



## **MOST IMPORTANT TERMS AND CONDITIONS (MITC)**

### **UNITY BANK BHARATPE CREDIT CARD**

## **MOST IMPORTANT TERMS AND CONDITIONS**

**“Most Important Terms and Conditions” (“MITC”)**, herein applies to applicants of credit cards/members of the public evincing interest in co-branded credit cards (**“Unity Bank BharatPe Credit Card”** or **“Card”**) and/or Cardholders who are issued Unity Bank BharatPe Credit Card (**“Cardholder”**) by the Unity Small Finance Bank Limited (**“Unity Bank”** or **“Bank”**) in partnership with Resilient Innovations Private Limited (**“Co-branding Partner”** or **“BharatPe”**).

The Cardholder may apply for their Unity Bank BharatPe Credit Card through BharatPe mobile application (**“BharatPe app”**). Creating an application, activating or managing the Unity Bank BharatPe Credit Card through the BharatPe app shall mean acceptance to this MITC. Subject to the Bank’s discretion, the Bank may allow Cardholder to apply for an Add-on Card along with the primary Unity Bank BharatPe Credit Card. The Cardholder acknowledges that any reference to Unity Bank BharatPe Credit Card under the MITC and Cardholder Agreement shall include Add on Card (wherever applicable).

The MITC is to be read along with the Cardholder Agreement and is subject to amendment/modification by the Bank from time to time. Please refer to the Bank’s website <https://theunitybank.com/> for the latest and updated version of the MITC and Cardholder Agreement.

### **A. FEES & CHARGES**

#### **i. Joining Fees, Annual Fees, and other Fees/Charges related to the issuance of Card**

| <b>No.</b> | <b>Fee Type</b>            | <b>Fee Description</b>                                                                                                                                                                                                                                                           | <b>Fees</b>                           |
|------------|----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|
| 1          | Joining Fees               | Joining Fees (Primary Card-Holder)                                                                                                                                                                                                                                               | Nil                                   |
|            |                            | Joining Fees (Add-on Card Holder)                                                                                                                                                                                                                                                | Not Applicable                        |
| 2          | Annual Fees                | Annual Membership fees (Primary Card Holder)                                                                                                                                                                                                                                     | Nil                                   |
|            |                            | Annual Membership Fees (Add-on Card Holder)                                                                                                                                                                                                                                      | Not Applicable                        |
| 3          | Cash Advance Fee           | Fee applicable on Cash Withdrawal Transactions at ATMs.                                                                                                                                                                                                                          | Not Applicable                        |
| 4          | Online Cash Withdrawal Fee | A Cardholder can withdraw a percentage of his credit limit and transfer it to his bank account through the BharatPe app, as per the Bank’s risk policy.<br>The cardholder can transfer money to his registered bank account only (registered and validated on BharatPe platform) | <b>₹15</b> per Withdrawal Transaction |
| 5          | EMI Processing Fee         | A one-time Fee associated with setting up and managing an Equated Monthly Instalment repayment plan.                                                                                                                                                                             | Nil                                   |

|    |                             |                                                                                                                                                                                                                                                                                  |                                                                                                |
|----|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|
| 6  | Auto - EMI Processing Fee   | Fee applied for converting Bill Period Unpaid Spends into equated monthly instalments automatically.                                                                                                                                                                             | Nil                                                                                            |
| 7  | Auto - EMI Interest Rate    | Rate of Interest applicable while converting Bill Period Unpaid Spends into EMIs.                                                                                                                                                                                                | <b>24% APR (Annualised Percentage Rate)</b> charged on reducing balance<br><br>2% Monthly Rate |
| 8  | EMI Foreclosure Fee         | Fee levied for closing a loan/EMI ahead of the stipulated repayment schedule.                                                                                                                                                                                                    | Nil                                                                                            |
| 9  | Late Payment Charge         | Late Payment Charge (LPC) is applicable on the unpaid dues if the Total Amount Due is not paid by the Payment Due Date.                                                                                                                                                          | As per the table in ' <b>Late Payment Charge</b> ' section.                                    |
| 10 | Overdue Interest            | Overdue Interest is applicable at a monthly interest rate on all unpaid transactions (Billed & Unbilled) including unpaid Billed EMI principal in the event of the cardholder choosing not to pay his Total Amount Due in full by the Payment Due Date, till they are paid back. | <b>24% APR (Annualised Percentage Rate)</b><br><br>2% Monthly Rate                             |
| 11 | Overlimit Fee               | Overlimit fee is charged when Cardholder induced transactions lead to usage more than the approved credit limit.<br>Please note that over-limit facility (for customer induced transactions) is not available on Unity Bank BharatPe Credit Card.                                | Not Applicable                                                                                 |
| 12 | Rent Payment Transactions   | Fee levied by Bank on Rent Transactions done using Unity Bank BharatPe Credit Card.                                                                                                                                                                                              | Nil                                                                                            |
| 13 | Foreign Currency Markup Fee | A Fee charged on transactions made in a foreign currency, covering currency conversion and processing costs.                                                                                                                                                                     | <b>3.5%</b> of the transaction amount                                                          |
| 14 | Fuel Surcharge              | Fuel surcharge is an additional charge on Fuel transactions levied by fuel merchants (petrol pumps) and acquiring banks to offset fees and                                                                                                                                       | <b>1%</b> of the transaction amount                                                            |

|    |                                   |                                                                                                                                                                           |                                                           |
|----|-----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------|
|    |                                   | operational expenses associated with card payments at fuel stations.                                                                                                      |                                                           |
| 15 | Railway Ticket Purchase Surcharge | As prescribed by Indian Railways / IRCTC. Cost of railway tickets will be recovered along with charges and taxes levied if any by the merchant bank on actuals.           | Refer IRCTC website for detailed fee structure            |
| 16 | Card Replacement Fee              | Fee levied for replacing a card plastic and obtaining a new card in case of Lost card, Stolen Card or Damaged Card scenarios, subject to Bank approval for such requests. | Nil                                                       |
| 17 | Duplicate Statement Fee           | A charge for requesting additional copies of account statements.                                                                                                          | Nil                                                       |
| 18 | Rewards Redemption Handling Fee   | A Fee levied towards handling and delivery on every redemption request for Zillion Coins earned on Unity Bank BharatPe Credit Card                                        | Nil                                                       |
| 19 | Goods and Services Tax (GST)      | GST is applicable on all Fees, Interest, Surcharge, and other charges.                                                                                                    | <b>18%</b> of the Fee, Interest, Charge, Surcharge amount |

**Table 1: Fees & Charges**

The Cardholder acknowledges that the Fees & Charges are subject to change at the sole discretion of the Bank. Any revisions or change in the Fees & Charges shall be prospective. In the event of any such changes or revision to the Fees & Charges, the Cardholder shall be given prior notice of at least one (1) month before such revised charges become effective. If the Cardholder desires to surrender his/her Unity Bank BharatPe Credit Card due to any revision or changes in the Fees & Charges above, he/she shall be permitted to do so without levying any extra charge for such closure subject to payment of all dues by the Cardholder. The fees & charges specified above are exclusive of Taxes.

The abridged version of the Schedule of Charges / Key Fact Statement (as applicable on the date of acceptance of the MITC & Cardholder Agreement) is annexed as Schedule I to this MITC.

## **ii. Interest Free (Grace) Period**

The **Interest Free (Grace) credit period** is a period between the date of a transaction and the payment due date, during which no interest is charged on the transaction amount, provided the Total Amount Due (or Amount Due) is paid in full by the Payment Due Date. However, this interest-free period does not apply to transactions converted into Equated Monthly Installments (EMIs), where EMI interest and other applicable charges will be levied as per the EMI terms agreed upon.

The interest-free period could range from **15 to 48 days, depending on the date of the transaction and the payment due date**. If the Cardholder has not paid the Total Amount Due or made partial payment of the Total Amount Due on or before the Payment Due Date of the Previous Bill, the interest-free credit will be suspended for the current Bill cycle and Late Payment Charges, Overdue Interest, and/or penal charges (if applicable) shall be charged on the unpaid overdue amount of the Previous Bill Statement and on the new transactions done for the Current Billing Period upon Bill generation.

Upon next Bill generation, in this case, the Cardholder shall continue to enjoy the interest-free credit period if the Total Amount Due is repaid on or before the Payment Due Date of this Bill.

The interest-free credit period varies depending on the date of purchase. For instance, if you have a credit card statement for the period ranging from 21<sup>st</sup> May to 20<sup>th</sup> June and the payment due date is 7<sup>th</sup> July then –

- For a purchase made on 21<sup>st</sup> May, the interest-free credit period is from 21<sup>st</sup> May to 7<sup>th</sup> July (Payment Due Date), i.e., 48 days
- For a purchase made on 19<sup>th</sup> June, the interest-free credit period is from 19<sup>th</sup> June to 7<sup>th</sup> July (Payment Due Date), i.e., 19 days.

**Table 2: Illustration for Interest-free (Grace) credit period**

| Date          | Transaction                                                                | Amount            | Remarks                                                                                  |
|---------------|----------------------------------------------------------------------------|-------------------|------------------------------------------------------------------------------------------|
| 02-Mar        | Purchase of Electronics                                                    | ₹ 9,000.00        |                                                                                          |
| <b>20-Mar</b> | <b>Statement Date Amount Due (B)</b>                                       | <b>₹ 3,153.19</b> | <b>Payment Due Date = 7<sup>th</sup> April</b>                                           |
|               | 1st EMI Principal of 'A'                                                   | ₹ 2,940.79        | (A) Bill period unpaid spends = ₹9,000 converted to 3-month EMI of ₹3,120.79 at 24% APR  |
|               | 1st EMI Interest of 'A'                                                    | ₹ 180.00          |                                                                                          |
|               | GST on 1st EMI Interest of 'A'                                             | ₹ 32.40           |                                                                                          |
| <b>07-Apr</b> | <b>Repayment</b>                                                           | <b>₹ 3,153.19</b> | <b>Total Amount Due paid in full on Payment Due Date</b>                                 |
| 10-Apr        | Ticket Booking                                                             | ₹ 6,000.00        |                                                                                          |
| <b>20-Apr</b> | <b>Statement Date Amount Due (D)</b><br><b>= a + b + c + d + e + f + g</b> | <b>₹ 5,244.73</b> | <b>Payment Due Date = 7<sup>th</sup> May</b>                                             |
| a             | 1st EMI Principal of 'C'                                                   | ₹ 1,960.53        | (C) Bill period unpaid spends = ₹6,000 converted to 3-month EMI of ₹2,080.53 at 24% APR. |
| b             | 1st EMI Interest of 'C'                                                    | ₹ 120.00          |                                                                                          |
| c             | GST on 1st EMI Interest of 'C'                                             | ₹ 21.60           |                                                                                          |
| d             | Last Bill Unpaid Dues                                                      | ₹ 0.00            |                                                                                          |
| e             | 2nd EMI Principal of 'A'                                                   | ₹ 2,999.61        |                                                                                          |
| f             | 2nd EMI Interest of 'A'                                                    | ₹ 121.18          |                                                                                          |
| g             | GST on 2nd EMI Interest of 'A'                                             | ₹ 21.81           |                                                                                          |

In the above illustration, the Cardholder has repaid the Amount Due in Full on 7<sup>th</sup> April (payment due date) and made another transaction on 10<sup>th</sup> April. The Interest - free credit period will be –

- 18 days, for Statement Date Amount Due (B) of INR 3,193.19 (from 20<sup>th</sup> March to 7<sup>th</sup> April, payment due date).

- 28 days, for Ticket Booking transaction of INR 6,000 (from 10<sup>th</sup> April to 7<sup>th</sup> May, payment due date). Please note that EMI Interest will be levied in this case since the spends were converted to an EMI Loan. However, no Overdue Interest or Late Payment Charges will be levied.

In the below illustration, the Cardholder has not paid the Amount Due by the Payment Due Date, 7<sup>th</sup> April. This results in suspension of the interest-free credit period. Therefore, Overdue Interest and Late Payment Charges will be applicable on the overdue principal amount of ₹2,940.79 as well as on the new transaction (Ticket Booking = ₹6,000.00) done on 10<sup>th</sup> April after the Statement Date of 20<sup>th</sup> March.

**Table 3: Illustration for suspension of Interest-free (Grace) credit period**

| Date          | Transaction                                                                               | Amount            | Remarks                                                                                  |
|---------------|-------------------------------------------------------------------------------------------|-------------------|------------------------------------------------------------------------------------------|
| 02-Mar        | Purchase of Electronics                                                                   | ₹ 9,000.00        |                                                                                          |
| <b>20-Mar</b> | <b>Statement Date Amount Due (B)</b>                                                      | <b>₹ 3,153.19</b> | <b>Payment Due Date = 7th April</b>                                                      |
|               | 1st EMI Principal of 'A'                                                                  | ₹ 2,940.79        | (A) Bill period unpaid spends = ₹9,000 converted to 3-month EMI of ₹3,120.79 at 24% APR  |
|               | 1st EMI Interest of 'A'                                                                   | ₹ 180.00          |                                                                                          |
|               | GST on 1st EMI Interest of 'A'                                                            | ₹ 32.40           |                                                                                          |
| <b>07-Apr</b> | <b>Payment Due Date</b>                                                                   |                   | <b>No payment received</b>                                                               |
| 10-Apr        | Late Payment Charge (LPC)                                                                 | ₹ 750.00          | As per schedule of Late Payment Charges                                                  |
| 10-Apr        | GST on LPC                                                                                | ₹ 135.00          |                                                                                          |
| 10-Apr        | Ticket Booking                                                                            | ₹ 6,000.00        |                                                                                          |
| <b>20-Apr</b> | <b>Statement Date Amount Due (D) = <math>a + b + c + d + e + f + g + h + i + j</math></b> | <b>₹ 9,404.87</b> | <b>Payment Due Date = 7th May</b>                                                        |
| a             | 1st EMI Principal of 'C'                                                                  | ₹ 1,960.53        | (C) Bill period unpaid spends = ₹6,000 converted to 3-month EMI of ₹2,080.53 at 24% APR. |
| b             | 1st EMI Interest of 'C'                                                                   | ₹ 120.00          |                                                                                          |
| c             | GST on 1st EMI Interest of 'C'                                                            | ₹ 21.60           |                                                                                          |
| <b>d</b>      | <b>Last Bill Unpaid Dues</b>                                                              | <b>₹ 3,153.19</b> | Levied on 10 <sup>th</sup> April                                                         |
| e             | 2nd EMI Principal of 'A'                                                                  | ₹ 2,999.61        |                                                                                          |
| f             | 2nd EMI Interest of 'A'                                                                   | ₹ 121.18          |                                                                                          |
| g             | GST on 2nd EMI Interest of 'A'                                                            | ₹ 21.81           |                                                                                          |
| h             | LPC + GST                                                                                 | ₹ 885.00          |                                                                                          |
| i             | <b>Total Interest on Overdue Amount</b>                                                   | <b>₹ 103.34</b>   | Last Bill Unpaid Principal (E) = ₹2,940.79                                               |
|               | Interest on 'E' for <b>31 days (from 21-Mar to 20-Apr)</b>                                | ₹ 59.94           |                                                                                          |
|               | Interest on Ticket Booking for <b>11 days (from 10-Apr to 20-Apr)</b>                     | ₹ 43.40           |                                                                                          |
| j             | GST on Overdue Interest                                                                   | ₹ 18.60           |                                                                                          |

### iii. EMI Conversion

- The Unity Bank BharatPe Credit Card automatically converts the **Bill Period Unpaid Spends ("BPUS")** into Equated Monthly Instalments (EMI) on the Bill Generation Date.

- b. **Bill Period Unpaid Spends** or “**BPUS**” is the total value of Purchases (net of reversals, refunds, and pre-payment) done on your Card in a Billing Period.
- c. If the Cardholder wishes to skip the automatic EMI conversion, they can pre-pay all the unbilled transactions amount at least 1 day before the Bill Generation Date
- d. The EMI Tenure and the EMI Interest Rate applicable for such conversion is as per the below table –

**Table 4: A). Construct for Auto-EMI Conversion of Bill Period Unpaid Spends (BPUS) valid till 13 August 2025**

| S. No. | BPUS              | EMI Tenure                                                                                                    | EMI Interest Rate                                 |
|--------|-------------------|---------------------------------------------------------------------------------------------------------------|---------------------------------------------------|
| 1      | ₹1 - ₹999         | <b>No conversion to EMI.</b> Full repayment applicable on Payment Due Date.                                   | Not Applicable                                    |
| 2      | ₹1,000 - ₹9,999   | <b>3 EMIs</b>                                                                                                 | <b>24% APR</b> on Reducing Balance (2% per month) |
| 3      | ₹10,000 and above | <b>Up to 12 EMIs</b><br>(as opted by Cardholder upon onboarding / or minimum 24 hours before Bill generation) | <b>24% APR</b> on Reducing Balance (2% per month) |

**B). Construct for Auto-EMI Conversion of Bill Period Unpaid Spends (BPUS) w.e.f from 14<sup>th</sup> August 2025**

| S. No. | BPUS             | EMI Tenure                                                                                                    | EMI Interest Rate                                 |
|--------|------------------|---------------------------------------------------------------------------------------------------------------|---------------------------------------------------|
| 1      | ₹1 - ₹999        | <b>No conversion to EMI.</b> Full repayment applicable on Payment Due Date.                                   | Not Applicable                                    |
| 2      | ₹1,000 and above | <b>Up to 12 EMIs</b><br>(as opted by Cardholder upon onboarding / or minimum 24 hours before Bill generation) | <b>24% APR</b> on Reducing Balance (2% per month) |

**Table 1: Illustration for BPUS Calculation and EMI Conversion**

| Date   | Transaction                                     | Amount   | Remarks                                                                                  |
|--------|-------------------------------------------------|----------|------------------------------------------------------------------------------------------|
| 20-May | Bill Date Amount Due (A)                        | ₹2,000.0 | Amount Due = ₹2,000                                                                      |
| 23-May | Grocery Purchase                                | ₹1,200.0 |                                                                                          |
| 29-May | Apparel Purchase                                | ₹3,000.0 |                                                                                          |
| 03-Jun | Repayment of 20th May Bill dues                 | ₹2,000.0 |                                                                                          |
| 04-Jun | Pre-Payment                                     | ₹500.0   |                                                                                          |
| 20-Jun | Bill Period (21 May to 20 Jun)<br>Unpaid Spends | ₹3,700.0 | BPUS = ₹1,200 (Grocery) +<br>₹3,000 (Apparel) - ₹500 (Pre-<br>Payment)                   |
| 20-Jun | Bill Date Amount Due (C) = a + b<br>+ c         | ₹1,296.3 |                                                                                          |
| a      | 1st EMI Principal of 'B'                        | ₹1,209.0 | (B) Bill period unpaid spends<br>= ₹3,700 converted to 3 EMIs<br>of ₹1,282.99 at 24% APR |
| b      | 1st EMI Interest of 'B'                         | ₹74.0    |                                                                                          |
| c      | GST on 1st EMI Interest of 'B'                  | ₹13.3    |                                                                                          |

In the above illustration, since the BPUS is more than 1,000 on the Bill Generation Date, it will be converted to EMI for the opted tenure by the customer (assuming it is 3 months in this case) as per the Auto-EMI conversion structure @24% APR.

- e. At the time of onboarding / application journey for Unity Bank BharatPe Credit Card on the BharatPe app, the Cardholder will be given the option to select the number of EMIs in which he/she wants to convert their **BPUS (if it is ₹1000 or above)** during on the Bill Generation Date. The Cardholder will have to mandatorily choose one of the EMI tenures made available on the BharatPe app. The Cardholder may change the EMI tenure by visiting <clicking on card → my card → EMI preference> section on the BharatPe app. Any changes made in EMI tenure minimum of 24 hours before the Bill Generation Date shall be effective in the same Billing Period and any changes made in EMI tenure in less than 24 hours of the Bill Generation Date will get effective from the next month's Billing Period.
- f. **Bill Period Unpaid Cash or "BPUC"** is the total value of Online Cash Withdrawal / Online Bank Transfer made from the Cash Withdrawal Limit (if available and subject to the maximum limit) during the Billing Period after factoring in any pre-payments made against such withdrawals. This **BPUC** shall also get converted into a separate EMI on the Bill Generation Date. The EMI Conversion for this **BPUC** will also follow the **same structure as that applicable for BPUS** and explained earlier.

Therefore, **two separate Auto-EMI conversions**, one for **BPUC** and the other for **BPUS**, shall happen on the Bill Generation Date as per the conversion structure explained earlier. The below illustration will help elaborate the same.

**Table 2: Illustration for separate conversion of BPUS & BPUC**

| Date   | Transaction                                      | Amount     | Remarks                                                                                  |
|--------|--------------------------------------------------|------------|------------------------------------------------------------------------------------------|
| 23-May | Grocery Purchase                                 | ₹ 1,200.0  |                                                                                          |
| 29-May | Apparel Purchase                                 | ₹ 3,000.0  |                                                                                          |
| 03-Jun | Online Cash Withdrawal                           | ₹ 12,000.0 |                                                                                          |
| 20-Jun | Bill Date Amount Due (C) = a + b + c + d + e + f | ₹2950.4    | <b>BPUS</b> = ₹1,200 (Grocery) + ₹3,000 (Apparel)<br><b>BPUC</b> = ₹12,000 (Online Cash) |
| a      | 1st EMI Principal of 'A'                         | ₹ 665.8    | <b>(A) Bill period unpaid spends</b> = ₹4,200 converted to 6 EMIs of ₹764.9 at 24% APR   |
| b      | 1st EMI Interest of 'A'                          | ₹ 84.0     |                                                                                          |
| c      | GST on 1st EMI Interest of 'A'                   | ₹ 15.1     |                                                                                          |
| d      | 1st EMI Principal of 'B'                         | ₹ 1,902.3  | <b>(B) Bill period unpaid Cash</b> = ₹12,000 converted to 6 EMIs of ₹2,142.3 at 24% APR  |
| e      | 1st EMI Interest of 'B'                          | ₹ 240.0    |                                                                                          |
| f      | GST on 1st EMI Interest of 'B'                   | ₹ 43.2     |                                                                                          |

In the above illustration, the BPUC is equal to the Online Cash Withdrawal done on 3<sup>rd</sup> June for ₹12,000 since there is no pre-payment made against this transaction. Since this value is greater than ₹1,000 it will be converted to EMI for the opted tenure by the customer (assuming it is 6 months in this case) as per the Auto-EMI conversion structure.

- g. Only fresh purchase transactions on the Card during the Billing Period shall be converted to EMIs. Any outstanding dues of the previous Billing Period shall not be converted to EMIs again and the same shall attract Overdue Interest / penal charges (if applicable) /Late Payment Charges as per the MITC read with the Cardholder Agreement.

#### iv. Late Payment Charges (LPC)

Late Payment Charges (LPC) will be applicable if the Cardholder makes a cumulative repayment of less than the Amount Due or fails to make repayment of the Amount Due by the Payment Due Date.

LPC is levied as per the below table on the Amount Due minus any repayment received towards the Amount Due before the Payment Due Date.

**Table 3: Late Payment Charges (LPC)**

| Amount Due (Unpaid) | LPC     |
|---------------------|---------|
| Less than ₹100      | ₹ 40    |
| ₹101 - ₹250         | ₹ 90    |
| ₹251 - ₹500         | ₹ 150   |
| ₹501 - ₹1000        | ₹ 250   |
| ₹1001 - ₹2500       | ₹ 500   |
| ₹2501 - ₹5000       | ₹ 750   |
| ₹5001 - ₹7500       | ₹ 900   |
| ₹7501 - ₹10,000     | ₹ 1,000 |
| ₹10,001 & above     | ₹ 1,500 |

Below is an illustration for calculating Late Payment Charges. In this illustration, the Total Amount Due or Amount Due of ₹3,153.19 is unpaid by the Payment Due Date (PDD) of 7<sup>th</sup> April. However, a partial repayment of ₹900 is made after the PDD but within the 3-day grace period after PDD. Therefore, on the completion of grace period, the unpaid Amount Due is equal to ₹3,153.19 - ₹900 = ₹2,253.19. As per the LPC schedule, an LPC of ₹500 + GST is levied on the completion of the grace period on 10<sup>th</sup> April.

**Table 4: Illustration for Late Payment Charges (LPC)**

| Date          | Transaction                          | Amount            | Remarks                                                                                 |
|---------------|--------------------------------------|-------------------|-----------------------------------------------------------------------------------------|
| 02-Mar        | Purchase of Electronics              | ₹ 9,000.00        |                                                                                         |
| <b>20-Mar</b> | <b>Statement Date Amount Due (B)</b> | <b>₹ 3,153.19</b> | <b>Payment Due Date = 7th April</b>                                                     |
|               | 1st EMI Principal of 'A'             | ₹ 2,940.79        | (A) Bill period unpaid spends = ₹9,000 converted to 3-month EMI of ₹3,120.79 at 24% APR |
|               | 1st EMI Interest of 'A'              | ₹ 180.00          |                                                                                         |
|               | GST on 1st EMI Interest of 'A'       | ₹ 32.40           |                                                                                         |
| <b>07-Apr</b> | <b>Payment Due Date</b>              |                   | <b>No payment received by PDD</b>                                                       |
| 08-Apr        | Repayment                            | ₹ 900.00          |                                                                                         |
| 10-Apr        | Late Payment Charge (LPC)            | ₹ 500.00          |                                                                                         |
| 10-Apr        | GST on LPC                           | ₹ 90.00           |                                                                                         |

In the above illustration, since the BPUS is more than 1,000 on the Bill Generation Date, it will be converted to EMI for the opted tenure by the customer (assuming it is 3 months in this case) as per the Auto-EMI conversion structure @24% APR.

#### **v. Overdue Interest Charges**

Overdue Interest is levied at the rate of interest specified in the below table, if the Cardholder has previous outstanding dues and / or the Amount Due (as applicable) ("Outstanding Dues"), is not paid in full on or before the Payment Due Date till the date of actual realization of such payments.

**Table 5: Overdue Interest Rate**

| <b>Overdue Interest (excl. GST)</b> |                 |
|-------------------------------------|-----------------|
| <b>Monthly</b>                      | <b>Annually</b> |
| 2.00%                               | 24.00%          |

Overdue Interest (if applicable) is debited to Cardholder's account till Outstanding Dues are paid in full and till actual realization by the Bank. Overdue Interest will be charged on a daily accrual basis until the repayment of outstanding dues.

In the event, the Cardholder carries forward any Outstanding Dues, the Overdue Interest shall be calculated by the average daily balance method and will apply to balances carried forward until such Outstanding Dues are paid in full and realized by the Bank.

If the Cardholder has not paid the Total Amount Due or made partial payment of the Total Amount Due on or before the Payment Due Date of the Previous Bill, the interest-free credit will be suspended for the current Bill cycle and Late Payment Charges, Overdue Interest, and/or penal charges (if applicable) shall be charged on the unpaid overdue amount of the Previous Bill Statement and on the new transactions done for the Current Billing Period upon Bill generation.

Upon next Bill generation, in this case, the Cardholder shall continue to enjoy the interest-free credit period if the Total Amount Due is repaid on or before the Payment Due Date of this Bill.

**Table 6: Illustration of Overdue Interest Calculation**

| Date          | Transaction                                                                            | Amount            | Remarks                                                                                 |
|---------------|----------------------------------------------------------------------------------------|-------------------|-----------------------------------------------------------------------------------------|
| 02-Mar        | Purchase of Grocery                                                                    | ₹ 250.00          |                                                                                         |
| 10-Mar        | Purchase of Apparel                                                                    | ₹ 5,000.00        |                                                                                         |
| <b>20-Mar</b> | <b>Statement Date Amount Due (B)</b>                                                   | <b>₹ 1,839.36</b> |                                                                                         |
|               | 1st EMI Principal of 'A'                                                               | ₹ 1,715.46        | (A) Bill period unpaid spends = ₹5,250 converted to 3-month EMI of ₹1,820.46 at 24% APR |
|               | 1st EMI Interest of 'A'                                                                | ₹ 105.00          |                                                                                         |
|               | GST on 1st EMI Interest of 'A'                                                         | ₹ 18.90           |                                                                                         |
| 04-Apr        | Dining Purchase                                                                        | ₹ 1,500.00        | No payment received<br>As per schedule of Late Payment Charges                          |
| 07-Apr        | Payment Due Date                                                                       |                   |                                                                                         |
| 10-Apr        | Late Payment Charge (LPC)                                                              | ₹ 500.00          |                                                                                         |
| 10-Apr        | GST on LPC                                                                             | ₹ 90.00           |                                                                                         |
| 17-Apr        | Ticket Booking                                                                         | ₹ 1,200.00        |                                                                                         |
| <b>20-Apr</b> | <b>Statement Date Amount Due (D)</b><br><b>= a + b + c + d + e + f + g + h + i + j</b> | <b>₹ 5,273.65</b> |                                                                                         |
| a             | 1st EMI Principal of 'C'                                                               | ₹ 882.24          | (C) Bill period unpaid spends = ₹2,700 converted to 3-month EMI of ₹936.24 at 24% APR.  |
| b             | 1st EMI Interest of 'C'                                                                | ₹ 54.00           |                                                                                         |
| c             | GST on 1st EMI Interest of 'C'                                                         | ₹ 9.72            |                                                                                         |
| d             | Last Bill Unpaid Dues                                                                  | ₹ 1,839.36        | Levied on 10th April                                                                    |
| e             | 2nd EMI Principal of 'A'                                                               | ₹ 1,747.67        |                                                                                         |
| f             | 2nd EMI Interest of 'A'                                                                | ₹ 72.79           |                                                                                         |
| g             | GST on 2nd EMI Interest of 'A'                                                         | ₹ 13.10           |                                                                                         |
| h             | LPC + GST                                                                              | ₹ 590.00          |                                                                                         |
| i             | <b>Total Interest on Overdue Amt</b>                                                   | <b>₹ 54.89</b>    |                                                                                         |
|               | Interest on 'E' for <b>31 days</b><br><b>(from 20-Mar to 20-Apr)</b>                   | ₹ 34.97           | Last Bill Unpaid Principal (E) = ₹1,715.46                                              |
|               | Interest on Dining Purchase for <b>17 days</b><br><b>(from 04-Apr to 20-Apr)</b>       | ₹ 16.77           |                                                                                         |
|               | Interest on Ticket Booking for <b>4 days</b><br><b>(from 17-Apr to 20-Apr)</b>         | ₹ 3.16            |                                                                                         |
| j             | GST on Overdue Interest                                                                | ₹ 9.88            |                                                                                         |

In the above illustration, since the BPUS is more than ₹1,000 on the Bill Generation Date, it will be converted to EMI for the opted tenure by the customer (assuming it is 3 months in this case) as per the Auto-EMI conversion structure @24% APR.

## B. DRAWAL LIMITS

- i. The Bank at its sole discretion will determine the Card member's Total Credit Limit and Cash Withdrawal Limit (collectively referred to as "Limits") for the Unity Bank BharatPe Credit Card (Add-on Card members share the same limit).
- ii. The Limits are dynamic and are communicated to the Cardmember at the time of Unity Bank BharatPe Credit Card [physical or virtual] delivery in the BharatPe app and in the monthly statements.
- iii. The Bank shall at its sole discretion be entitled to review (including any increase or reduction) the Limits of the Unity Bank BharatPe Credit Card issued to the Cardholder periodically. Basis the review, the Bank may in its sole discretion reserve the right to decrease the Cardholder's Limit. Any decrease in Limit shall be communicated to the Cardholder through email or SMS or any other mode determined by the Bank. In case of enhancement or increase of the Limits, such enhancements or increase shall be with the explicit consent of the Cardholder, and updated terms and conditions (if any) shall be communicated to the Cardholder.
- iv. For this MITC and Cardholders Agreement –
  - a. **Total Credit Limit** shall mean the limit assigned to the Cardholder by the Bank. This is the maximum amount the Cardholder can spend or utilize through the Unity Bank BharatPe Credit Card.
  - b. **Cash Withdrawal Limit** shall mean the maximum amount which the Cardholder can withdraw as cash through online cash withdrawal / direct bank transfer channel from the Unity Bank BharatPe Credit Card. This is a sub - limit within the Total Credit Limit. The Bank at its sole discretion may allow / disallow a Cardholder to use Cash withdrawal limit through Physical (ATM) or Digital (Bank Account Transfer) cash withdrawal channels. **Online cash withdrawal (Bank Account Transfer) Channel** - If a Cardholder wishes to withdraw cash through Digital Channel, then he/she must get the account validated by the Bank. Upon successful verification of the bank account number by the Bank, the Cardholder will be allowed to transfer the designated amount to the registered bank account. Cash Withdrawal through Physical ATMs is currently not permitted on the Unity Bank BharatPe Credit Card.
  - c. **Available Credit Limit** shall mean the total amount available for utilization by the Cardholder through Unity Bank BharatPe Credit Card. It is calculated after the deduction of any utilizations from the Total Credit limit. In case the Cardholder has availed of any balance transfer, cash withdrawal, Loan within the Credit Limit etc., such amount will also be deducted from the Total credit Limit to arrive at the Available Credit Limit. Any Fees, Charges, Taxes levied on the Card will also be deducted from the Total Credit Limit to arrive at the Available Credit Limit. The Available Credit Limit

is communicated in the monthly statement and is also displayed in the BharatPe app of the Cardholder.

**(Please note that this is an Auto EMI Credit Card. In accordance with regulatory guidelines issued by the Reserve Bank of India (RBI), purchases of gold or jewellery are not eligible for EMI conversion. Accordingly, usage of the card for gold or jewellery purchases will be restricted, and any attempt to carry out such purchase transactions will be declined)**

- v. In compliance with RBI's circular, the facility to enable or disable online transactions, contact-based POS transactions at merchant outlets and contactless transactions will be provided to the Cardholder from the App for both, domestic and international transaction, categories. The Cardholder may use the contactless mode (i.e. without entering the PIN) for payments up to INR 5000/- or such other limit as may be permitted by the Bank. Contactless transactions are as safe as any chip and PIN- based transactions. To avail of this facility, the Cardholder must enable contactless mode using Bank -provided channels.

## **C. BILLING**

### **i. Billing Statements – Periodicity & Mode of sending**

- a. The Cardholder will be billed monthly and the ("Card Statement") will be generated on the Bill Generation Date i.e. 19<sup>th</sup> of every month or such other dates as may be opted by the Cardholder (such option will be made available by the Bank to the Cardholder as a one-time option upon Card issuance on the BharatPe App, only if it follows multiple billing cycles). The Card Statement shall contain a detailed statement of the transactions, previous unpaid amount, repayments, and charges, if any, for the relevant Billing Period to which the Card Statement pertains.
- b. The Card Statement shall be sent to the Cardholder on their **Registered e-mail ID** or **SMS / WhatsApp on their registered mobile numbers**. The Cardholder can also view their Card Statement on the BharatPe app. The Bank, at its discretion, may also make the Card Statement available through Net Banking and/or on its mobile banking application.
- c. The Cardholder must pay the Amount Due / Total Amount Due (TAD) as reflected in the Card Statement on or before the Payment Due Date mentioned in the Card Statement to avoid levy of any Late Payment Charges / Default Charges / Overdue Interest. The Amount Due & Payment Due Date can also be viewed through the BharatPe app.
- d. Non-receipt of the Card Statement would not affect the Cardholders obligations and liabilities under the Cardholders agreement and the Cardholder shall be liable to settle the outstanding balance on the Card within the Payment Due Date. The Bank will debit the Card account for all debits received from the merchant establishments and charges incurred, and credit the Card account for all payments made by the Cardholder to the Bank and for any payment in favour of the Cardholder.

## ii. Minimum Amount Due (MAD) – Equivalent to Total Amount Due (TAD)

- a. Since Unity Bank BharatPe Credit Card converts monthly aggregate transactions into EMI(s) as per the tenure opted by the Cardholder, the Minimum Amount Due (MAD) will be equivalent to the Amount Due or the Total Amount Due (TAD).
- b. The Cardholder is required to pay the Amount Due / Total Amount Due (TAD) as per the Card Statement **in Full** without any deductions. Any refunds, chargebacks, or reversals (if any) that are not shown in the Card Statement must not be adjusted or reduced by the Cardholder from the Amount Due.
- c. Failure to pay the Total Amount Due (TAD) in Full by the Payment Due Date may result in the Card account being blocked and reporting of the said account under default status to the Credit Information Companies (CICs).

## iii. Method of Payment

- a. Cardholders may make repayment for their outstanding dues of Unity Bank BharatPe Credit Card through the BharatPe app or through such other means as may be permitted by the Bank.
- b. Following modes of repayment are currently available in the BharatPe app for Unity Bank BharatPe Credit Card outstanding dues – (i) Debit Card; (ii) Net Banking; (iii) IMPS/NEFT through their bank accounts; (vi) UPI payments. Kindly note that the Bank reserves the right to withdraw or introduce new payment methods at its sole discretion.
- c. Repayments made towards the Card outstanding will be adjusted against the Billed Card outstanding first and then for the Unbilled Card outstanding in the following order of transaction type within each category. If there are multiple transactions in each transaction type, then the apportionment will be done in FIFO (First In First Out) manner within each type.

**Table 7: Appropriation of Repayments**

| Category | Priority | Transaction Type                                                                                                                                                         |
|----------|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Billed   | 1        | 1. Loan Pre-Closures<br>2. Taxes (GST & Others)<br>3. Fees, Charges & Overdue Interest<br>4. EMIs (GST + Interest + Principal)<br>5. Cash Withdrawals & Retail Purchases |
| Unbilled | 2        | 1. Loan Pre-Closures<br>2. Taxes (GST & Others)<br>3. Fees & Charges<br>4. EMIs (GST + Interest + Principal)<br>5. Cash Withdrawals & Retail Purchases                   |

- d. Any Credit Balance on the Card on account of any excess repayments, refunds, chargebacks and/or reversals (if any) received during the Billing Period shall be shown separately under the 'Surplus' section on the BharatPe app. The Cardholder

can withdraw the same to his / her bank account at its discretion. However, no interest can be claimed on this excess credit amount.

#### **iv. Billing Dispute Resolution**

All the contents of the Card Statement will be deemed to be correct and accepted if the Cardholder does not inform the Bank of any discrepancies within 30 working days of the Bill Generation Date. In the event of billing disputes / discrepancies, the Bank shall investigate and confirm the liability for such transactions and the Bank at its sole discretion may provide a temporary credit pending investigation. For certain disputes, the Bank may at its sole discretion put the disputed transaction on hold during the period of investigation, which may be reversed / levied along with applicable charges subject to the outcome of the investigation which shall be final and binding. Taxes (GST & TCS) levied will not be reversed on any dispute on Fees, Charges or Interest.

#### **v. Complete postal address of Unity Bank**

Unity Small Finance Bank Ltd., Rupa Renaissance, 13th Floor, 1302/B Wing, D-33 Turbhe MIDC Road, TTC Industrial Area, Navi Mumbai, Maharashtra – 400 705

#### **vi. Toll Free Number, Email ID and Dedicated Telephone Number for Customer Care services, Contact details of Grievance Redressal Official**

The Cardholder can contact Unity Bank Customer Care for enquiries, requests or grievance redressal through the below channels –

##### **Level 1: Customer Care**

| Mode                                             | Contact Details                                                                                        |
|--------------------------------------------------|--------------------------------------------------------------------------------------------------------|
| Email ID                                         | <b>care@unitybank.co.in</b>                                                                            |
| Contact numbers (24*7 including public holidays) | Customer Care Number (24/7): <b>1800-209-1122</b><br>Calling from outside India: <b>91-22-68707700</b> |

#### **Grievance Redressal Mechanism**

Link of Unity Bank's Grievance Redressal Mechanism - <https://theunitybank.com/contact-us>

#### **Principal Nodal Officer**

Below are the contact details of the Principal Nodal Officer (PNO) on which the Cardholder can reach out to (Optional) for handling queries.

|              |                                                                                                                                                          |
|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| Name         | <b>Mr. Mahendra Bindra</b>                                                                                                                               |
| Address      | Unity Small Finance Bank Ltd., Rupa Renaissance, 13th Floor, 1302/B Wing, D-33 Turbhe MIDC Road, TTC Industrial Area, Navi Mumbai, Maharashtra – 400 705 |
| Email        | <a href="mailto:level3escalation@unitybank.co.in">level3escalation@unitybank.co.in</a>                                                                   |
| Phone Number | <b>+91 9152366104</b>                                                                                                                                    |
| Availability | <b>9:30 AM to 6:00 PM, Monday to Friday (except public holidays)</b>                                                                                     |

#### **Queries on mis-selling or harassment**

For any sales queries on mis-selling / harassment / complaints, please write to [care@unitybank.co.in](mailto:care@unitybank.co.in) or call at 1800-209-1122/ 91-22-68707700(outside India).

## Banking Ombudsman

If the issue remains unresolved beyond 30 days even after reaching out to the above channels, or if the response is unsatisfactory, the Cardholder may write to the Banking Ombudsman for an independent review. Details of the Banking Ombudsman Scheme are available on the Reserve Bank of India (RBI) website at <https://www.rbi.org.in/> as well as available on the website of the Bank.

### D. DEFAULT & CIRCUMSTANCES

#### i. Procedure including notice period for reporting a cardholder as defaulter

- a. In the event the Cardholder does not make the payment of the Amount Due / Total Amount Due by the Payment Due Date, the Bank shall give intimation to the Cardholder of its intention to report the Cardholder as a defaulter to the Credit Information Companies (CICs) authorized by the Reserve Bank of India, in accordance with Credit Information Companies (Regulation) Act, 2005.
- b. The Bank reserves its right to report a Cardholder as delinquent to the Credit Information Companies even in an instance of a Card member raising a billing dispute which the Bank had clarified as an invalid dispute earlier.
- c. Non-payment of the outstanding dues of Unity Bank BharatPe Credit Card by the Payment Due Date will have the following consequences –
  1. In case the cardholder fails to make payment of the Total Amount Due, under each monthly billing statement, the bank shall notify the customer of such non-payment and its intention to report the cardholder as defaulter to the Credit Information Companies (CICs) in case the cardholder fails to pay the Total Amount Due.
  2. The Bank shall levy Late Payment Charges, Overdue Interest and/or other charges as on the outstanding dues as per this MITC.
  3. It may lead to temporary or permanent blockage or suspension of functionalities and features/services available on the Unity Bank BharatPe Credit Card as per the Bank's sole discretion.
  4. 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 e-mail, SMS messaging and / or engaging third parties to remind, follow up to collect dues. Any third party so appointed, shall adhere fully to the code of conduct on debt collection.

#### ii. Classification as Special Mention Account or Non-Performing Asset

In accordance with the regulatory provisions of the Reserve Bank of India, the lenders are required to recognize incipient stress in borrowers. The borrowers are required to be classified as Special Mention Accounts (SMA) or Non-Performing Assets (NPA) basis their repayment behaviour. An illustration of such classification is as below. Accordingly, If the Outstanding Amount is not paid by the Cardholder by the Payment Due Date, it may be treated as SMA or NPA as below –

| Categorisation | Criteria                                                                                                                                                       |
|----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| SMA 0          | If the due date of a loan account is March 31, 2024, and full dues are not received on this date, the account shall be SMA 0 on the day end of March 31, 2024. |

|       |                                                                                                                                                             |
|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|
| SMA 1 | If it continues to remain overdue, then this account shall get tagged as SMA-1 upon completion of 30 days of being continuously overdue i.e. April 30, 2024 |
| SMA 2 | If the account continues to remain o, it shall get tagged as SMA-2 upon completion of 60 days of being continuously overdue i.e. May 30, 2024               |
| NPA   | If the account continues to remain overdue, it shall get classified as NPA upon completion of 90 days of being continuously overdue i.e. June 29, 2024      |

As per RBI guidelines, the classification of accounts as NPA is done of borrower/Cardholder, and not facility/loan account wise and hence, it may be noted that in case of non-payment of dues by the Cardholder in case of any facility availed from the Bank and consequently the account is to be classified as NPA, all other loan / credit card and accounts of the borrower/Cardholder, with the Bank, also shall be classified as NPA and it shall entitle the Bank to recall all such loans/credit cards/facilities availed from the Bank, irrespective of regular payment in such accounts.

The borrower/Cardholder shall at its own expense, allow the Bank to appoint auditors, chartered accountants, cost accountants, forensic experts or other consultants for carrying out concurrent or special audit or examination of the borrower/Cardholder, where such audit or examination is required to be conducted pursuant to regulatory requirements.

The borrower/Cardholder shall promptly notify the Bank upon being declared a wilful defaulter.

**iii. Procedure for withdrawal of default report and the period within which the default report would be withdrawn after settlement of dues**

If a Unity Bank BharatPe Credit Card has been reported as delinquent to the Credit Information Companies (CICs) and the Cardholder clears his/her dues, the Bank shall update the same to the Credit Information Companies within 30 days from the receipts of dues from the Cardholder. Such changes may take 45-60 days to reflect on Cardholder's credit report.

**iv. Recovery procedure in case of default**

In the event of default in making payments as per the Card Statement on or before the Payment Due Date, the Cardholder will be sent payment reminders, SMS, emails, tele-calling, BharatPe app notifications, and/or engage third party to remind, follow up and collect dues. Any such third party appointed shall adhere to the Fair Practice Code and Code of Conduct of the Bank.

**v. Recovery of dues in case of death/permanent in capacitance of the Cardholder**

In the event of death or permanent disability of a Primary Cardholder, the Bank reserves the right to pursue all courses available to it under law and equity at its discretion, to recover any Card outstanding, including recovery of the Card outstanding from any applicable insurance cover (if available) or the heirs/executors/administrators of the Cardholders. Pending such repayments, the Bank shall be entitled to levy charges as per the prevailing rates.

**vi. Available insurance cover, if any, for cardholder and date of activation of policy including nomination details**

Unity Bank BharatPe Credit Card does not have any complimentary insurance coverage benefits available for Cardholders.

**vii. Right of Lien**

In the case of default, upon a demand made by the Bank, if the balance amount due on the Card is not repaid within the prescribed time; the Bank, at any time and without notice, will have lien and right to set off on all monies belonging to the Cardholder and/or add on Cardholder/Customer of Unity Bank standing to their credit in any account/facility/custody of the Bank.

**E. TERMINATION / REVOCATION OF CARD MEMBERSHIP**

**i. Procedure for surrender/closure of Card by Cardholder**

- a. The Cardholder may terminate the Card membership with the Bank at any time contacting the Bank through any of the modes below.

| Mode                                             | Contact Details                                                                                        |
|--------------------------------------------------|--------------------------------------------------------------------------------------------------------|
| Email ID                                         | <a href="mailto:care@unitybank.co.in">care@unitybank.co.in</a>                                         |
| Contact numbers (24*7 including public holidays) | Customer Care Number (24/7): <b>1800-209-1122</b><br>Calling from outside India: <b>91-22-68707700</b> |

- b. Upon the receipt of the closure request from the Cardholder, the entire Card outstanding linked to the Card will immediately become due. The Card termination shall only be effective once the Bank receives the payment of all amounts due and outstanding in respect of the said Card. No annual, joining, renewal fees or any other charges billed to the Cardholder Shall be refunded.
- c. Upon the receipt of entire outstanding dues for the Card from the Cardholder, the Bank shall process the closure request and close the Card not later than 7 working days. The Cardholder shall be intimated about the closure of the Card through SMS or e-mail, or any other modes as may be determined by the Bank. All linked/Add-on Cards associated with the Card shall be de-activated and available reward points shall also expire upon card closure.
- d. To avoid misuse of the Card, it is advised to the Cardholder to destroy the Card plastic by cutting it into several pieces ensuring that the hologram, EMV Chip, and magnetic strip are destroyed permanently.
- e. In the event Card is not activated within 30 days from its issuance, the Bank shall inform the Cardholder about the non-activation of the Card and request the Cardholder to activate the Card. In the event, that the Customer does not activate the Card within 7 working days from the date of such intimation, the Card account shall be closed by the Bank.
- f. In the event Card is not used for a period of more than one year, the Bank shall inform the Cardholder about the dormant/inactive status of the Card account and request the Cardholder to activate the Card. In the event, that the Customer does not activate the

Card within 30 working days from the date of such intimation, the Card account shall be closed by the Bank.

- g. In the event of the death or in capacitance of a Cardholder, the Bank shall automatically cancel the Card issued to the Primary Cardholder as well as to any Add-on Cardholders upon intimation of such event. All amounts outstanding on the Card shall be deemed to have immediately become due on death or in capacitance as the case may be, the Bank reserves the right to pursue all courses available to it under law and equity at its discretion, to recover any Card outstanding dues, including recovery of the Card outstanding from any applicable insurance cover (if available) or the heirs/executors/administrators of the Cardholder.
- h. If any charges are levied on the Card after Card closure or any disputed transaction is determined against the Cardholder, the Bank reserves the right to bill the same to the Cardholders and the same will be reported to the Credit Information Companies (If not paid by the Cardholder)
- i. In case the Bank notices unusual and abnormal transaction patterns in the use of the Card, the Bank will try to inform the Cardholder on the registered phone number of the Cardholder available on its records to verify the bonafideness of the Card transaction. Failure on the part of the Bank to establish contact with the Cardholder, the Bank may restrict/terminate the use of the Card without any further notice, if the Bank reasonably believes it necessary for the sake of the Cardholder and for security reasons.
- j. Notwithstanding anything to the contrary contained herein, the Bank may, in the following circumstances, in its sole and absolute discretion and without assigning any reason therefor, with immediate effect at any time (including during the validity period of the concerned Card, cancel or block or suspend or withdraw or refuse to renew any Card or value or privileges attached on the Card thereto either temporarily or permanently at any time including at any time prior to the validity period of the Card:
  - (a) If the termination of this MITC is required by the RBI or any other government /regulatory agency;
  - (b) If Bank decides that the continuance of this MITC will cause material harm to its reputation;
  - (c) In case the usage of the Card is not in line with the terms and conditions mentioned in the CHA
  - (d) In a situation wherein there is a negative balance on the Card which is not repaid by the Cardholder even post completion of notice period and intimation made to the Cardholder
  - (e) And, wherein the Cardholder does not comply to the MITC and the policy for Cards issued to them.

**ii. Link provided exclusively for the above on the website**

The Cardholder may place a request for closure of the Card through any of the modes specified in point E(i)

**F. LOSS / THEFT / MISUSE OF CARD**

In the event of loss / theft / misuse, the Cardholder can immediately hotlist / block the card either via the BharatPe mobile app or notify the Bank's customer support.

**i. Procedure to be followed in case of loss / theft / misuse of Card**

The Cardholder should immediately block the card instantly through mobile app or contact the Customer Care number for immediate action, if the Card (either Primary

card or Add-on) is misplaced, lost, stolen, or if Cardholder suspects that the Card is being used without the Cardholder's permission. Once a Card is reported lost, it should not, under any circumstance be used if found by the Cardholder subsequently, and the Cardholder should cut the card diagonally in half.

**ii. Liability of the Cardholder in case of point F(i) above**

- a. The Cardholder is wholly liable for all transactions prior to reporting of the Card as lost or stolen to the Bank. After the receipt of proper notification of the loss or theft by the Cardholder to the Bank, the Cardholder's subsequent liability is zero. However, the Cardholder shall exercise caution to keep the card safe and not to share/record the PIN, in any form, that would be retrievable or accessible to any third party. In addition to notifying the Bank about the loss or theft of the Card, the Cardholder must report any theft of Card to the police and lodge a police Complaint and provide a copy of the police complaint to the Bank (if requested by the Bank).
- b. The Cardholder will be liable for all losses in case of misuse of the Card due to the Cardholder's negligence or acts without reasonable care such as sharing of card details or OTP etc. or failure to follow the safeguards specified by the Bank. In case, the Cardholder has acted fraudulently, all losses due to misuse of the Card shall be borne by the Cardholder.
- c. In case of suspicious transactions, the Bank will try to establish connection with the cardholder on their registered mobile number (or) email. On failure of the verification, the Bank shall block the card, and the Card Member shall not be able to use the blocked Card for any transaction/s and shall receive a replacement Card within 7 working days.
- d. In the event, the Card Member, after being informed by the Bank of the probable fraud risk, still requests to unblock the Card, the Bank shall not stand liable or responsible in any manner for any fraudulent transactions reported to it thereafter on account of fraudulent usage of the Card or otherwise.
- e. The Cardholder to visit official website or e-mail, or a dedicated tollfree helpline, or BharatPe mobile application for reporting unauthorized transactions and initiating blocking of card.
- f. The Cardholder shall be liable in terms of RBI circular ref. DBR.No. Leg.BC.78/09.07.005/2017-18 dated July 6, 2017, on 'Customer Protection – Limiting Liability of Customers in Unauthorised Electronic Banking Transactions' as updated from time to time, Transactions, a policy is designed to ensure Cardholder protection relating to unauthorized credit card transactions. The same is updated on the Bank's website at <https://theunitybank.com/>

**iii. Details for reporting unauthorized transactions and initiating blocking of Card**

The Cardholder may report a lost/stolen or initiate a request for blocking the Card in the following manner.

| Channel                                          | Path / Contact Details                                                                                 |
|--------------------------------------------------|--------------------------------------------------------------------------------------------------------|
| Mobile App                                       | via BharatPe Mobile App                                                                                |
| Contact numbers (24*7 including public holidays) | Customer Care Number (24/7): <b>1800-209-1122</b><br>Calling from outside India: <b>91-22-68707700</b> |

#### **iv. Compensation Framework**

For unsuccessful/ failed transactions, delay in redressal of grievance, and delay in closing of account/ blocking of lost or stolen or misplaced cards, compensation framework as defined in the Customer Compensation Policy & Grievance Redressal Policy hosted on the Bank's website (<https://theunitybank.com/contact-us>) will be applicable.

#### **G. DISCLOSURES**

- i. The Cardholder acknowledges that the Bank is authorized to share Cardholder information such as repayment behaviour, defaults etc. with a Credit Information Company (that has obtained a Certificate of Registration from RBI) from time to time. The Credit Information Companies are an initiative of the Government of India and the Reserve Bank of India to improve the functionality and stability of the financial system. All banks and financial institutions participating are mandatorily required to share Cardholder data with Credit Information Companies and this information is being provided in the terms of the Credit Information Companies Regulation Act, 2005.
- ii. The Bank may provide/share details of the Cardholder/Add-on Cardholder to such service providers for any activities related to Credit Card operations without any specific consent. The Bank/group companies reserve a right to retain the application forms and documents provided therewith, including photographs, and will not return the same.
- iii. The Cardholder acknowledges that the Bank may provide the particulars of the Card account to the regulatory/statutory authorities, as may be required. If the Cardholder has availed of a co-branded card, offered by Unity Bank and its partner, the necessary information including but not limited to that which is required for execution of the rewards programs, portfolio statistical analysis, etc. will be provided to the co-branded partner.
- iv. The Cardholder hereby gives specific consent to the Bank for disclosing/ submitting the 'financial information' as defined in Section 3 (13) of the Insolvency and Bankruptcy Code, 2016 ('Code') read with relevant Regulations/ Rules framed under the Code, as amended and in force from time to time, in respect of the Credit/ Financial facilities availed from the Bank, from time to time, to any 'Information Utility' ('IU') as defined under the Code and directions issued by RBI from time to time and hereby specifically agree to promptly authenticate the financial information submitted by the Bank, as and when requested by the concerned 'IU'.
- v. The Bank will, at its own discretion, record specific conversations between the Cardholder and representative of the Bank or its authorized service providers, in case of grievance – related conversation or payments recovery – related conversation or any other conversation, that Bank may deem fit.
- vi. From time to time, the Bank will send various communications related to features / products / promotional offers that offer significant benefits to the Cardholders and may use the services of third-party agencies to do so.
- vii. Account is subject to verification, and the Bank reserves the right to reject the request of the Applicant to open a Credit Card Account without providing any reason. In the

event where the documents submitted by the Applicants or Customers for availing the Bank's products and services or for processing the transactions thereon are incomplete or discrepant, The ("Unity SFB") Bank shall notify such discrepancies and/or certain additional verification/ documentation requirements within a reasonable time through emails sent to the email ID of the Customer (as provided in the AOF). In case highlighted discrepancies remain unresolved or upon non-receipt of required documents within the stipulated time period, if any, the Bank, shall have the right to reject the AOF of the Applicant and in accordance with its policies and procedures, the Bank shall retain the application forms and documents provided therewith at the time of Account opening, including photographs and will not return the same to the Applicant in case of rejection of the said application.

## H. REWARD POINTS / LOYALTY POINTS

- i. Upon issuance of the Unity Bank BharatPe Credit Card, the Cardholder shall be enrolled to the "**Zillion**" loyalty programme (<https://zillionrewards.in/>) provided by "Loyalty Solutions & Research Pvt. Ltd.", henceforth referred to as "**Zillion**" or "**Loyalty Partner**". The Cardholder's **Registered Mobile Number ("RMN")** for the Card with the Bank shall be linked to the Zillion loyalty account for credit and redemption of **Rewards ("Zillion Coins")** earned on the Card. If the Cardholder is an existing member of Zillion, his/her existing Zillion account shall be linked to the Card basis the RMN.
- ii. **Bill Period Unpaid Spends (BPUS)** are converted to auto-EMIs / Billed in Full as per the EMI conversion logic explained in section A (iii) of this MITC. Zillion Coins (**4 Zillion Coins = ₹1**) are earned as a percentage of BPUS proportionately upon repayment of the corresponding EMIs as per the table below. These earned Zillion Coins shall be credited to the linked Zillion account on the next billing date.

**Table 8: A). Rewards Earn Rate basis BPUS (Valid till 13<sup>th</sup> August 2025)**

| S. No. | BPUS              | Rewards |
|--------|-------------------|---------|
| 1      | ₹1 - ₹999         | 0%      |
| 2      | ₹1,000 - ₹9,999   | 1%      |
| 3      | ₹10,000 and above | 2%      |

**B). Rewards Earn Rate basis BPUS (w.e.f. from 14<sup>th</sup> August 2025)**

| S. No. | BPUS              | Rewards |
|--------|-------------------|---------|
| 1      | ₹1 - ₹999         | 2%      |
| 2      | ₹1,000 - ₹9,999   |         |
| 3      | ₹10,000 and above |         |

### Illustration of Zillion Coins earn on EMI Repayment

For example, if for a Bill Date (say 20<sup>th</sup> May), the BPUS is ₹9,000. Since the BPUS is more than 1,000 on the Bill Generation Date, it will be converted to EMI for the opted tenure by the customer (assuming it is 3 months in this case) as per the Auto-EMI conversion structure @ 24% APR. of ₹3,120.8 per month as per the EMI Conversion elaborated in section A(iii) of this MITC. The overall Rewards applicable for this is =  $2\% \times ₹9,000 = ₹180$  as per the Rewards Earn Rate provided in the table above. This is equivalent to 720 Zillion Coins (4 Zillion Coins = ₹1). These 720 Zillion Coins will be split into 3 equal parts of 240 Zillion Coins each corresponding to the 3 EMIs and will be earned by the Cardholder upon repayment of the said EMI.

- iii. If the Cardholder chooses to Foreclose / Pre-close the EMI Loan before its tenure, the Rewards (Zillion Coins) corresponding to the foreclosed amount will be forfeited and no points shall be earned for such foreclosed amount. The Rewards are, thus, applicable only upon the EMI repayments.
- iv. The Cardholder can redeem the Zillion Coins via below channels –
  - a. across partners on Zillion (<https://zillionrewards.in/>). The terms and conditions of the Zillion loyalty programme apply (<https://zillionrewards.in/policy/zillion-tnc>)
  - b. against Unity Bank BharatPe Credit Card outstanding via BharatPe App. The maximum redemption permitted against the Card outstanding in a billing cycle is ₹5,000 equivalent Zillion Coins.
- v. The validity of Zillion Coins earned on the Unity Bank BharatPe Credit Card will be as per the terms and conditions of the Zillion loyalty programme available at (<https://zillionrewards.in/policy/zillion-tnc>)
- vi. The Bank reserves the right to revoke any Zillion Coin balance which was earned via the Card usage without any prior intimation to the Cardholder in the following scenarios:
  - a. In case of delinquency if the Card account has unpaid dues for more than 45 days post the Payment Due Date.
  - b. If the Cardholder chooses to close the Card account and has unredeemed Zillion Coin balance earned via the Card usage in his/her Zillion account.
  - c. If there is any fraudulent activity identified by the Bank on the Card account.
- vii. During settlement of redemption, in case the available Reward Points balance is lesser than the Points required for redemption, the Bank reserves the rights to debit the differential amount on the Customer's Card/Account.
- viii. The terms in this Rewards Programme will be in addition to and not in derogation of the terms contained in the MITC and Cardholder Agreement.
- ix. The Rewards Programme is a feature made available by the Bank and the Bank expressly reserves the right, at any time, to add to and/or alter, modify, change or vary all or any of the or to replace terms and conditions of the loyalty program wholly or in part, this Rewards Programme by another Rewards Programme, or withdraw it altogether, without assigning any reasons and with due intimation to the Cardholder through the Bank's website and by other acceptable modes of communication, even though the changes may affect Rewards already accumulated. Cardholders may be

notified of changes to the Reward Terms in such manner as determined by the Bank from time to time. Ref Table 1 for fees & charges.

## I. LOUNGE ACCESS

The Bank provides complimentary lounge access on the Card in partnership with the payment network, RuPay. The list of lounges under this programme are available at RuPay website (<https://www.rupay.co.in/lounges>). The terms & conditions for the lounge programme are available at ([https://www.rupay.co.in/PDF/rupay/Lounge\\_tnc.pdf](https://www.rupay.co.in/PDF/rupay/Lounge_tnc.pdf))

Access to the RuPay Exclusive Lounge at Delhi IGI, T3 Domestic Departure is not available on this Card under this complimentary benefit.

| Lounge        | Complimentary Visits        |
|---------------|-----------------------------|
| Within India  | 2 visits / calendar quarter |
| Outside India | 2 visits / calendar year    |