

The “Most Important Terms and Conditions” (“MITC”) are applicable to all Credit Cards/ Cardmembers/ applicants of Credit Card/ Customers of YES BANK/ members of the general public evincing interest in the Credit Card product of YES BANK. The MITC are subject to change at the discretion of YES BANK and in accordance with laws as applicable from time to time and they are in addition to and are to be read along with the terms and conditions of Cardmember Agreement (“Cardmember Agreement”). In case of any inconsistency between MITC and the Cardmember Agreement, the Cardmember Agreement shall prevail, unless otherwise specified hereunder.

All capitalized terms used herein but not defined here, shall have the meaning given to them under the Cardmember Agreement.

1. Fee and Charges

A. Annual Membership Fee

Annual Membership Fee is applicable on the Primary Credit Card. These fees may vary depending on the offer under which YES BANK Credit Card has been availed of by the Cardmember. The same is communicated to the Cardmember at the time of Credit Card application. These fees, including fees for any Add-on Cardmember(s), as applicable, are billed to the Cardmember's Credit Card account on issuance/renewal and the same will reflect in the Credit Card statement of the month in which it is billed. No refund of fees will be applicable on closure of Credit Card.

B. Cash Advance Fees

The Cardmember can use the Credit Card to access cash round the clock from ATMs in India or abroad. A transaction fee of 2.5% (minimum of ₹ 500) would be levied on the amount withdrawn and would be billed to the Cardmember in the next monthly statement. The transaction fee is subject to change at the sole discretion of YES BANK. All cash advance transactions also carry a finance charge equal to charge on revolving credit (please refer Schedule of Charges) from the date of withdrawal until the date of full payment. Applicable finance charge is subject to change at the sole discretion of YES BANK.

C. Other Charges

- Fees and charges, as may be applicable from time to time, are payable by Cardmember for specific services provided by YES BANK to the Cardmember or for defaults committed by the Cardmember with reference to his/ her card account.
- Late Payment charges will be applicable if Minimum Amount Due is not paid by the payment due date. Clear funds need to be credited to YES BANK Credit Card account on or before the payment due date, to avoid Late Payment charges. Late payment charges are applicable as:
- Please be advised that applicable Indirect Taxes including Goods and Services Tax (GST) would be levied on all fees and charges and any other amount liable to tax under prevailing Indirect Tax. (Goods and Services Tax (GST) is applicable from 1st July 2017 onwards)
- YES BANK retains the right to alter any fees charges from time to time or to introduce new fees or charges, as it may deem appropriate. Such changes will be made with prospective effect giving notice of at least 30 days.

Statement Balance	Late Payment Charges
Less than ₹100/-	Nil
₹ 101/- to ₹ 500/-	₹ 150/-
₹ 501/- to ₹ 5,000/-	₹ 500/-
₹ 5,001/- to ₹ 20,000/-	₹ 750/-
₹ 20,001/- and above	₹ 1,000/-

D. Interest Free Period

Cardmember can avail interest free credit period of upto 50 days subject to the scheme applicable on the specific Credit Card (please refer to the Schedule of Charges as annexed herein). However, Interest free period is not applicable if the previous month's statement balance has not been cleared in full on or before the due date. The same will also not be applicable if the Cardmember has withdrawn cash from ATM.

Illustrative Example for Interest Free Credit Period Calculation:

Let us assume that the payment due date for a Credit Card falls on 25th May, and previous month's dues have been paid in full, the grace period would be:

1. For a purchase dated 6th April, interest free credit period is 6th April to 25th May = 50 days.
2. For a purchase dated 17th April, interest free grace period is 17th April to 25th May = 39 days.

2. Limits

- YES BANK, at its sole discretion will determine the Cardmember's Credit limit and cash withdrawal limit (Add-on Cardmembers share the same limit as that of the Primary Cardmember). Credit limit is the maximum amount, which can be outstanding against the Credit Card account at any given time. These limits are duly communicated to the Cardmember at the time of card delivery and through the monthly statements. The available credit limit at the time of the statement generation is provided as part of the monthly statement as well. Cash Advance Limit is the maximum amount of cash or equivalent of cash as defined or prescribed by YES BANK, that the Cardmember can use on his/her Credit Card Account. Cash Limit is part of the Cardmember's Credit Limit. Please refer Schedule of Charges to know applicable Cash Advance Limit.
- As a service gesture, YES BANK may approve certain transactions attempted by the Cardmember, which are over and above the credit limit. However, an over limit charge of 2.5% of the overlimit amount or ₹750 (whichever is higher) will be levied on the Credit Card account.
- YES BANK will review the Cardmember's Credit Card account periodically. YES BANK, at its sole discretion, may decrease the Cardmember's credit limit based on internal criteria. Bank will inform Cardmember for the same immediately including the reason thereof by SMS/email followed by confirmation in writing.
- Cardmember seeking to have their credit limit increased can do so by writing to YES BANK and providing financial documents declaring Cardmember/s income. YES BANK, at its sole discretion and based on such new documents provided, may increase the Cardmember's Credit Limit.
- Usage of the Credit Card shall be deemed as acceptance of the credit limits granted from time to time.

3. Finance Charges

- Finance charges are payable at the monthly percentage rate on all transactions from the date of transaction in the event of the Cardmember choosing not to pay his balance in full, and on all cash advances taken by the Cardmember, till they are paid back. Finance charges, if payable, are debited to Cardmember's account till the outstanding on the card is paid in full.
- Finance charges on cash advances are applicable from the date of transaction until the payment is made in full.
- When the Cardmember carries forward any outstanding amount or avails of Cash Advance, a finance charge calculated by average Daily Balance Method, will apply to balances carried forward and to fresh billings, till such time the previous outstanding amounts are repaid in full.
- Please note that the Finance charges and other charges are subject to change at the discretion of YES BANK.

Please refer to following illustration for understanding the calculation of finance charges on revolving credit:

Date	Transaction	Amount
2 nd June	Purchase of Apparel	₹ 5000
14 th June	Purchase of Grocery	₹ 1000
20 th June	Statement date	Total Amount Due = ₹ 6000 Minimum Amount Due = ₹ 300
10 th July	Payment realised on the card account	₹ 1000 (Credit)
14 th July	Purchase of groceries	₹ 1000
20 th July	Statement date	Total Amount Due = ₹ 6377.47 Minimum Amount Due = ₹ 318.87

It's assumed that the Cardmember has paid all previous dues in full and does not have an amount outstanding in his/her YES BANK Credit Card Account. Cardmember's statement date is 20th of every month. The following is the list of transactions Cardmember has done on his / her account..

On the statement dated 20th July, the following will reflect as the components of the total amount payable by the Cardmember:

Interest calculated = (outstanding amount x 3.5% pm x 12 months x no of days) /365

a) Interest on ₹5000 @ 3.5%pm from 2nd June to 9th July (for 38 days)= ₹218.63

Interest on ₹1000@ 3.5%pm from 14th June to 9th July (i.e. for 26days) = ₹29.92

Interest on ₹5000 @ 3.5%pm from: 10th July to 20th July (i.e. for 11 days)= ₹63.29

Interest on ₹1000 (fresh spends) @3.5%pm from 14th July to 20th July (i.e. for 7 days) = ₹ 8.05

Total interest of ₹319.89

- b) Goods and Services Tax (GST) 18% on the interest amount = ₹57.58
- c) Total Principal amount outstanding= ₹6000 (₹1000 fresh spend + balance ₹5000 outstanding from last month's billing period)
- Hence Total Amount Due= (a) + (b) + (c) = ₹6377.47

4. Billing

- YES BANK will send cardmember a monthly statement showing the payments credited to and the transactions debited from the card account since the last statement. YES BANK will mail / email a statement of transactions in the card account every month on a pre-determined date, to the mailing address / email address on record with YES BANK. If the balance outstanding is less than ₹100, and there is no further transaction pending billing since the last statement, no statement will be issued.
- YES BANK Credit Cards offer the Cardmember the facility of revolving credit. The Cardmember may choose to pay only the Minimum Amount Due (MAD), Total Amount Due (TAD) or any part of the Total Amount Due above MAD as mentioned in the Credit Card statement. The balance outstanding can be carried forward to subsequent statements. Such payment should be made before the Payment Due Date (PDD). Clear funds need to be credited to the YES BANK card account on or before Payment Due Date to avoid Late Payment Charges. Cardmembers are advised to drop local cheques well in advance to the Payment Due Date to ensure payment reflects on the card account within the Payment Due Date.
- Current Minimum Amount Due is calculated as 5% of the balance outstanding or ₹200 (whichever is higher), added with all applicable taxes and EMI (only in case of EMI based products). In case the balance outstanding is less than ₹200, the same becomes Minimum Amount Due. Any unpaid Minimum Amount Due of the previous statement will be added to the cardmember's current Minimum Amount Due in addition to the outstanding exceeding the cardmember's Credit Limit.
- Payments made towards the Credit Card outstanding are acknowledged in subsequent statements.
- Payments received against the cardmember's card outstanding will be adjusted against Goods and Services Tax (GST), Interest Charges, Service Charges and Fees (including Membership Fee), Principal Balance from last cycle and Current Cycle Purchases, in that order.
- Payments towards the card account may be made in any of the following ways:
 - ⇒ In case a Cardmember has a YES BANK account, he / she can make the payment through Netbanking, YES Mobile app and / or YES BANK ATMs. Such cardmembers can also opt for a standing instruction facility, where funds will be automatically transferred from cardmember's YES BANK account to cardmember's Credit Card account on due date.
 - ⇒ Cardmember can make payment through NEFT fund transfer mode from other bank account (**use IFSC code YESB0CMSNOC**), or payment through Billdesk facility using other bank's net banking account.
 - ⇒ Cardmember can also make payment by dropping the payment instrument (Cheque or Draft) into any of the YES BANK Credit Card drop boxes placed in YES BANK branches and ATMs. The cheque / draft should be made payable to YES BANK Credit Card number XXXX XXXX XXXX XXXX.
 - ⇒ Cardmember can also make payment through Cash payments in YES BANK branches. Please refer Schedule of Charges for applicable charge for cash payments in Credit Card account.
- In case of any change in cardmember's communication address / email address, cardmember is advised to contact and update the same with YES BANK immediately to ensure that the cardmember receives statements regularly on time.
- Statement / billing disputes: All the contents of the statement will be deemed to be correct and accepted if the cardmember does not inform YES BANK of the discrepancies within 60 days of statement date, in writing. On receipt of such information, YES BANK may reverse the charge on temporary basis pending investigation. If on completion of subsequent investigations, the liability of such charges is to the cardmember's account, the charges will be reinstated in the subsequent statement along with the associated retrieval request charges.
- Please note that making only the minimum payment every month would result in the repayment stretching over years with consequent interest payment on your outstanding balance.
- The Cardmember can contact YES BANK Credit Cards for making any enquiries in relation to the billing and statement disputes
 - ⇒ 24x7 YES TOUCH Customer Care Number: 1800 103 1212/1800 103 6000/ 022 – 4935 0000
 - ⇒ Through mail: YES BANK Limited, YES BANK Tower, No 14, 3'd Main Road, Ambattur Industrial Estate, Ambattur, Chennai – 600058.
 - ⇒ By email: yestouchcc@yesbank.in

5. Default and Circumstances

If the Cardmember does not pay at least Minimum Amount Due by the Payment Due Date, the account will be reported as 'overdue' in the monthly submissions to the credit bureaus authorized by Reserve Bank of India (RBI). Non-payment of at least the MAD may lead to disruption of Credit Card services. Cardmember will be reminded in subsequent statements to pay his/her dues. If Cardmember makes requisite payments, his/her record will be updated as 'current' in the next monthly refresh to the credit bureau.

In the event of default, the Cardmember will be sent reminders from time to time for settlement of any outstanding on the card account, by suitable communication channels and/or engaging third parties to remind, follow up and collect dues. Any third party so appointed, shall adhere fully to the code of conduct on debt collection.

6. Right of Lien

YES BANK, at any time and without notice, will have lien and right to set-off on all amounts belonging to the Cardmember and/or Add-on Cardmember standing to their credit in any account/ custody of YES BANK, if upon demand by YES BANK, the balance amount on the card account is not repaid within the prescribed time.

7. Termination/Revocation of the Card Membership

- Cardmember may terminate the card membership at any time by writing to YES BANK at the following address: **YES BANK Limited, YES BANK Tower, No 14, 3rd Main Road, Ambattur Industrial Estate, Ambattur, Chennai - 600058** along with the card(s) cut diagonally to minimum 4 pieces. All the cards, including the add-on cards, will be terminated basis the written request. Termination will be effective only after receipt of the cut cards and payment of all amounts outstanding to the card account. No annual, joining or renewal fees shall be refunded on a pro-rata basis.
- In case YES BANK notices unusual and abnormal transaction patterns in the use of the Credit Card, YES BANK will try to establish contact with the Cardmember on the registered phone number of the Cardmember available on its records to verify the validity of the card transaction.
- Failure on the part of YES BANK to establish contact with the Cardmember, YES BANK may restrict /terminate the use of the Credit Card without any further notice, if YES BANK reasonably believes that it is necessary in the interest of the Cardmember and /or for security reasons.
- YES BANK can suspend the facility on the Credit Card, if the Cardmember defaults on payment due or exceeds the credit limit extended. The Credit Card must not be used after the Cardmember Agreement has ended or if the card account is suspended. In such a situation, Cardmember must (subject to any default or other notice required by law) immediately pay YES BANK the total outstanding balance on the Credit Card Account. This includes all amounts due to YES BANK under the Cardmember Agreement including all transactions and other amounts not yet charged to the Credit Card Account. The Credit Card will not be considered as closed until the Cardmember has paid all such due amounts in full.
- The death or incapacitation of a Cardmember shall automatically cancel the Credit Card issued to the Cardmember as well as any Add-on Cardmembers. The Credit Card Account would also be liable to be suspended on instructions from any government/regulatory body. All amounts outstanding on the Credit Card Account shall be deemed to have immediately become due on death or incapacitation as the case may be, and YES BANK shall be entitled to recover the same in accordance with the relevant laws in force without prejudice to the obligation of the Cardmember to forth with pay all outstanding amounts.

8. Loss /Theft/Misuse of Card

- The Cardmember must notify the same on our 24x7 YES TOUCH Customer Care Number (As mentioned on the last page) immediately if the Primary or any Additional Credit Card is misplaced, lost, stolen, mutilated, not received when due or if he/she suspects that the Credit Card is being used without Cardmember's permission.
- Cardmember must notify the bank of any unauthorised electronic banking transaction at the earliest after the occurrence of such transaction since longer the time taken to notify the bank, the higher will be the risk of loss to the bank/ Cardmember.

A. Limited Liability of a Customer

Cardmember shall be liable for the loss occurring due to unauthorised transactions in the following cases:

- Where the loss is due to negligence by a customer, such as where he has shared the payment credentials, the customer will bear the entire loss until he reports the unauthorised transaction to the bank.
- Where the responsibility for the unauthorised electronic banking transaction lies neither with the bank nor with the customer, but lies elsewhere in the system and when there is a delay (of four to seven working days after receiving the communication from the bank) on the part of the customer in notifying the bank of such a transaction, the per transaction liability of the customer shall be limited to the transaction value or the amount mentioned in Table 1, whichever is lower.

Table 1

Type of Account	Maximum liability (₹)
Credit cards with limit up to ₹5 lakh	₹ 10,000
Credit cards with limit above ₹5 lakh	₹ 25,000

Overall liability of the customer in third party breaches, where the deficiency lies neither with the bank nor with the customer but lies elsewhere in the system, is summarised in the Table 2:

Table 2
Summary of Customer's Liability

Time taken to report the fraudulent transaction from the date of receiving the communication	Customer's liability (₹)
Within 3 working days	Zero liability
Within 4 to 7 working days	The transaction value or the amount mentioned in Table 1, whichever is lower
Beyond 7 working days	Full transaction value (Zero liability for BANK)

- The number of working days mentioned in Table 2 shall be counted as per the working schedule of the home branch of the customer excluding the date of receiving the communication.
- Given the Cardmember has met the criteria mentioned above in case of loss and theft of the Credit Card, the Cardmember also needs to report the theft to the Police, lodge an FIR and submit acknowledgement copy of police complaint to the bank.
- The Cardmember will be liable for all losses in case of misuse of the card by someone who obtained the PIN or the card with the consent of Cardmember or Add-on Cardmember.
- If the Cardmember has acted fraudulently, the Cardmember will be liable for all losses. If the Cardmember acts without reasonable care, the Cardmember may be liable for all losses incurred.
- YES BANK may, without referring to the Cardmember or any Add-on Cardmember, give the police or other relevant authorities any information that YES BANK considers relevant about the loss, theft or misuse of Card or PIN.
- Once a card is reported lost, it should not, under any circumstance be used if found by the Cardmember subsequently. Please destroy the card by cutting it into several pieces through the magnetic strip and EMV Chip.
- The PIN (Personal Identification Number) issued to the Cardmember for use with the Credit Card or any number chosen by the Cardmember as a PIN should be known only to the Cardmember. It is for the personal use of the Cardmember and it is non-transferable and strictly confidential. A written record of PIN 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 YES BANK or to merchant establishment, under any circumstances or by any means, whether voluntary or otherwise. YES BANK and/or its staff/ employees shall not be responsible or liable for any compromise with the PIN by the Cardmember.

9. Grievance Redressal

If cardmember is not satisfied with YES BANK's services and / or response given by any of YES BANK's access channels, cardmember can call the bank at 1800 103 1212 or 1800 103 6000 (Toll free) or 022 4935 0000 or send an email to yestouchcc@yesbank.in. For any escalations, cardmember can contact YES BANK's principal nodal officer Mr. Swarupananda Mallick, YES BANK Ltd, YES BANK Tower, One International Center, Tower II, 5th Floor, Elphinstone (W), Mumbai – 400013, email: principal.nodalofficer@yesbank.in or call 022 3948 9374 between 9:30 AM and 5:30 PM Monday to Friday.

In the event that cardmember does not receive response within 1 (one) month from the date he/she represented his/ her complaint to the above mentioned channels, or if a cardmember is dissatisfied with the response given, cardmember can write to Banking Ombudsman for an independent review. Please

visit the grievance redressal webpage on www.rbi.org.in for more details on the Banking Ombudsman scheme.

10. Disclosure & Important Regulatory Information

- The cardmember acknowledges that as per existing business practices, the Bank can disclose from time to time any information relating to the Credit Card(s), to any credit bureau (existing or future) without any notice to the cardmember.
- The Credit Card that the cardmember holds is subject to upgrade / downgrade based on the cardmember's eligibility and Bank's discretion. This is also extended, and not limited to, modification of the Credit Limit that the cardmember has been assigned.
- The Credit Information Bureau India Limited (CIBIL) is an initiative of the Government of India and Reserve Bank of India to improve the functionality and stability of the financial system. All Banks and Financial Institutions participating in this initiative are required to share customer data with CIBIL / other credit bureaus and this information is being provided in the terms of the Credit Information Companies Regulation Act, 2005. In view of this we wish to inform the cardmember that YES BANK can disclose any information relating to credit card(s) default by the cardmember to CIBIL and to any other credit bureau (existing and future) in case the card payment is overdue, with due notice. Any refresh / updation of data on receipt of payment towards overdue card accounts will reflect in CIBIL/ other credit bureaus within a period of 60 days from the date of receipt of payment by YES BANK.
- YES BANK reserves the right to report delinquent cardmember to bureau even in the instance of cardmember raising a billing dispute, which YES BANK has clarified as an invalid dispute earlier or raised by the cardmember after the cut-off time for such disputes as defined by YES BANK and / or the dispute is in relation to transactions where a PIN or a One Time Password was used.
- YES BANK also reserves the right to assign any activities related to the Credit Card operations to any service provider appointed by YES BANK, whether located in India or overseas and whether a YES BANK group entity or a third party, at its sole discretion, in accordance with the applicable guidelines of the Reserve Bank of India (RBI). YES BANK can provide / share details of cardmember(s) account / application to such service providers for any activities related to the credit card operations without any specific consent.
- We also wish to inform the cardmember that YES BANK will, at its own discretion, record specific conversations between the cardmember and representative of YES BANK, in case of grievance – related conversation or payments recovery – related conversation or any other conversation, that YES BANK may deem fit.
- Select Credit Card variants have a complimentary insurance cover on the card. The policy coverage starts from the date of the Credit Card setup. For more information and claim related queries on the Insurance benefit extended to the cardmember as per the product construct, cardmember may call us at 1800 103 1212 or 1800 103 6000 (Toll Free) / 022 49350000 or send an email to yestouchcc@yesbank.in.
- From time to time, YES BANK communicates various features / products / promotional offers which offer significant benefits to the cardmembers and may use services of third party agencies to do so. If a cardmember does not wish to be informed about such benefits through telephone calls / SMS, he / she can subscribe for the "Do Not Call" service. Please call customer service or visit www.yesbank.in to subscribe for "Do Not Call" service.
- YES BANK Credit Card transactions outside India must be made strictly in accordance with Exchange Control Regulations of the Reserve Bank of India and the Foreign Exchange Management Act, 1999. Cardmember resident in India is notified that collecting and effecting / remitting payments directly / indirectly outside India in any form towards overseas foreign exchange trading through electronic / internet trading portals is prohibited and a cardholder making such transactions would make himself / herself / themselves liable to be proceeded against with for contravention of the Foreign Exchange Management Act (FEMA), 1999 besides being liable for violations of regulations relating to Know Your Customer (KYC) norms / Anti Money Laundering (AML) standards. Any violation of the Exchange Control Regulations arising out of utilization of YES BANK Credit Card is the sole responsibility of the individual YES BANK Credit cardmember.
- International 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 withdrawal of foreign exchange is permitted.

Schedule of Charges						
Card Name	Wellness / Wellness Plus Credit Cards					
Joining & Annual Membership Fee	Wellness : ₹1,999/- , Wellness Plus : ₹2,999/- (Joining Fee is charged in first statement. For every renewal, Annual Fee is charged in first statement post renewal)					
Interest Free Period	Upto 50 days					
Minimum Amount Due (MAD)	Minimum of 5% of total payment due as per statement or ₹200, whichever is higher					
Cash Advance Limit	30% of Credit Limit					
Finance Charges on Revolving Credit, on Cash advance and/or on overdue amount	3.50% p.m. (42.00% Annualized)					
Late Payment Charges (LPC) (Per Statement, as per the statement balance)	For Statement Balance	< ₹100	₹101-500	₹501-5,000	₹5,001-20,000	> ₹20,000
	LPC	Nil	₹150	₹500	₹750	₹1,000
Overlimit Fee	2.5% of overlimit amount or ₹750, whichever is higher per instance					
Cash Advance Fee	2.5% of amount withdrawn or ₹500, whichever is higher					
Payment Return Charges: Cheques/Auto pay	₹350 (Per instance of cheque or Auto Pay Return)					
Reward Redemption Fee	₹100 per redemption request					
Fuel surcharge waiver across all fuel station in India	1% upto INR 250 per statement cycle (for Wellness Cards) 1% upto INR 500 per statement cycle (for Wellness Plus Cards)					
Re-issue of lost, stolen or damaged card	₹100 (per reissuance for Wellness Cards) ₹199 (per reissuance for Wellness Plus Cards)					
Foreign Currency Conversion Charges	3.50%					
Outstation Cheque Processing Fee	₹25 (Per Outstation Cheque)					
Duplicate Statement (Statement older than 6 months)	₹100 per statement					
Cash deposit at YBL Branches towards Credit Card repayment	₹100 (To be charged for Cash Deposit on or after 01/01/2017)					
Charges on purchase or cancellation of Railway Tickets	As prescribed by IRCTC/Indian Railways					
Goods and Services Tax (GST)	18% (Applicable on all fee and charges)					



YES BANK LIMITED

YES BANK Tower, No 14, 3rd Main Road, Ambattur Industrial Estate, Ambattur, Chennai - 600058

24x7 YES TOUCH Customer Care Numbers :

1800 103 1212 / 1800 103 6000 (Toll Free For Mobile & Landlines in India)

+91 22 4935 0000 (When calling from Outside India)

Website: www.yesbank.in

E-mail Address: yestouchcc@yesbank.in