messaging etc. These intimations will be sent on registered address/mobile number /telephone number/ email id with the bank.

4)In the event that the Cardholder commits an instance of default, the Bank at its sole

discretion, will be entitled to:

a. Withdraw all Credit Card facilities to the Cardholder.
b. Ask the Cardholder to immediately pay all outstanding balance on his Card.
c. Exercise the Bank's right to lien and set - off the amount outstanding against any monies / deposits / accounts maintained in the Cardholder name with the Bank.

5)In the case of a default, the Bank can forward the default report to the Credit Information Bureaus or to such other agencies as approved by law. The time period between the Payment Due Date and the billing date indicated on the billing statement is considered as the notice period for reporting a Cardholder as a defaulter.

6)The bank, at its sole discretion, shall withdraw any default report issued to credit information companies (CICs) in the following events:

a)The defaulter has liquidated his entire outstanding dues with the bank or settled his dues with the Bank. In case of settled dues it will reflect as settled account in reports of CICs.

b)A court verdict has been received by the bank instructing the Bank to de-list the cardholder.
c)The decisions will be taken by the bank on a case-to-case basis, upon individual review.
d)In the event the customer settles his/her dues after having been reported as defaulter, the Bank shall update the status with CIC within 30 days from the date of settlement. But in the case of cards where there are pending disputes, The disclosure/release of information, particularly about the default, shall be made only after the dispute is settled.

5). Recovery of dues in case of death / permanent in capacitance of the Cardholder: The complete outstanding balance (Including unbilled transactions) will become immediately due and payable to Punjab National Bank. Punjab National Bank will be entitled to recover the total outstanding from the estate of the Cardholder. The Bank will also be entitled to recover the total outstanding from monies / deposits / accounts maintained in the Cardholder's name with the Bank.

L) Disclosure

Punjab National Bank may tie - up with credit bureaus authorized by the RBI and will share credit information including, but not limited to, current balance, payment history, demographic details, etc. The credit bureaus do not provide any opinion, indication or comment pertaining to whether credit should or should not be granted. It is in the best interest to maintain a good credit history by paying the necessary dues in a timely manner. With credit bureaus in place, responsible customers can expect faster and more competitive services at better terms from credit grantors. Default by customers would be available with credit bureaus which in turn would impact your credit worthiness for future requirements. Punjab National Bank will report customer information to credit bureaus on a monthly basis or such other time period as may be agreed between the Bank and the credit bureaus. In case of any billing dispute notified to Punjab National Bank, the Bank will suspend reporting to credit bureaus till the dispute is resolved. The Cardholder acknowledges that Punjab National Bank is authorized to share information relating to the Cardholder / Add - on Cardholder(s), including information relating to any default committed by the Cardholder in discharge of his / her obligation, as Punjab National Bank may deem appropriate and necessary, with any existing or further credit bureaus as determined by the Bank from time to time. Accordingly, the consent from Add - on Cardholder(s) to disclose information to such credit Bureaus. Such entities may further make available processed information or data or products thereof to banks / financial institutions and other credit grantors. Credit Bureaus include Credit Bureaus, Credit Reference Agencies, Credit Information Companies or any other entity formed and authorized by RBI for the

purpose of collecting, collating and disseminating credit information pertaining to borrowers.

Punjab National Bank offer co-brand credit cards jointly with other Marchant/corporate. Bank may share revenue/fees with the partner merchant/corporate under this arrangement. This shall be applicable to co-branded credit cards like PNB PATANJALI RUPAY PLATINUM Credit Cards, PNB PATANJALI RUPAY Select Credit Cards, PNB EaseMyTrip Credit Card, PNB RRB Credit Cards (8 RRBs), PNB Go Kiwi Credit Card, PNB Zaggle Credit Card & any other co- branding arrangements of bank in future.

The card holder acknowledges that they have provided a mobile number registered in their name in the Credit Card application. If it is found later that the mobile number provided during the Credit Card application is not registered in the card holder's name, they shall be liable and responsible for any activity/transaction done through the mobile number on the credit card.

Punjab National Bank is a member of the Banking Codes & Standards Board of India (BCSBI). Please visit our website to view our commitments under the BCSBI code.

M) Arbitration Clause

All disputes, differences and / or claims or questions arising out of these presents, or in any way touching or concerning the same or as to constructions, meaning or effect thereof or as to the right, obligations and liabilities of the parties hereunder shall be referred to and settled by arbitration, to be held in accordance with the provisions of the Arbitration and Conciliation Act, 1996, or any statutory amendments thereof, of a sole arbitrator to be nominated by the Lender/ Bank, and in the event of death, unwillingness, refusal, neglect, inability or incapability of a person so appointed, to act as an arbitrator, the Lender / Bank may appoint a new arbitrator to be a sole arbitrator. The arbitrator shall not be required to give any reasons for the award and the award of the arbitrator shall be final and binding on all parties concerned. The Arbitration proceedings shall be held in New Delhi only.

N) Prohibition Clause

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 drawl of foreign exchange is permitted.

O) FEMA (Foreign Exchange Management Act.)

i) Usage of the Card for transacting outside India must be made in accordance with applicable law, including the Exchange Control Regulations of the RBI and the Foreign Exchange Management Act, 1999, and in the event of any failure to do so, you may be liable for action as per prevailing norms.

ii)Credit Card cannot be used for making payments directly / indirectly towards Overseas Forex Trading through electronic / internet trading portals. This is prohibited as per regulatory guidelines. For further details, please visit our website.

iii)The Card is valid for use, both in India as well as abroad. It is, however, not valid for making foreign currency transactions in Nepal and Bhutan.

iv)100 % payment has to be mandatorily made through Auto pay mode from Punjab National Bank NRE account only for NRI customers.

v)Cash payment will not be accepted for NRI customers.

P) Unauthorized Electronic Banking Transactions in Card account

1)The Bank will not offer facility of electronic transactions, other than ATM cash withdrawals, to customers who do not provide valid mobile numbers to the Bank.

2)The Customer shall inform the Bank in writing within seven (7) days, if any discrepancies exist in the Transactions/ particulars of the Balance on any statement / records that is made available to the Customer.

3)If the Bank receives any information to the contrary beyond seven (7) working days, the customers' liability shall be determined as per the Banks Board approved policy which is available in Banks website.

4)All records of your instructions and such other details (including but not limited to payments made or received) maintained by the Bank, in electronic or documentary form pursuant to the Terms and Conditions herein, shall as against You, be deemed to be conclusive evidence of such instructions and such other details.

5)In case of any dispute relating to the time of reporting and/or Transaction/s made on the account or any other matter in relation to the said account, the Bank shall reserve the right to ascertain the time and/ or the authenticity of the disputed Transaction and your liability in case of unauthorized transactions in your card account due to third party fraud or where you have not contributed for the fraud will be driven as per the guidelines given in RBI Circular on "Customer protection- Limited liability of customers in unauthorized Electronic Banking transactions" Any changes in the regulations as amended from time to time will be applicable and binding at that point of time.

6)For Customer care/Customer redressed contact details, kindly refer our website https;//pnbindia.bank.in. & https://creditcard.pnb.bank.in

Q) Secured Credit Cards

1)The fixed deposit shall act as continuing security for ultimate balance of all monies that may be due from customer to the bank under secured credit cards or any other facility sanctioned by the bank.

2)In case of default or credit facility or facilities not repaid on demand, the Bank may take all necessary steps to prematurely encash the fixed/term deposit or set off or uplift the securities/fixed or term deposits hereby offered or held at any time or transfer/assign or reassign the same considered to be reasonable by the Bank and appropriate the net amounts towards discharging of customer's liabilities in the account(s) with the Bank of any of its branches.

3)The Bank has the right to remove lien from the fixed deposit linked to secured credit card on the basis of customer's eligibility at its sole discretion.

R. Insurance Cover for Cardholders

The Insurance covers will be applicable depending on the card variant type and facility provided by card network, Bank reserves the right to share the details with insurance partners.

Zero Lost Card Liability: Protection against fraudulent purchase transactions is available, from the date of reporting to Punjab National Bank about lost/theft of credit card by the Cardholder. The cover is valid only for fraudulent payment transactions and needs to be mandatorily supported with an FIR. This insurance cover is not valid for ATM and OTP/ PIN based transactions

S) Classification as Special Mention Account (SMA) and Non-Performing Asset (NPA)

In accordance with the provisions of the Regulatory Guidelines the lenders are required to recognize incipient stress in borrower accounts, immediately on default, by classifying them as special mention accounts (SMA). The classification of borrower accounts as SMA as well as NPA shall be done as part of day-end process for the relevant date and the SMA or NPA classification date shall be the calendar date for which the day end process is run. Accordingly, the date of SMA/NPA shall reflect the assent classification status of the account at the day-end of that calendar date. An Illustration of such classification is as follows:

- SMA 0 - If due date of a loan account is March 31, 2024, and full dues are not received on this date, the account shall be SMA 0 on day end of March 31, 2024.
- SMA 1 - If it continues to remain overdue, then this account shall get tagged as SMA-1 upon completion of 30 days of being continuously overdue i.e. April 30, 2024.
- SMA 2 - If the account continues to remain overdue, it shall get tagged as SMA-2 upon completion of 60 days of being continuously overdue on May 30, 2024
- NPA – If the account continues to remain overdue further, it shall get classified as NPA on June 29, 2024 upon completion of 90 days of being continuously overdue

As per RBI guidelines, classification of accounts as NPA is done Borrower wise and not Facility wise and hence, it may be noted that in case of non-payment of dues by the customer in case of any facility availed from the Bank and consequently the account is to be classified as NPA, all other loan/credit card and accounts of the Borrower/Card Holder, with the Bank, also shall be classified as NPA and it shall entitle the Bank to recall all such loans/credit cards/facilities availed from the Bank, irrespective of regular payment in such accounts. Suppose Mr X has a credit card, a car loan and one business loan if any of these three will turn NPA all three accounts will be marked NPA.

DISCLAIMER:
The Bank, its employees, agents or contractors shall not be liable for, and in respect of any loss or damage whether direct, indirect or consequential, including but not limited to the loss of revenue, profit, business, contracts, anticipated savings or goodwill, loss of use or value of any equipment including software, whether foreseeable or not, suffered by the user or any person, howsoever, arising from or relating to any delay, interruption, suspension, resolution or error of the Bank in receiving and processing the request and in formulating and returning responses or any failure,

delay, interruption, suspension, restriction, or error in transmission of any information or message to and from the telecommunication equipment of the user and the network of any service provider and the Bank's system or any breakdown, interruption, suspension or failure of the telecommunication equipment of the user, the Bank's system or the network of any service provider and / or any third party who provides such services as is necessary to provide the facility. Punjab National Bank may at its sole discretion, utilize the services of external service provider/s or agent/s and on such terms as required or necessary, in relation to its products.

1.Punjab National Bank will never ask for card CVV, PIN, OTP or Internet password to offer any deals, gifts, vouchers, redemption of reward points, activation or cancellation of card.

Kindly ignore such requests on call/email. Confirm Punjab National Bank contact numbers on the official website before any correspondence.
2.Please ensure authenticity of the website and/or portal before initiating any online/e-com transactions. Be aware of fake websites that be fraud you of your money.
3.The card issued by the bank is for personal use of the customer. Bank does not encourage, or support transactions made on behalf or benefit of a third party.
4.In case of merchant refunds/disputes for international transactions, any rate difference arising out of currency fluctuation would be borne by the customer.

T) Reward Points

Redemption of reward points: Reward points can be redeemed provided a minimum of 1000 points are redeemed by request in writing; by calling at 24*7 call centre at 1800-572-9500(Toll free) or by logging on at https://creditcard.pnb.bank.in or support@pnbrewardz.com where link to Credit Card has been provided.

The reward points on Credit Cards will be expired if not redeemed within 3 years from the date of accrual.

A charge of ₹99/- plus applicable GST will be levied for each redemption/claim of reward points.

U) Other Conditions

Card Type	Condition
PNB LUXURA on Visa Infinite (for Indian Army personnel) PNB LUXURA on RuPay Ekka (for Indian Army personnel) PNB PRAKRAM Visa Platinum PNB PRAKRAM RuPay Platinum	Bank shall not be responsible for any claims arising from delays/non-credit of cashback to cardholders of the PNB Credit Card customized for the Indian Army where such delay results from the incorrect MCC mapping of any of the CSD canteens.

V) Grievance Redressal /Escalation

Customer Complaints & its redressal

- Credit Card holders can lodge their complaints/ queries through various channels: Toll Free No. 18001802345- IVRS (Interactive Voice Response System) and tolled 0120-4616200, email – creditcardpnb@pnb.bank.in, IBS etc.
- Complaints/ queries received through above channels are firstly handled by our Service Provider. If any customer is not satisfied with the resolution or the same requires Bank intervention, the complaint is escalated to the Bank on email id creditcardho@pnb.bank.in.
- Complaints related to disputed transactions are escalated to mail id- creditcarddispute@pnb.bank.in
- For NPA related issues, customer may escalate query at ccdnpa@pnb.bank.in
- Other than above mentioned channels, complaints also received through CPGRAM: https://pgpportal.gov.in and CGRMS portal at https://pnbindia.in/ccsrmsform.aspx. Complaints escalated at above channels are dealt by dedicated official i.e Customer Grievance Redressal officer of bank. These issues are dealt earnestly and resolved within 24 hours if viable.

- Customer can still approach Banking ombudsman, if he is not satisfied by the resolution provided by bank.

Process flow for resolution of Complaints

- Complaint received through different Channels is entered in our software (Credit Card Management System-Genius) by executives of service provider. This becomes part of CRM history.
- If a Card holder approaches the bank by calling our customer care call centre through unregistered mobile no. then service request is accepted only after verifying five parameters viz. Last four digit of card No., e-mail Id, mobile no., address & credit limit.
- Referral no. is generated for each type of complaints and the same are updated in CRM.
- The report for above referrals is downloaded on daily basis by the service provider and shared with Bank's team.
- Complaints escalated to Bank are processed by bank officials after due analysis and required approvals if any from higher authorities.
- All type of service requests/ complaints are processed within defined TAT which varies from 24 hrs to 7 days and remarks for same are updated in CRM by Service Provider.
- Further outbound calls are also arranged to customers for seeking clarifications/ documents for processing of service requests.

Process flow for resolution of Complaints related to disputed Credit Card transactions

The complaints related to disputed transactions in Credit Card account received through available channels are analyzed and necessary action (chargeback/ retrieval) is initiated at the end of Service provider (SP) on behalf of Bank. (MIS in this regard is obtained and checked by the concerned Bank official on regular basis)

Cases where certain approvals are required from the Bank are escalated to the Bank at mail id creditcarddispute@pnb.bank.in.

Dedicated PNB official at HO level is deputed for monitoring, resolution and initiation of necessary action for redressal of disputes raised by card holder.

Bank has tied up with VISA and NPCI to facilitate Credit Card payment settlement between cardholder and merchant. As a corollary of tie-ups, VISA and NPCI has in place procedures and rules for dispute resolution. VISA and NPCI has fixed up time limits for each step during which Issuer Bank or Acquirer Bank has to submit their case, failing which dispute case is closed in favour of opposite member bank. The Dispute Resolution Process is on line on web-site "Visa resolve on line (VROL)" for VISA Cards and Rupay Global Clearing System-RGCS (Domestic) & International Rupay Global Clearing System -IRGCS (International) portal for Rupay Credit Cards. On receipt of the dispute, card holder is advised to submit duly filled in and signed 'Transaction Dispute Form' (available on Bank's Credit Card website or branches.) Service Provider (SP) on behalf of the bank, will lodge the request for chargeback/ retrieval for dispute settlement on prescribed online portal of VISA (VROL)/ NPCI

(RGCS, IRGCS).

SP, on behalf of the Bank, shall make a request to Acquirer for submission of copy of transaction document such as hotel bills, charge slips, invoice and/or Point of sale terminal Receipt relating to disputed transaction.

Acquirer must fulfill the chargeback/ retrieval request within 30 days. If no representment is received post raising chargeback in 30/45 days, it will be presumed that acquirer has accepted the chargeback.

If cases still not resolve through the above process, Bank will move for filing Compliance / Arbitration on basis of merits of the case.

Bank ensures that requests for pre-arbitration/arbitration/compliance are raised within the prescribed time limits as per VISA i.e. 30/60/90 days through our Service Provider. In the case where card holder approached the Bank after 120 days, chargeback request is raised under Good Faith with VISA/ NPCI. The Acquirer Bank is not bound to follow the above timelines to respond the Good Faith request. The concerned Bank Official regularly do follow up with Acquirer Bank for early resolution of the case.
If the cardholder disputes the transaction as unauthorized, the used Credit Card is blocked immediately in the system. The card holder advised to lodge FIR against the miscreants and submit a copy to Bank for the claiming the unauthorized debited amount from the Insurance Company

Contact Channels

In the rare event of not being satisfied with the response from any of the recent contacts with the Bank, you can contact our officer between specified working hours as under:

Sh. Vijay Kumar Mishra (Chief Manager),
Punjab National Bank, Grievance Redressal Cell Credit Card Processing Centre, Ground Floor
C-24, Sector 58, Noida Uttar Pradesh 201301. Helpline: -0120-4478925/ 8826204600
E-mail: creditcardpnb@pnb.bank.in

Complete postal address of card issuing Bank:
Punjab National Bank, Credit Card Processing Centre, C-24, Sector 58, Noida Uttar Pradesh 201301. Customer care no: 0120-4616200 Email: creditcardpnb@pnb.bank.in

Toll free number for customer care service:

The cardholder can contact toll free number 1800 180 2345 or such other telephone numbers as may be notified by PNB from time to time.
Requests sent from registered mail id/Mobile numbers will be accepted.

[Note: Kindly visit https://creditcard.pnb.bank.in on regular interval to view any

changes in MITC]