

FAIR PRACTICE CODE – Credit Card Operations

November 2023

INTRODUCTION

The Fair Practice Code - Credit Card Operations (“Code” or “the Code”) for DBS Bank India Limited (“Bank” or “the Bank”) seeks to provide transparency and clarity to the Bank’s credit card customers with regards to their transactions with the Bank.

In the document , “**you**” denotes the **credit card customer** and “**we**” the Bank or **Credit card issuer**. The standards of the Code are governed by the four key commitments detailed below in Section 1. Unless stated otherwise, all parts of this Code apply to all the credit card related products and services, whether we provide them across the counter, over the phone, on the internet or by any other method.

Commitments outlined in this Code are applicable under normal operating environment. In the event of *force majeure*, we may not be able to fulfill the commitments under this Code.

1. KEY COMMITMENTS

We promise to:

1.1 Act fairly and reasonably in all our dealings with you by:

- Meeting the commitments and standards in this Code, for the products and services we offer; and in the procedures and practices our staff/agents follow.
- Making sure our products and services meet relevant laws and regulations.
- Ensuring that our dealings with you will rest on ethical principles of integrity and transparency.
- Not engaging in any unlawful or unethical consumer practices.

1.2 Help you to understand how our credit card products and services work by giving you the following information in a simple language:

- What are the benefits available to you
- How you can avail these benefits
- What are their financial implications.
- Whom you can contact for the redressal of your queries and the procedure for the same

1.3 Deal quickly and effectively with your queries and complaints by:

- Offering channels for you to route your queries
- Listening to you patiently
- Accepting our mistakes if any
- Correcting mistakes quickly/implementing changes to address your queries
- Handling your complaints quickly
- Communicating our response promptly
- Telling you how to take your complaint forward if you are still not satisfied with the response

You may choose to write to us or send your queries on e-mail or call us, visit <https://www.dbs.com/in/treasures/common/redressal-of-complaints-and-grievances.page> for details.

In case you are not satisfied with our first level response, you may choose to contact us via escalation channels, the details of which are given at www.dbsbank.in.

1.4 Publicize this Code, put it on our website and have copies available for you on request.

1.5 To adopt and practice a Non-Discrimination Policy

- We will not discriminate on the basis of age, race, gender, marital status, religion or disability.

2. INFORMATION

We will ensure that we provide all the relevant information to help you choose products and services, which will meet your needs.

2.1 Before you become a credit card customer, we will:

- Give you information explaining the key features of our products including the applicable fees and charges.
- Advise you what information/documentation we need from you to enable us to issue a credit card to you. We will also advise you what documentation we need from you with respect to your identity, address, employment, etc. and any other document (e.g., PAN details) that may be stipulated by statutory authorities, in order to comply with legal and regulatory requirements.
- If we deem necessary, verify the details mentioned by you in the credit card application by contacting you on your residence and / or business telephone numbers and / or physically visiting your residence and/or business addresses directly or through agencies appointed by us for this purpose.
- Explain the relevant terms and conditions such as fees and interest charges, billing and payment, renewal and termination procedures and any other information that you may require to operate the card, The MITC would also be made available at our website – www.dbsbank.in.
- Advise you of our targeted turnaround time when you avail of/apply for a product/service
- Convey through SMS/Email or other communication channels when available, the reasons which have led to the rejection of your credit card application.
- Provide the website link in our application form where you can access the Most Important Terms and Conditions (MITC) and Key Facts Statement for your reference. The MITC and Key Facts Statement would also be made available at our website – www.dbsbank.in.

2.2 After you become a credit card customer, we will:

- Send you along with your first credit card, a service guide/member booklet giving detailed terms and conditions, interest and charges applicable and other relevant information with respect to usage of your credit card
- Advise you our contact details such as contact telephone numbers, postal address and website/e-mail address to enable you to contact us whenever you need to.

- Give you more details if you ask us, if you do not recognize a transaction that appears on your credit-card statement. In some cases, we may need you to give us confirmation or evidence that you have not authorized the transaction.
- Inform you, through the service guide / member booklet of the losses on your account that you may be liable for if your card is lost/misused.

GENERAL INFORMATION

- We will enhance credit limit on your card, if applicable only with your documented / recorded consent.
- If the limit on your credit card is reduced, we will inform you immediately by SMS / e-mail or any other channel as applicable.

3. TARIFF (Fees/Interest/ Charges)

3.1 Our schedule of fees and charges (including rates of interest) are available:

- In Most important terms and conditions & Key Facts Statement
- On our website
- With our customer service/designated staff

3.2 When you become a customer, we will provide you information on the rates of interest applicable on your credit card and we will charge them to your credit card account, if applicable.

3.3 If you ask us, we will explain how we apply interest to your account.

3.4 When we change our tariff (rate of interest, other fees/charges) for our credit card products, we will update the information with our contact center, at our website and inform you of the same with a 30 day prior notice through SMS/Email/ any other communication channel when available

3.5 You may choose to close your credit card account with us within 30 days from the effective date of changes, if you feel the changed terms & conditions are at disadvantage to you. No account closure charges will be levied, however, all outstanding dues along with interest and charges if any will have to be paid.

4. MARKETING ETHICS

4.1 MARKETING

- Our sales and marketing representatives will identify themselves when they approach you for selling or marketing the card products.
- We have prescribed a code of conduct for our Direct Selling Agents (DSA) whose services we may avail to make our credit-card products available to our customers. In event of receipt of any complaint of improper conduct by a DSA, we shall take appropriate steps to redress the complaint.

4.2 TELEMARKETING

- If our tele-marketing staff/agents contact you on the phone for selling any of our credit-card products or with any cross-sell offer, the caller will identify himself/herself and advise you that he/she is calling on our behalf.
- We also ensure that the telemarketers comply with directions/regulations on the subject issued by the Telecom Regulatory Authority of India (TRAI) from time to time while adhering to guidelines issued on “Unsolicited Commercial Communications – National Customer Preference Register (NCPR)”

5. ISSUANCE OF CREDIT CARD/PIN

5.1 We will dispatch your credit card through courier / post, to the mailing /alternate address as indicated by you.

5.2 We may also issue deactivated credit card to you as and when we deem it necessary from a security point of view and each deactivated card will become active only after your acceptance of the card.

5.3 Your Credit Card PIN (personal identification number) can be generated by logging into our mobile application/website. You may request us too to get Bank allotted Credit Card PIN to be sent to you separately.

6. ACCOUNT OPERATIONS

Credit Card statements

6.1 To help you manage your credit card account and check details of purchases / cash drawings using the credit card, we will offer you a facility to receive credit card transaction details either via monthly mail or through the internet. Credit card statement will be sent to you on a predetermined date of every month which will be notified to you.

6.2 In the event of non-receipt of this information, we expect you to get in touch with us so that we can arrange to resend the details to enable you to make the payment and highlight exception, if any in a timely manner

6.3 We will let you know / notify changes in rate of interest ,fees and charges and terms and conditions. Normally, changes will be made only with prospective effect, giving prior notice of at least one month.

6.4 PROTECTING YOUR ACCOUNT

We will advise you what you can do to prevent your credit card from being misused.

In the event your credit card has been lost or stolen or that someone else has come to know your PIN or other security information, we will, on your notifying us take immediate steps to prevent these from being misused, subject to the operating regulations and law in force.

We advise you to immediately notify us of any misuse at your credit card or unauthorized transaction at your credit card, by calling our 24-hour helpline nos available on the Bank's website

6.5 Processing activities at our end

We may allow processing of credit cards related activities including operations and cross selling to third party agencies that we consider appropriate for these purposes.

7. CONFIDENTIALITY OF ACCOUNT DETAILS

We will treat all your information as private and confidential (even when you are no longer a customer).

We will not reveal transaction details of your accounts to a third party, including entities or groups, other than in the following five exceptional cases when we are allowed to do so:

- If we have to give the information under operation of applicable law or regulation
- If there is a duty towards the public to reveal the information

- If our interests require us to give the information (e.g., to prevent fraud) but we will not use this as a reason for giving information about you or your accounts (including your name and address) to anyone else, including the other companies of our group, for the purpose of marketing.
- If you ask us to reveal the information, or if we have your permission to provide such information to our group entities, associate entities or companies or entities with whom we may have tie-up arrangements for providing other financial service products or marketing initiatives.
- If you have taken a co-brand credit card, jointly offered by Bank and a partner, the necessary information including but not limited to the information which is required for the purposes stated in application form will be provided to the partner with your requisite consent.

8 . CREDIT RATING AGENCIES (CRA)

8.1 We will obtain information from the credit rating agencies and may use the information to decide if we can extend credit to you.

8.2 Our monthly reporting to the CRA will include:

- The current status of your credit card account will be reported monthly to CRA as per the prescribed format as requested by the respective agencies.
- If you have defaulted in making the payment for any month, the same will be reported.
- If you have defaulted and regularized your credit card account, the regularization status will be reported in the next monthly reporting cycle to the CRA, however past delinquencies will remain in the records

9. COLLECTION OF DUES

Our bank's policy on collection of dues is built on courtesy, fair treatment and persuasion. We believe in fostering customer confidence and long-term relationships. Our staff or any person authorized to represent us in collection of dues and/or repossession of a security will identify him/her and interact with you in a civil manner. We will provide you with all the information regarding dues and will give you sufficient notice for their payment. Our staff/agents are governed by relevant Codes for Collection of Dues and Repossession of Security.

10. TERMINATION OF CREDIT CARD

10.1 You may terminate your credit card by giving notice to us and by following the procedure laid down by us in our terms and conditions booklet after clearing outstanding dues, if any.

10.2 We will intimate you on the termination of your credit card, if in our understanding you are in breach of the cardholder agreement.

11. REDRESSAL OF GRIEVANCES

11.1 Redressal of your complaints internally

- We have a Grievance Redressal Cell/Department/Center within the organization. If you want to make a complaint, we will tell you how to do this and what to do if you are not happy about the outcome. Our staff will help you with any queries you have.

- Our complaint handling procedure is displayed on our website www.dbsbank.in. The timeframe for responding to your complaints and escalation process etc., are also displayed on the website.

11.2 Banking Ombudsman Service and other avenues for redressal

Within 30 days of lodging a complaint with us, if you do not get a satisfactory response from or if you are not satisfied with our grievance redressal and you wish to pursue other avenues for redressal of grievances, you may approach Banking Ombudsman appointed by Reserve Bank of India under Integrated Ombudsman Scheme 2021 https://rbidocs.rbi.org.in/rdocs/content/pdfs/RBIOS2021_121121.pdf. You may take up the matter with Banking Ombudsman by registering your complaint at <https://cms.rbi.org.in> OR

Call toll free number 14448 (currently available from 9:30 am to 5:15 pm on working days) in Hindi, English and nine regional languages (Bengali, Gujarati, Kannada, Odia, Malayalam, Marathi, Punjabi, Tamil and Telugu). OR

Write to the **Centralised Receipt and Processing Centre** (CRPC) set up at RBI, 4th Floor, Sector 17, Chandigarh - 160017.

12. FEEDBACK AND SUGGESTIONS

Please provide your feedback on our services. Your suggestions are most welcome and will help us to improve our services.