



YES PayNow- Terms & Conditions

- The term "YES PayNow" shall mean the utility bill payment systems executed through standing instructions or otherwise for direct debit through the YES BANK credit card account towards bills outstanding of the registered utility company.
- The term "Utility Company" shall mean a company, organisation or entity that presents the bill, statement or in-voice, usually a request for payment for a product or service.
- YES BANK reserves the right to reject / approve the registration form without confirming any reason whatsoever.
- De-registration of a biller within 6 months of YES PayNow registration will result in reversal of bonus reward points earned for that particular biller registration.
- De-registration of a biller post 6 months of YES PayNow registration, followed by re-registration of the same biller, will not earn any bonus reward points
- Reward Points will be given only for the first 5 successful registrations. Customer can register for more than 5 bills but Reward Points will not be given from 6th bill onwards.
- If customer cancels one or more bills out of exiting bills and registers for additional bills, Reward Points will not be given again in case points have been posted for 5 registrations already
- The Utility bill payments will be processed subject to the utility company / service provider presenting the bill for payment with YES BANK.



- Submission of registration request would not mean automatic processing of bill payments from the next billing date. You should keep making payments towards the utility bill outstanding until you receive a SMS/E-mail confirmation from YES BANK or its service providers indicating that the bill has been presented to the bank by the Utility Company.
- YES BANK reserves the right to revoke / stop this facility if the credit behavior on the card is unsatisfactory.

- It will be the responsibility of the cardholder to inform YES BANK in writing of any change or withdrawal of the YES PayNow facility thus availed. Such change or withdrawal will take 15 to 20 days to be effected upon receipt of card holder request. Failure of the cardholder to do the same and subsequent debits, if any, towards utility payments will constitute valid transactions and the cardholder will be liable to pay the same.

- Certain utilities / service providers may specify the date on which payment is to be made, notwithstanding any instructions given by the cardholder in this regard, YES BANK shall be remitting the payment anytime before the payment due date specified by the billers / service providers. For certain Insurance billers like LIC etc the bill is presented before the grace due date and is debited before grace due date only.

- In case of mobile billers, re-registration of cases has to be done for ported numbers after porting is completed. For eg, If customer had registered Vodafone number for YES PayNow and does a porting to Airtel later, the existing request has to be cancelled and re-registration has to be done.

- Without prejudice to the generality of the aforesaid, processing of all the instructions are subject to the availability of free, clear and available limits in the card holder's YES BANK Credit Card Account at the time of processing the transaction.



- In the event of an insufficient credit limit YES BANK will not be able to process the instructions and will not be making payments to the utility company.

- Any disputes arising out of disconnection of the utility facility, penalty from government and late charges on installment dues arising due to change / revocation of the facility will be the sole responsibility of the cardholder and YES Bank will not be held responsible for the same under any circumstances.

- The cardholder indemnifies YES Bank from and against all actions, suits, claims, liabilities and proceedings due to or arising out of any or all disputes between the cardholder and utility companies or by reason of YES BANK acting in good faith or refusing to take or omitting to act on the YES PayNow facility.

- YES BANK shall not be liable to the cardholder for any loss or damage whatsoever or howsoever arising directly or indirectly due to delay or failure to activate the YES PayNow facility.

- YES BANK will endeavor to effect payments / carry out instructions received by it within the payment due date to each utility company. However, YES BANK does not warrant that payment / fulfillment of instructions will not be delayed for reasons beyond its control. As the instructions would depend on various electronic technology used from time to time, there could be delays in receipt of any instructions by YES BANK from the cardholder and by the provider of utilities / services.

- YES BANK will not be connected with the disputes between utility companies and the cardholder in anyway.



- Utility bills which pertain to residential use can only be registered on this facility. No commercial utility bills will be paid under this scheme.

- Signing of the YES PayNow application form or providing the details over the call does not ensure automatic approval of the facility.

- The YES PayNow facility is in respect of the entire charges or to the extent of the limit set by the cardholder on the utility outstanding and the said instruction shall be valid and binding for the validity period and subsequent renewal period of the Card Account, unless and until rescinded by the cardholder in writing to YES BANK.

- Receipt will not be given for bills paid through this facility. Cardholder statement is adequate proof that such payment was paid to utility company.

- YES BANK neither endorses the utilities / services offered, nor is it in any manner party to the contracts that may be executed between the cardholder and the providers of such utilities / services. The providers of utilities / services shall be solely responsible to the cardholder to render the utilities / services for which payment is to be made by YES BANK and YES BANK shall not be responsible/liable for any deficiency in the same including, but not limited to, deficient quality, delivery, quantity etc., and shall not be made party to any disputes between the cardholder and any providers of utilities / services. The cardholder shall not hold YES Bank liable for any non-service, delayed service or faulty service rendered by the provider of utilities / services and shall not contact or communicate in any manner whatsoever, inter alia, by electronic mail, phone, post, SMS or personal meeting with YES Bank in this regard.



- YES BANK may, in its sole discretion, accept any cancellation request by the cardholder, provided the utility payment has not been made for the month by the Bank for which the cancellation request is raised

- Nothing contained herein shall prejudice or affect the terms and conditions of the Card member Agreement. The terms of this facility shall be in addition to and not in derogation of the terms contained in the Card member Agreement.

- Nothing contained in the YES PayNow facility shall be construed as binding obligation on YES BANK or any participating utility company to continue the facility after the facility termination date or substitute by a new or similar facility.

- All disputes arising out of the YES PayNow facility shall be subject to the exclusive jurisdiction of competent courts in Mumbai.

- YES BANK is not responsible or liable for any service and/or billing deficiencies or inadequacies of utility companies as the case may be.

- YES BANK shall not be responsible if the payment instructions are not affected for reasons not directly attributable to YES BANK India or its agents nor for any claim for consequential or punitive damages or for loss of profit. Refunds for rejected payments will be credited back to the credit card account within 5 business days from where the debit was initiated in the first place



- Any change in the biller details on account of change of mobile / landline number, change of address etc, the Customer will be required to raise the cancellation request of the existing billers with the bank. Upon successful de-registration the cardholder may raise a fresh request with the new details.
- YES BANK has the sole discretion to change, add or delete these terms and conditions.
- The Customer authorises YES BANK to share the Customer's personal and bill payment related information with its agents, Billers and/or financial institutions acting as payment gateways/service providers. The Customer accepts and acknowledges that YES BANK shall be entitled to assign any activities to any third party agency at its sole discretion.

Other Terms and Conditions

- If a Cardmember ceases to be a Cardmember, at any time during the Offer Period, the Offer shall lapse and shall no more be available to such Cardmember
- YES BANK shall not be liable in any manner whatsoever for any loss/ damage/ claim that may arise out of the use or otherwise of any goods/ services availed of by the Cardmember/s under the Offer
- YES BANK reserves the right to disqualify/ exclude any merchant establishment or Cardmember from the Offer, if any fraudulent activity is identified as being carried out for the purpose of availing the Offer or otherwise by use of the Card
- No queries shall be entertained after 90 days from the closure date of the Offer Period. The existence of a dispute, if any, regarding the Offer shall in no event constitute a claim against YES BANK
- The participation in the Offer is entirely voluntary and it is understood, that the participation by the Cardmember/s shall be deemed to have been made on a voluntary basis
- All disputes are subject to the exclusive jurisdiction of the competent courts/tribunals of Mumbai