

# Key Fact Statement

## Fi-Federal Co-branded Credit Card

### I. Charges & Fees:

Joining Fee	₹2000																
Renewal Fees	₹2000 Waived off if you spend ₹2,50,000 or more in the previous year																
Card re-issuance fees	₹250 Waived off if card was blocked due to suspected fraud																
Cash advance fees	Nil - ATM cash withdrawal not provided on card																
Interest free period	Up to 48 days																
Annual Percentage Rate (APR) on credit	3.5% per month i.e. 42% annually																
Late payment charges	<table><thead><tr><th>Total amount due</th><th>Charges applicable</th></tr></thead><tbody><tr><td>₹0 - ₹100</td><td>₹0</td></tr><tr><td>₹101 - ₹500</td><td>₹100</td></tr><tr><td>₹501 - ₹5,000</td><td>₹500</td></tr><tr><td>₹5,001 - ₹10,000</td><td>₹750</td></tr><tr><td>₹10,001 - ₹25,000</td><td>₹1,000</td></tr><tr><td>₹25,000 - ₹50,000</td><td>₹1,500</td></tr><tr><td>More than ₹50,000</td><td>₹2,000</td></tr></tbody></table> <p>Charges may be applied on each statement based on the total amount due at that time, if at least the minimum amount due is not paid every month</p>	Total amount due	Charges applicable	₹0 - ₹100	₹0	₹101 - ₹500	₹100	₹501 - ₹5,000	₹500	₹5,001 - ₹10,000	₹750	₹10,001 - ₹25,000	₹1,000	₹25,000 - ₹50,000	₹1,500	More than ₹50,000	₹2,000
Total amount due	Charges applicable																
₹0 - ₹100	₹0																
₹101 - ₹500	₹100																
₹501 - ₹5,000	₹500																
₹5,001 - ₹10,000	₹750																
₹10,001 - ₹25,000	₹1,000																
₹25,000 - ₹50,000	₹1,500																
More than ₹50,000	₹2,000																

Service charges for transactions	Forex markup: 1% Service charges not applied by bank for any other transactions
Over-limit charges	2.5% of overlimit amount subject to a minimum of ₹500. You can spend only 10% above the credit limit.
Auto debit reversal	₹250
EMI processing charges	2.5% or minimum ₹200
Minimum amount due	5% of purchases and 100% of overlimit spend, EMIs due, charges & fees

**Note:**

- Add-on credit card facility is not available as of now. Joining and/or annual fees for add-on cards (if applicable) will be communicated to you when this service is activated.
- GST at 18% will be applicable on all fees and charges as mandated
- Fuel Surcharge (usually around 1%) is levied by acquiring bank providing the terminal to the merchant and will be applied on the card. This rate can vary depending on the fuel station and their acquiring bank. This surcharge is applied post the fuel purchase transaction and will appear as a separate entry on the credit card statement and on Fi app. Any waiver of this surcharge is not provided on the card.

**a. Interest Free Period:** Payment due date on your card is 18 days after the statement date and thus, interest free period from the start of the billing cycle date shall not exceed 48 days. From the date of expenditure, the interest free period on a purchase can range from 18-48 days depending on the payment due date. For instance, if statement is generated on 01 May (for spend period 01 April – 30 April), and due date is on 18 May – interest free period will be 30 days for a purchase made on 18 April (18 April – 17 May) and 20 days for a purchase made on 28 April (28 April – 17 May).

If Total Amount Due is not paid by the payment due date, then there will be no interest free period.

**b. Finance Charges:** Interest charges are paid at a monthly percentage rate on all transactions from the date of transaction when you choose not to pay your balance in full. On all cash advances, interest charges are applied till they are paid back. Interest charges, if payable, are debited to your credit card account till the outstanding on the card is paid in full.

## II. Credit Limit, Available Credit Limit and Cash Withdrawal Limits

Credit Limit is the maximum limit up to which you are authorized to spend on the card. The available credit limit at any point of time is the remaining limit that is available for you to spend. Credit limit utilized at the time of generation of each monthly statement is provided as a part of the said statement. Cash limit forms a subset of your credit limit. The Bank will review your card account periodically and may decrease your credit and cash limits based on its internal criteria.

## III. Billing

**a. Statement Periodicity and Mode of Sending:** Bank will send a monthly statement via email showing details of purchases and dues as on that date. The exact date of statement generation depends on the billing cycle of each customer and can be seen in the Fi app at any time. Statements will also be available via the Fi app.

**b. Minimum Amount Due (MAD):** Minimum amount due is calculated as 5% of Total Amount Due + EMI debits for the month + any over limit spends + all applicable, unpaid charges and fees including interest charges + GST

If you deposit part of the Total Payment Due or the MAD (not less than the MAD under any circumstance), the balance outstanding amount payable shall be carried forward to subsequent statements. This amount will attract interest charges until the date of full and final payment. Please note that paying only the MAD every month will result in the repayment stretching over a long period with consequent interest payment on your outstanding balance.

**c. Methods of Payment:** You can pay outstanding dues on your credit card via the following methods:

- Send money from your Federal Bank savings account opened via Fi app
- Use third party applications that allow repayment for the credit card

**d. Billing Disputes Resolution:** In the event that you disagree with the charges indicated in the statement, it should be communicated to the Bank or any of its outsourced service providers by calling customer care on 080-47485490

or email us at [help@fi.care](mailto:help@fi.care) within 30 days of receipt of the statement, failing which it would be construed that all charges indicated in the statement are accepted by you.

**IV. Postal address of the issuer:** This credit card is a co-branded credit card issued by the Federal Bank Ltd, 2nd Floor, Parackal Towers, Federal Bank, Operations Department, Parur Junction, Aluva, Ernakulam, Kerala- 683102

#### **V. Customer Services and Grievance Redressal**

Customers from India can call at 080-47485490 or mail to [help@fi.care](mailto:help@fi.care) to reach customer services. You can also use Chat services in the Fi app.

In case satisfactory resolution of your request is not provided via the above customer service channels, you can escalate your issues by emailing on [ccescalations@fi.care](mailto:ccescalations@fi.care). Subsequently cardholders can reach out to Nodal Officer by emailing at [ccnodalofficer@fi.care](mailto:ccnodalofficer@fi.care) if needed.

In case your issue has not been satisfactorily resolved after reaching out to the above mentioned team, you can reach out to the Federal Bank's Nodal officer at [support@federalbank.co.in](mailto:support@federalbank.co.in) or other Bank Grievance redressal channels listed here: <https://www.federalbank.co.in/grievance-redressal>