Scapia Federal Credit Card
Most Important Terms & Conditions

issued by

FEDERAL BANK

Sr. No	Fees and Charges	Fee Details
1	Card Name	Scapia Federal Credit Card
2	Issued by	Federal Bank
3	Joining Fees	Nil
4	Annual Membership Fees	Nil
5	Interest Free Period**	Up to 48 days
6	Interest Rate for Revolve	41.88% (3.49% per month)
7	Interest for Cash Withdrawals	41.88% (3.49% per month) from date of withdrawal (No Interest Free period for Cash)
8	Interest Rate for EMI Transactions	16% (applicable for 3, 6, 9 and 12 months tenure)
9	Card Reissuance/Replacement Fees	Rs. 200
10	Joining/Annual Fee for Add-on Card	NA (Currently Add-on facility is not offered)
11	Cash Advance Fees/ATM Withdrawal Fees	2.5% of amount withdrawn or Rs. 500 whichever is higher
12	Late Payment Charges	<table><tr><th>Statement Balance</th><th>Late Payment Charge Rs.</th></tr><tr><td>Less than Rs. 100</td><td>0</td></tr><tr><td>Rs. 100 – Rs. 500</td><td>100</td></tr><tr><td>Rs. 501 to Rs. 5000</td><td>500</td></tr><tr><td>Rs. 5001 to Rs. 10000</td><td>600</td></tr><tr><td>Rs. 10001 to Rs. 25000</td><td>750</td></tr><tr><td>Rs. 25001 to Rs. 50000</td><td>950</td></tr><tr><td>More than Rs. 50000</td><td>1000</td></tr></table>
13	Minimum Amount Due	5 % of purchases and 100% of overlimit spend, EMIs due, charges & fees
14	Cash Advance Limit	Up to 10% of Card Limit
15	Overlimit charges	2.5% of the overlimit amount subject to a minimum of Rs. 500
16	Fee for cash repayment	Rs. 100
17	Cheque return or dishonour of Auto Debit	2% of payment amount subject to a minimum of Rs. 450
18	Loan Processing Fee and Pre-closure charges	There would be a processing fee of 2.5% or Rs. 200, whichever is higher, on the

		transaction amount which would be applicable. A foreclosure charge of 2%+GST on the remaining principal as applicable will be charged if closed before the chosen tenure.
19	Foreign Currency Mark-up	0% (Nil)
20	TDS on withdrawals above Rs 1 crore	W.e.f. 01-July-2020, TDS@2% is applicable on aggregate cash withdrawals exceeding Rs. 1 Cr from accounts and cards, in a FY. For those who have not filed their Income Tax Return in any of the previous three years the TDS will be @2% when the aggregate cash withdrawal exceeds Rs.20 Lakhs and the rate will be 5% for aggregate withdrawal exceeding Rs.1 crore.
21	Goods and Services Tax (GST)	Goods & Service Tax (GST) will be applicable on all fees, interest and other charges at rates as notified by the Government of India from time to time The applicable GST would be dependent on the location of the supplier (Credit Card Issuer i.e. Federal Bank) and place of supply. If the place of supply (customer communication address) is in Kerala, then it would be CGST and SGST (Intra state), else IGST (Inter state). In case of non-availability of customer registered mailing address in the system, intra state GST rates would be levied Card Holder would be responsible for providing correct and timely information for enabling Credit Card Issuer to undertake appropriate GST compliances which would in turn enable card holder to take input tax credit of supplies (credit card service) made by the Credit Card Issuer. Credit Card issuer shall not be responsible for any loss of input tax credit or delay in availment of input tax credit to the Card Holder on account of incorrect information provided by card holder or due to any act or omission by Card Holder. GST collected will not be reversed on any dispute on fee & Charges/interest or on any other concession/waiver.
22	Tax Collection at Source (TCS) under Liberalised Remittances Scheme (LRS)	TCS is applicable if the INR amount remitted exceeds Rs. 7 Lakhs in a Financial Year. TCS is applicable only on remittances

		falling under LRS. The current rate is 5%. If PAN Card or Aadhaar Card is not available, the rate will be 10%.

****Illustration on Interest Free (grace) period**
The interest free credit period could range up to 48 days subject to the scheme applicable on the credit card and the submission of claims by the merchant.

For a statement for the period from Jan 15th 2021 to Feb 14nd 2023 the payment due date would be Mar 2nd, 2023.

Assuming that you have paid your Total Amount Due of the previous month statement by the payment due date, the grace period would be:
1. For a purchase dated Jan 16th, 2023, the interest free grace period is from Jan 16, 2023 to Mar 2nd, 2023, i.e. 46 days.
2. For a purchase dated Feb 14th, 2023, the interest free grace period is from Feb 14th 2023 to Mar 2nd, 2023, i.e. 17 days.

Thus, the grace period can vary depending upon the date of purchase. 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.

Illustration of Finance/Interest Charges
i. Interest Charges are paid at a monthly percentage rate on all transactions from the date of transaction in the event of the Card member choosing not to pay his balance in full, and on all cash advances taken by the Card member, till they are paid back. Interest charges, if payable, are debited to the Card member's account till the outstanding on the card is paid in full.

ii. When the customer carries forward any outstanding amount or availed Cash Advance, a finance charge calculated by average Daily Balance Method will apply to balances carried forward and to fresh billings.

iii. If a card holder avails the revolving credit facility of the Federal Bank Credit Card and hence chooses to pay an amount less than the total amount due reflected in the monthly billing statement, the entire outstanding amount would attract interest charges and all new transactions will also attract interest Charges till such time as the previous outstanding amounts are repaid in full. Revolving credit is a type of credit that does not have a fixed number of payments, in contrast to installment credit.

iv. The following illustration will indicate the method of calculating interest charges: In the table given below, it has been assumed that the Total Amount Due of the previous month statement has been paid by the payment due date and there is no outstanding amount. The statement date is the 15th of every month. Given these assumptions, interest will be calculated as below:

Example1:

Particular	**Amount (Rs.)**
Purchase on Jan 14, 2023	10,000
Total Amount Due on statement dated Jan 15, 2023	10,000
Minimum Amount Due on statement dated Jan 15, 2023 (5%)	500
Payment due date - Feb 2, 2023	
Purchase on Feb 10, 2023	4,000
Payment received on Feb 13, 2023	7,500
Interest Calculation @ 3.49% (Total interest charged in the statement dated 15th Feb)	
a)Interest on Rs. 10,000 for 30 days (from Jan 14 to Feb 12)	349
b)Interest on Rs. 2500 for 3 days (from Feb 13 to Feb 15)	8.72
c)Interest on Rs. 4000 for 6 days (from Feb 10 to Feb 15)	27.92
d)Late Payment Fee	500
e)GST will be applicable on interest charges and Late Payment Fees	159.41
f)Total Charges Payable on 15th Feb (a+b+c+d+e)	1045.05
Total Amount Payable on due date Mar 3 2023 (Principal amount of Rs. 6500 + Total charges payable(f))	**7,545.05**

Billing Statement: Your billing statement will be generated every month (either on 15th or 20th). It will contain a break-up of all purchases, repayments, fees, interest charges, refunds and taxes. In case the card was not used in a month, the statement will mention there were no spends in that month.

Mode of sending statement: The billing statement will be shared over email, on a monthly basis to you, and will also be available on your Scapia app or through such other means as may be decided by Federal Bank.

***Minimum Amount Due:** Minimum Amount Due (MAD) is calculated as 5% of Total Amount Due (subject to minimum of Rs. 200/-), new EMI debits for the month or any previously unpaid EMI debits + GST + Fee. In the event the Card Member deposits 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 Minimum Amount Due every month will result in the repayment stretching over a long period with consequent interest payment on Card Member's outstanding balance.

Method of payment:
You can pay the outstanding dues from the Scapia App itself, through the following modes: a) Debit Card b) Netbanking c) UPI

Billing Disputes Resolution:
In case of any query or a dispute on any transaction, you must inform us within 30 days of receipt of the statement, by using any of the contact particulars stated below. We will assist you by providing information in relation to charges to the card account. A temporary suspension would be applied on the disputed transaction while under investigation. This would be resolved within a maximum of 60 days.

Complete Postal Address of card issuer: The Federal Bank Ltd, 2nd Floor, Parackal Towers, Federal Bank, Operations Department, Parur Junction, Aluva, Ernakulam, Kerala, India, 683 102

Grievance Resolution Helpline Number: 080-48675100

Email id: grievance@scapia.cards

If you are not satisfied with the response from regular channels, you can escalate the issue by sending an email to ccnodaloffice@scapia.cards

For any escalation beyond this level, you can reach out to the bank at support@federalbank.co.in or you can contact the Nodal Officer at the Bank. Check the list here

Contact details of Grievance Redressal Official:
Ms. Shalini Warrier
Executive Director
CEO's Secretariat, The Federal Bank Ltd,
Federal Towers, Aluva, Kerala
Fax: 0484-2626366

For more information on aspects such as defaults, termination/withdrawal of Card services, loss/theft/Misuse of Cards and the terms applicable thereof, please see the General Credit Card Terms available here.

You hereby agree and acknowledge that by submitting the application form for availing Credit Card facility from the Federal Bank through Scapia, you agree to be bound by the General Card Terms.