



# Most Important Terms & Conditions

## Simplifi Fi-Federal Credit Card

These Most Important Terms and Conditions (MITC) are applicable to the Simplifi Fi-Federal Credit Card (“Secured Credit Card”) which has been issued by The Federal Bank Ltd. (Bank) in partnership with its co-branding partner Fi Brand Private Limited (Fi Brand). Fi Brand is only an outsourced service provider of the Bank providing marketing and promotion services to the Bank for the Secured Credit Card.

While Cardholders (you/your) should go through our detailed [T&Cs](#), these MITC provide a basic snapshot of the critical terms of your Simplifi Fi-Federal Credit Card which you must go through and acknowledge your acceptance thereof. Both T&C and MITC documents should be read to get a full understanding of the Simplifi Fi-Federal Credit Card conditions. These are subject to change from time to time and the most recent one would be available on [this](#) website. No separate intimation/notice will be sent to you on any change in terms and conditions applicable to the Simplifi Fi-Federal Credit Card (except the charges/ interests) and you hereby expressly waive such intimation/ notice.

It is acknowledged/accepted that applying for the Simplifi Fi-Federal Credit Card from the Fi App and/or clicking on ‘Submit’, ‘I agree’ or similar tab would mean acceptance of these MITC by you.

### I. Schedule of Charges

Joining Fee	Nil
Renewal Fee	Nil
Card re-issuance Fee	Rs 250 Waived off if card was blocked due to suspected fraud or at Bank’s discretion
Cash advance Fee	2.5% of amount withdrawn or min Rs 250

	Upto 20% of the credit limit can be withdrawn as cash																
Interest free period	Upto 48 days																
APR on credit and cash advances	3.75% per month 45% annually																
Late Payment Charges	<table border="1"> <tr> <td>Rs 0 - Rs 100</td> <td>Nil</td> </tr> <tr> <td>Rs 101- Rs 500</td> <td>Rs 100</td> </tr> <tr> <td>Rs 501 - Rs 1000</td> <td>Rs 300</td> </tr> <tr> <td>Rs 1001 - Rs 3000</td> <td>Rs 400</td> </tr> <tr> <td>Rs 3001 - Rs 5000</td> <td>Rs 500</td> </tr> <tr> <td>Rs 5001 - Rs 10000</td> <td>Rs 750</td> </tr> <tr> <td>Rs 10000 - Rs Rs 25000</td> <td>Rs 1000</td> </tr> <tr> <td>More than Rs 25001</td> <td>Rs 1500</td> </tr> </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>	Rs 0 - Rs 100	Nil	Rs 101- Rs 500	Rs 100	Rs 501 - Rs 1000	Rs 300	Rs 1001 - Rs 3000	Rs 400	Rs 3001 - Rs 5000	Rs 500	Rs 5001 - Rs 10000	Rs 750	Rs 10000 - Rs Rs 25000	Rs 1000	More than Rs 25001	Rs 1500
Rs 0 - Rs 100	Nil																
Rs 101- Rs 500	Rs 100																
Rs 501 - Rs 1000	Rs 300																
Rs 1001 - Rs 3000	Rs 400																
Rs 3001 - Rs 5000	Rs 500																
Rs 5001 - Rs 10000	Rs 750																
Rs 10000 - Rs Rs 25000	Rs 1000																
More than Rs 25001	Rs 1500																
Service charges for transactions	Forex markup: 3.5% Service charges are not applied for any other transactions																
Overlimit charges	Nil, Overlimit spend not allowed on Simplifi Fi-Federal Credit Card																

Auto debit reversal	Rs 250
Minimum amount due	5% of purchases + 100% of EMIs due, charges , fees
Card cancellation fee	Rs 200 if the card is canceled within 12 months (customer initiated cancellations only)
Pre-closure charges for premature withdrawal of linked Fixed Deposit (FD)	1% of the interest rate on FD

Note:

1. Add-on credit card and overlimit facilities are not available as of now. Any charges applicable to avail the facilities will be communicated to you when this service is activated
2. GST at 18% will be applicable on the fees & charges as applicable
3. Fuel surcharge (usually around 1%) is levied by the acquiring bank that provides the payment terminal to the merchant and will be applied on the Simplifi Fi-Federal Credit Card. The rate can vary depending on the fuel station and their acquiring bank. This surcharge is applied post the fuel transaction and will appear as a separate entry on the Credit Card Statement and on the Fi app. This surcharge cannot be waived.

**a. Fees and taxes payable on Simplifi Fi-Federal Credit Card by you :** The fees and charges detailed above are billed to the Simplifi Fi-Federal Credit Card account as applicable. These would also be stated in the Simplifi Fi-Federal Credit Card Statement of the month in which it is charged.

**b. Forex markup charges:** When you use your Simplifi Fi-Federal Credit Card to transact in a foreign currency, that transaction amount is converted to Indian Rupees (INR) on the settlement date, which could be different from the date of transaction. If the foreign transaction is not done in USD (US Dollars), the amount will first be converted to USD, and then the USD amount will be converted to INR as per rate provided by VISA or any other card network. On

this amount, a forex markup fee will be levied at the rate specified in the table above, and applicable taxes such as tax collection at source (TCS), if applicable, would be levied as per the prevailing tax rate. GST will be applicable on the markup fee. If this transaction is refunded or reversed, both the markup fee and GST charges will be refunded. A forex markup fee will also be levied in case of transactions done at merchants located in India but registered overseas.

c. **Late payment charges:** Late payment charges would be applicable at the rate mentioned in the table above if the minimum amount due is not paid by the due date till such time the minimum amount due or more is paid or the fixed deposit linked to Simplifi Fi-Federal Credit Card is liquidated to close the Simplifi Fi-Federal Credit Card. Charges applied are dependent on the total amount due on the Simplifi Fi-Federal Credit Card. These charges may apply to each statement based on the total amount due at that time, if at least the minimum amount due is not paid every month.

d. **Auto debit reversal fees:** Charge of Rs 250 will be applied in cases where an auto-debit set for repayment of Simplifi Fi-Federal Credit Card dues is effected but fails due to lack of funds as & when such facility is available and used by the cardholder

## II. Interest free period and interest calculation

Interest free period from the start of the billing cycle date shall not exceed 48 Days. Payment Due Date on your Simplifi Fi-Federal Credit Card is 18 days after the Statement Date (please check your statement for your exact payment due date). Therefore, the interest free credit period can range from 18-48 days depending on your payment due date and date of purchase.

For example, if a statement is generated on 01 May (for the 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).

This period will be free of interest only if all previous dues are paid in full and there is no unpaid balance carried over from previous months. However, if the Total Amount Due is not paid by the payment due date, then there will be no

interest free period. For cash advances, interest is charged from the date of the transaction until the date of payment. The following illustration will indicate method of calculating interest charges:

*Illustration 1 - Full repayment not made*

Consider the following scenario:

Billing Cycle : 01 April – 30 April

Statement generation date: 01 May

Due Date : 15 May

Annual Interest Rate/APR: 48%

Suppose a customer makes 2 purchases during the cycle, a purchase of Rs 2000 on 05 April and a transaction of Rs 10,000 on 15 April. There are no other transactions in the months of April and May.

Statement Details for the period 1 April – 30 April:

Purchase on 05 April	Rs 2000
Purchase on 15 April	Rs 10,000
Total Due in Statement on 1 May	Rs 12,000
Minimum Amount Due in Statement Generated on 1 May	Rs 600 (5% of total due)
Repayment	Rs 5000 on 10 May

Since the total amount due has not been paid, interest will be charged on a per day basis on the amount overdue. Calculations below:

Amount Due	Period	Interest calculation (Days x Amount x Per day interest Rate)	Interest Charges
Rs 2000	05 Apr–14 Apr	13 x 2000 x 48% x (1/365)	Rs 54.8

Rs 12,000	15 Apr - 30 Apr	$16 \times 12000 \times 48\% \times (1/365)$	Rs 526.0
Rs 12,000	01 May- 10 May	$10 \times 12000 \times 48\% \times (1/365)$	Rs 328.8
Rs 7000	11 May- 30 May	$20 \times 7000 \times 48\% \times (1/365)$	Rs 383.6
Total interest charges			Rs 1293.2 + taxes @18%

Since Minimum Amount Due (MAD) has been repaid before the due date in the above scenario, late payment charges would not be applicable.

### *Illustration 2 - Fresh Purchase when there is unpaid due*

Consider the following scenario:

Billing Cycle: 01 April - 30 April

Previous statement generated on: 01 April

Overdue in statement from 01 April: Rs 8000

Due date: 15 April

Repayment made: Rs 1000 on 10 April

Annual Interest Rate/APR: 48%

Suppose a customer makes 1 fresh purchase during this cycle, a purchase of Rs 1500 on 20 April and there are no other transactions in the month of April and May.

Next statement generated on 1 May will have the following overdue:

Amount Due	Period	Interest calculation (Days x Amount x Per day interest Rate)	Interest Charges
Rs 8000	01 Apr-9 Apr	$9 \times 8000 \times 48\% \times (1/365)$	Rs 197.3
Rs 7000	10 Apr - 19 Apr	$10 \times 7000 \times 48\% \times (1/365)$	Rs 191.8
Rs 8500	20 Apr- 30 Apr	$11 \times 8500 \times 48\% \times (1/365)$	Rs 256.2
Total interest charges			Rs 645.2 +

	taxes @18%
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Since the total amount due was not paid in the previous cycle of March, there is no interest-free-period in the month of April. Thus, any new purchase in the month of April will attract interest charges.

### **III Fixed Deposit:**

Towards security for the Simplifi Fi-Federal Credit Card, You shall be required to create a fixed deposit of a minimum amount as may be decided by the Bank (or its outsourced service providers) through the Fi App and deposit in the manner as may be required on the Fi App and execute/agree to execute relevant documents as may be required by the Bank (or its outsourced service provider). The fixed deposits created shall be for a minimum period of 6 months and shall be opened in auto renewal mode. By applying for the Simplifi Fi-Federal Credit Card and agreeing to the Secured Credit Card Terms including these MITC, you hereby give your consent for the fixed deposit to be auto-renewed at the end of every expiry period. You agree that once the Simplifi Fi-Federal Credit Card is issued, you shall not have the right to make any withdrawals from the fixed deposit until the Simplifi Fi-Federal Credit Card is not closed.

In the event of closure/ cancellation and/or blocking of the Simplifi Fi-Federal Credit Card by you/Bank (or its outsourced service providers) and there are no dues outstanding and payable by you under the Simplifi Fi-Federal Credit Card, the fixed deposit linked to the Simplifi Fi-Federal Credit Card shall be continued in accordance with the mandates provided by you at the time of opening the fixed deposit. In case of cancellation however, Bank's lien on the fixed deposit in relation to the Simplifi Fi-Federal Credit Card shall be removed, provided the dues under the Simplifi Fi-Federal Credit Card are repaid by You fully to the satisfaction of the Bank.

The prevailing rate of interest applicable at the time of auto-renewal of the fixed deposit shall be applicable on the renewed fixed deposit amount. Till such time as you continue to use Simplifi Fi-Federal Credit Card, you agree that you shall not close/withdraw the fixed deposit. You further agree and

understand that if you specifically provide instructions to not auto-renew the fixed deposit, it shall result in discontinuance/cancellation of the Simplifi Fi-Federal Credit Card, and liquidation of the fixed deposit by the Bank to recover any outstanding dues.

**Lien on Fixed Deposit:** In addition to the Bank's right of general lien and set-off, the Bank shall mark a lien on the fixed deposit amount deposited by you, including interest earned by you thereunder to secure the whole of the outstanding balance on the Simplifi Fi-Federal Credit Card Account, together with any amount outstanding under the Simplifi Fi-Federal Credit Card transactions along with interest and all other cost, charges as mentioned hereunder debited to the account and the interests/ charges affected but not yet charged to the Simplifi Fi-Federal Credit Card Account during the usage of the Simplifi Fi-Federal Credit Card. You hereby consent to such a lien being marked in favour of the Bank on the fixed deposit created by you under these Simplifi Fi-Federal Credit Card Terms. The Simplifi Fi-Federal Credit Card shall be activated and be available for use only once the lien has been marked on the fixed deposit created by you.

**Liquidation of Fixed Deposit:** In the event of termination/ withdrawal/ cancellation of the Simplifi Fi-Federal Credit Card or if you fail to pay the amount outstanding on the Simplifi Fi-Federal Credit Card within thirty (30) days from the due date as mentioned in the Simplifi Fi-Federal Credit Card Statement, or in case of termination of the fixed deposit upon your demise or for other reasons whatsoever, the Bank shall be entitled to forthwith liquidate the entire fixed deposit amount including the interest accrued and set-off such amount against the outstanding amount payable to Bank in respect of the Simplifi Fi-Federal Credit Card, as well as for any pre-closure charges applicable for premature withdrawal of the fixed deposit. The pre-closure fee is 1% of the interest rate. For instance, if you were to gain 4% p.a. interest, then you would get 3% interest, if the FD is closed before selected tenure. The pre-closure fee is also linked to the tenure, no pre-closure charges apply for FDs with tenure of up to 14 days.

Any balance remaining in the Fixed Deposit account after the above referred deduction shall be refunded to you in the Federal Bank Savings Account accessible through Fi and pending outstanding will have to be paid



immediately. You hereby declare and agree that these terms shall apply to your successors, nominees and heirs and you declare on their behalf that they shall not raise any claims against the Bank (or any of its outsourced service provider) for recovery of outstanding dues from the fixed deposit.

#### IV. Billing

a. **Billing statements (periodicity and mode of sending):** A statement will be shared with you on a monthly basis depending on the bill generation date you select in the Simplifi Fi-Federal Credit Card application process. This statement will contain all payments credited and transactions debited since the last statement, along with details of all charges applicable and details about any active EMIs on the account. Only electronic statements will be shared via email and this will also be available via Fi app.

b. **Minimum Amount Due (MAD):** Minimum amount due is calculated as 5% of Total Amount Due + 100% of EMI debits for the month + 100% of any over limit spends + 100% of all applicable, unpaid charges and fees including interest charges + GST

A cardholder can choose to pay the total amount due or an amount between total due and minimum amount due.

If you deposit a part of the total amount due or the MAD, 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 Minimum Amount Due every month will result in the repayment stretching over a long period with consequent interest payment on your outstanding balance (as shown in illustration 1 above)

When a repayment is made, it is adjusted in this order:

- Billed cash advance (including interest, fees & taxes)
- Billed purchases (including interest, fees & taxes)
- Unbilled cash advance (including interest, fees & taxes)
- Unbilled purchases (including interest, fees & taxes)

Within these, payment is adjusted in this order: Taxes > Fees > Interest > Purchases

c. **Refunds/Chargebacks/Reimbursements:** You must pay for the transactions billed in the Simplifi Fi-Federal Credit Card statement to avoid any additional charges being levied or the fixed deposit being liquidated. Any refunds, chargebacks or reimbursements which are not shown in the Simplifi Fi-Federal Credit Card Statement, should not be adjusted or reduced by you from the Total Amount Due on your own when making the payment. No merchant refund/cashback/credit due to transactions converted to EMI /canceled transactions /reversals/ promotional cashback will be considered as a payment towards the outstanding of the Simplifi Fi-Federal Credit Card.

Refunds/chargebacks/reimbursements, if any, will be reflected in your Simplifi Fi-Federal Credit Card account, as and when such refunds/chargeback/reimbursement are received and these will be adjusted against your dues in your next Simplifi Fi-Federal Credit Card statement.

d. Method of payment: You will be able to pay outstanding dues via the following methods:

- Send money from your Federal Bank Savings Account opened via Fi app through electronic modes
- We accept repayments through IMPS and UPI through the Fi App.
- You may make payment through third party applications, however, cardholders should exercise due caution and pay in advance. Federal Bank and/or Fi does not take responsibility for the success of payments through such third party applications

e. **Billing Dispute:** All the contents of your Secured Credit Card statement will be deemed to be correct and accepted if you do not inform of any discrepancies within 30 days of the Credit Card statement generation date. You can raise a dispute/grievance in the following ways: Email to [help@fi.care](mailto:help@fi.care) or call [080-47485490](tel:080-47485490). You can also contact Bank's Grievance Redressal by contacting Bank's Nodal officer at:

[support@federalbank.co.in](mailto:support@federalbank.co.in)

Ms. Shalini Warriar

Executive Director and Principal Nodal Officer

CEO's Secretariat, The Federal Bank Ltd.

Federal Towers, Aluva, Kerala.

Tel: 0484-2626366

Other Bank Grievance redressal channels are available [here](#).

If you are still not satisfied with the resolution of your complaint you can approach the Banking Ombudsman. Please take note that the first point for redressal of complaints is the bank itself. The complainants may approach the Reserve Bank Integrated Ombudsman through the link below.

[Click Here](#)

Customer Service team /the Bank will investigate the issue and confirm the liability for such transactions in writing. For certain cases, the Bank may provide temporary credit during the period of investigation, which may be reversed after the investigation. Taxes will not be reversed in such situations.

**f. Postal Address of the Bank (Card Issuer):** The Secured Credit Card is issued by Federal Bank, postal address provided below:

The Federal Bank Limited  
Parackal Towers, Thottakkatukara, Aluva,  
Ernakulam, Kerala - 683101

## **V. Withdrawal Limit**

a. Your Credit Limit and cash withdrawal Limit are both flexible and liable to change. You can request for an increase in your credit limit if you are eligible for this option.

b. Based on the final decision of the Bank, your Credit Limit can be enhanced which will be as per the terms and conditions related to Credit Limit increase. Your acceptance of the limit increase recommendation received through

electronic means inside the Fi App where you specifically validate the limit increase and agree to the MITC will be treated as your consent.

c. The Bank reserves the right to review your account periodically and reserves the right to decrease your Credit Limit based on your transaction patterns, repayment behavior and other internal criteria. This will be informed to you via the Fi App and/or via email and SMS.

d. "Available Credit Limit" or "Available Cash Limit" is the limit up to which you can make purchases or withdraw cash from an ATM respectively. The cash limit is a part of the overall credit limit assigned to you though unavailable to cardholders for the time being. As of now, 20% of the credit limit would be available to be withdrawn as cash. This may change over time based on Bank's policy

## **VI. Default and Circumstances**

a. If You fail to pay the Minimum Amount Due even 3 days after the payment due date indicated in the billing statement, it shall be treated as default. In case of default, the Bank shall, in addition to other necessary actions, forward the default report to the Credit Information Companies or to such other agencies as approved by law.

b. Non-payment of Minimum Amount Due may also lead to discontinuation of the credit card services, at the discretion of the Bank.

c. In the event of a default, you will be sent reminders by post, telephone, email, SMS for settlement of any outstanding dues by the Bank. If no response is received from you via regular channels, Bank may engage third parties to remind, follow up and collect dues. A message may be left with your spouse / parent / other direct adult family members / secretary / accountant or other colleague, as available, at your residence / office / phone. Any such third party appointed shall adhere fully to the code of conduct on debt collection as provided by RBI.

d. Period within which the default report would be submitted to credit information bureaus: The Bank will submit your data to CIBIL - Credit Information Bureau (India) Limited every month in the format prescribed by CIBIL. This data includes the repayment status of all cardholders, both

defaulters and current, for the previous month. CIBIL uploads the submitted data onto their server in another thirty days.

e. Withdrawal of report: Once the default is reported to the Credit Information Companies there is no withdrawal of the credit information report. However, if the dues are settled by you, this information will be with Credit Information Companies in the subsequent month.

f. Recovery of dues in case of death/permanent incapacitation of the Card Member: It shall be in accordance with the applicable laws after giving sufficient notice for payment of dues and all information regarding the outstanding dues, to your successors/nominees /legal heirs.

## **VII. Termination and revocation of card membership**

a. You can close your Secured Credit Card account any time by calling the Customer Care team at [080-47485490](tel:080-47485490) or by emailing them at [help@fi.care](mailto:help@fi.care). As and when The entire card outstanding dues and loans / EMI facilities linked to your Secured Credit Card (if applicable and/or availed of) will immediately become due upon receipt of such closure request and/or whenever a recall notice is issued by the Bank to your registered e-mail ID/ address . Such dues, if not cleared, may be recovered from the Fixed Deposit without any further notice/ intimation.

b. For avoiding misuse, it is advised that once a Simplifi Fi-Federal Credit Card account is closed you should cut the Secured Credit Card into four pieces ensuring that the hologram and magnetic strip are destroyed permanently.

c. Any refund/reversal that is received after the Secured Credit Card closure will be intimated to you and refunded electronically to your savings account opened via Fi app or account details provided by you in case you do not have a Federal Bank savings account via Fi app

d. It should be noted that in case of termination of the Simplifi Fi-Federal Credit Card (for any reason whatsoever), you shall remain liable for all charges incurred by the use of the Simplifi Fi-Federal Credit Card, even after its termination.

e. You specifically acknowledge that once your Secured Credit Card account is closed, the privileges (including but not limited to all benefits and services accrued, reward points not redeemed etc) on the Secured Credit Card stand nullified.

f. Secured Credit Card account will be closed only once the Bank receives the payment of all amounts due and outstanding in the respect of the said Secured Credit Card account. Such payment may either be made by you, or may be recovered from the Fixed Deposit. Secured Credit Card can be closed only when there is no ongoing dispute resolution on the Credit Card.

g. In case your Secured Credit Card has not been used for more than one year, you will be notified by the Bank (or any of its outsourced service providers) of the dormancy within 30 days of this 12 month period. If the Secured Credit Card is still not used or no reply is received for the continuation of your Secured Credit Card, it will be closed. In case any dues are outstanding and payable by you, the same shall be closed using the funds, if any, available in the savings account or by closure of fixed deposit (either in full or in part) and/or if sufficient funds are not available in the savings/ fixed deposit accounts, the default details of the Simplifi Fi-Federal Credit Card shall be reported to the Credit Information Companies as afore-stated.

### **VIII. Loss/Theft/Misuse of Card**

a. A loss/theft/misuse of the Secured Credit Card, must be reported immediately through the customer care services or via the Fi App. The Bank shall thereupon suspend the Secured Credit Card.

b. In case your Credit Card is lost, stolen, misplaced, You can report this on the Fi App or via phone on [080-47485490](tel:080-47485490) or email on [help@fi.care](mailto:help@fi.care)

c. You are advised to file an FIR with the local police station so that you can produce its copy whenever requested by the Bank. You shall be primarily responsible for the security of the Secured Credit Card including theft and for the transactions using the Secured Credit Card.

d. You shall not be liable for any transaction/s made on the Secured Credit Card post reporting its loss/theft/damage. However, in case of any dispute

relating to the time of reporting such loss/ theft/damage and/or transactions made on the Secured Credit Card post reporting of the loss/theft/damage/ misuse, the Bank reserves the right to ascertain such time and or the authenticity of the disputed transactions. You shall not be able to use the blocked Secured Credit Card for any transaction/s until you receive a replacement Secured Credit Card

e. **Liability:** Your liability in case of any of the above mentioned scenarios would be as follows:

- a. Zero liability where the unauthorized transactions occur in the following events:
  - i. Contributory fraud/negligence/deficiency on part of the Bank
  - ii. Third Party breach where the deficiency lies elsewhere in the system and you notify the Bank (including its outsourced service providers) within 3 working days of receiving the communication from the Bank (or any of its outsourced service providers) regarding the unauthorized transaction
- b. You shall be liable for the loss occurring due to unauthorized transactions in the following cases:
  - i. In cases where the loss is due to your negligence such as where you have shared the payment credentials, you will bear the entire loss until you report the unauthorized transaction to the Bank (or any of its outsourced service providers). Any loss occurring after the reporting of the unauthorized transaction shall be borne by the Bank.
  - ii. In cases where the responsibility of the unauthorized electronic banking transaction lies neither with the Bank nor You, but lies elsewhere in the system and when there is a delay of 4-7 working days after receiving communication from the Bank (or any of its outsourced service providers) on your part in notifying the Bank of such a transaction, your per transaction liability shall be limited to the transaction value or the amount whichever is lower as mentioned in the table below (as per RBI).

<b>Maximum liability of the customer</b>
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Reporting time of fraudulent transactions from date of receiving communication	Card Member Liability
Within 3 working days	Zero
Between 4-7 working days	If credit card limit <= Rs 5,00,000, Max liability <= Rs 10,000 If credit card limit >= Rs 5,00,000; Max liability <= Rs 25,000

- iii. Further, if the delay in reporting by you is beyond 7 working days, your liability shall be determined as per the Bank's board approved policy

## IX. Grievance Redressal

### Level 1

Telephone - You can reach Fi Money customer care at 080-47485490.

App - Message us through the in-app chat feature if you're a Fi Money user.

Email - Reach us at: [help@fi.care](mailto:help@fi.care) and mention the ticket number in the subject line.

If unsatisfied, you may reach out at [escalationsdesk@fi.care](mailto:escalationsdesk@fi.care)

### Level 2:

If you have not received a satisfactory response within 15 working days, please send email to our Nodal officer at [contact@federalbank.co.in](mailto:contact@federalbank.co.in)

### Level 3:

If your complaint has not been handled properly or there has been a delay in resolving the issue to your satisfaction at Level 2 within 5 working days, please escalate to our Principal Nodal Officer

Email: [support@federalbank.co.in](mailto:support@federalbank.co.in)

Ms Shalini Warriar

Executive Director and Principal Nodal Officer



Address: CEO's Secretariat, The Federal Bank Ltd. Federal Towers, Aluva, Kerala.

Phone: 0484-2626366

#### **Level 4:**

If you are still not satisfied with the resolution of your complaint/ not received a satisfactory response within 30 working days of raising the dispute at Level 1, you can approach the Banking Ombudsman. The complainants may approach the Reserve Bank Integrated Ombudsman through the link below.

<https://cms.rbi.org.in/>

#### **X. Rewards & Offers**

When you use your Secured Credit Card, you will automatically be enrolled in the rewards program and earn Fi-coins. On transacting using the Secured Credit Card, you will earn Fi-coins depending on transaction value and other conditions as described below. These Fi-coins can be accumulated and further redeemed for exciting offers shown in the Fi App from time to time.

##### **a. Earning Fi - coins:**

- You will get 5 Fi -coins for every Rs 100 eligible spend offline and online on weekdays. We refer to this as 1x rewards
- You will get 3X rewards, i.e. 15 Fi-Coins for every Rs 100 spent offline and online on weekends
- Weekdays and Weekends are defined as the following :
  - 'Weekday': Monday 00:00:00 IST to Friday 23:59:59 IST every calendar week
  - 'Weekend': Saturday 00:00:00 IST to Sunday 23:59:59 IST every calendar week
- Fi-coins will be credited only on eligible purchases across categories except for wallet reloads, gold purchases , cash Advances, rent payments, ATM withdrawals or any Fees & Charges on the card
- Some categories of transactions are always eligible only for 1x rewards, irrespective of the day of the week - included but not limited to Utilities, Insurance, Education, Post office etc.
- Eligible categories of spends will be identified on the basis of MCC codes/ network classification of spends in these categories.

Identification of these categories shall be at our discretion and shall be final and binding

- Maximum of 10,000 Fi coins would be provided to user per billing cycle

b. Redemption of Fi-coins:

- No fees are levied on redeeming Fi-coins
- Fi-coins can be redeemed via Fi app through available options. These options can change over time
- On redemption, Fi-coins redeemed will automatically be debited from your Fi-coin balance

c. Other conditions:

- Fi-coins expire in 2 years from the date of issuance
- 1x and 3x rewards are credited to your Fi-Coin balance cumulatively for a month after the statement is generated. A standard waiting period of 10 days is applied to account for any transaction cancellations or reversals in this period
- Fi-Coins awarded to you may be different from what is shown in the bill in case of any transaction cancellations/reversals/refunds. In these cases, Fi-Coins may be deducted/reversed from your Fi-Coin balance after bill generation
- Weekday/ weekend classification of a transaction is based on transaction completion time
- If a transaction is reversed because of a refund/ chargeback/ reimbursement, the transaction amount shall be credited back to your Credit Card account. In such instances, the Fi-coins (1x or 3x) accrued on those transactions will be reduced from the overall points balance irrespective of the timing of such reversals
- Only eligible transactions available in the statement will get rewarded, rewards for any eligible transactions done before the bill generation and are not available in the statement will be adjusted in the next billing cycle
- Caps on Fi-coin earning can be modified over time to ensure fair usage as per Fi's discretion based on user specifics and observed abuses.

- The accrual of the Fi-coins will be governed by the fair usage policy, which is subject to change from time to time
- Fi as authorized by Bank reserves the right to wholly or partly modify the credit card rewards programme without notice
- Fi as authorized by Bank also reserves the right to change the reward point redemption catalog, withdraw reward points awarded or to vary any of the terms and conditions herein in its absolute discretion without prior notice to you
- In case this rewards programme comes in conflict with any rule, regulation or order or any statutory authority, then Fi as authorized by the Bank has the absolute authority and right to modify or cancel this rewards programme to give effect to said requirements
- On closure/termination of Secured Credit Card membership, any Fi-coins pending to be claimed in the your account will be forfeited
- Fi as authorized by the Bank makes no warranties for the quality of products / services provided by the merchant establishments participating in the rewards programme
- Fi as authorized by Bank reserves the right to cancel or suspend the accrued Fi coins if the Secured Credit Card account is in arrears, suspension or default or if the Secured Credit Card account is or is reasonably suspected to be operated fraudulently.
- In case of death, the reward points earned but not redeemed at that time will be forfeited.

d. Offers:

- The card may also provide other merchant offers from time to time
- These offers may be in the form of cashback provided to the user or a discount during time of purchase
- These offers may be modified or changed at the sole discretion of Fi Brand Pvt Ltd without giving any prior notice to the customer
- Detailed terms & conditions linked with these offers can be found on the Fi app

## **XI. Disclosure**

The Bank shall part with all available information about you, your repayment history etc. to Credit Information Companies or to such other agencies approved by law. Please note that this Credit Card is being issued by the Bank where Fi is solely involved in providing marketing and promotion services for the Card.

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