



## MOST IMPORTANT TERMS AND CONDITIONS

In these terms and conditions "The Bank" means Central Bank of India and its affiliates and their successors and assignees. "The Card" means the CentralCard currently issued to cardholder; Cardholder means the member of the CentralCard scheme to whom or who uses a card issued by the bank; "Account" means that current or savings deposit account to which all the dues payable by the cardholder to be debited and "Concerned Branch" means branch office of the bank at which the Account is maintained either in the name of cardholder or in the name of the Company/Firm.

- 1) Applicants and Add-on member (if any) must be Indian resident preferably over eighteen (18) years of age.
- 2) The bank may at its sole discretion refuse this application without assigning any reason whatsoever.
- 3) The cardholder shall sign the CentralCard as per the specimen signature given on the application form.
- 4) The Card shall remain the property of the bank at all times and the bank shall be entitled at its absolute discretion at any time to withdraw, cancel or terminate the card and any service thereby offered without giving any prior notice or reasons thereof. The cardholder shall unconditionally and immediately upon demand surrender Card to the bank. The cardholder shall not change his name/signature during the tenure of the card.
- 5) The bank shall be entitled from time to time to impose any limit whether in amount or otherwise on the use of the card.
- 6) The bank's record of all transactions effected by the use of card shall be conclusive and binding on the cardholder for all purposes.
- 7) The bank reserves the right to combine or consolidate the outstanding balance on the cardholder's card account with any other account of the cardholder, which is maintained or which may be opened afterwards with the bank and the cardholder agrees to transfer any credit balance in these accounts to set off the outstanding debit balance on the cardholder's card account.
- 8) All payments made by the cardholder shall be applied by the bank first towards satisfaction of all the fees - Interest and finance charge payable and secondly for the outstanding purchase money, cash advances and all other debits involving the use of the card(s).
- 9) The cardholder will collect from the Member Establishments the cardholder's copy of every chargeslip that he signs and will preserve the same carefully for his record. The cardholder agrees to pay handling charge, for the supply of photocopy of any particular chargeslip, he signed that is specially requested by the cardholder from the bank at such rate as the bank shall determine from time to time. The bank will not supply photocopy of chargeslip older than one year from the date thereof.
- 10) CentralCard shall be used by the cardholder only. Cardholder shall not allow any other person to use it on his/her behalf nor lend or transfer the card to anyone else.
- 11) The bank may issue add-on cards in the name of those person nominated by the cardholder. Both, the cardholder and the add-on cardholder shall be jointly and severally liable for the use of the add-on card.
- 12) These terms and conditions shall apply to the use of all add-on cards and be binding on the add-on cardholder as well.
- 13) The cardholder must promptly notify the bank in writing of any change in address (office or home) or any other material information already supplied by him/her.
- 14) The fee charged for CentralCard is not refundable under any circumstances. Bank has right to change the fees with intimation to the cardholder.
- 15) In case of non-renewal of card, the cardholder has to give 3 months notice before the card falling due for renewal; failing which the cardholder will be liable for the charges. The renewal of card is automatic subject to satisfactory card utilization, however, bank shall have sole discretion and liberty to renew/refuse to renew any card without assigning any reason whatsoever.
- 16) The bank reserves the right to charge handling charges to the Account for the supply of replacement card.
- 17) The bank has the right to withdraw the privileges attached to the CentralCard and to call upon the cardholder to surrender the card and/or pick it up through the member establishments, or their representatives or any other representative of the bank without assigning any reason whatsoever.
- 18) The use of the CentralCard after the expiry date or after the notice of withdrawal of the privileges, is fraudulent and subject the cardholder to legal proceedings.
- 19) Use of the card shall be terminated without notice upon the death, bankruptcy or insolvency of the cardholder.
- 20) If the CentralCard is lost or stolen, submit to us at the earliest a copy of the FIR lodged with the police. The cardholder shall notify the bank immediately of its loss or theft by telephone/email and also confirm the same by Registered Letter. Any transaction taking place before reporting the card as lost or stolen is to be paid by the cardholder. Necessary fee will be charged for fresh or a issuance.
- 21) Whenever the card is used at one of the Member Establishments of the bank, the cardholder must affix his signature on the chargeslips presented by the Member Establishments showing the amount payable by him. Even if this is not done for some reason, the cardholder shall remain liable to pay the bank such amounts which become due on the use of his CentralCard.
- 22) The Member Establishments may not honour the CentralCard when conducting an advertised reduction sale.
- 23) All liquor charges will be subject to local and state laws.
- 24) The bank is not responsible for the refusal by any Member Establishments to accept or honour the card nor shall it be responsible in any way for the goods or services supplied to the cardholder. The cardholder shall handle or resolve all claim or dispute directly with such Member Establishments and no claim by the cardholder against the member Establishments may be the subject to set-off or counter claim against the bank. The bank will credit the cardholder's account with the amount of any refund only upon receipt of a properly issued credit slip or cheque or demand draft.
- 25) The original bills of the Member Establishment will be collected by the cardholder at the time of signing the charge slips. The bank will not be responsible to furnish such original bills of the Member Establishment to the cardholder.



- 26) The cardholder shall pay all costs of collection of dues, legal expenses and decretal amounts with interest should it become necessary to refer the matter to a collection agency or to a legal recourse to enforce payment.
- 27) The bank reserve the right to claim from the cardholder any amount due to the bank which may not have appeared in the last statement within six (6) months after the termination or cancellation of the card.
- 28) Non-payment of card usage within the due date shall attract service charges as applicable per month (compounded). Any outstanding amount payable by the cardholder is liable to be levied further service charges until the outstanding amount is fully paid off.
- 29) Credit Card payment can also be made at any of our Branches. If you wish to avail auto-debit facility, please exercise the option by providing your account number of Central Bank of India to CentralCard Department. Sufficient balance should be maintained in the account to effect auto-debit of the dues payable in respect of the CentralCard. Bill will be sent to you only for intimation.
- 30) Cheque/DDs should be drawn favouring CBI A/c. Centralcard No. xxxx xxxx xxxx xxxx payable at Mumbai. Credit to card account will be offered only on realization of Cheque/DD of other Bank. Outstation cheques will not be accepted.
- 31) Service tax is levied on all fees as per rates specified by the Government from time to time.
- 32) Non-receipt of Bills will not be accepted as a valid reason for non-payment or delayed payment of bills. As per the billing cycle, cardholder can make payment on or before the due date. Cardholder can contact our customer care on toll free No. 1800 222 368 or +91 22 6638 7737/43 to know the outstanding due. Payment can also be made on the basis of copies of chargeslips held by the cardholder.
- 33) If you have opted for Minimum Amount Due of 5% every month, then the service charges / taxes will be applicable on the balance amount under revolving credit.
- 34) You have to bring any dispute in billing to our notice within 60 days from the date of the statement. We would require a Dispute Declaration Form (DDF) or a signed letter from you and any documents we may require, to enable us to process your dispute. The procedure for resolution differs on a case to case basis.
- 35) In case of disputes and legal proceedings that may be initiated, only the Courts in India shall have jurisdiction.
- 36) The bank would be at its sole discretion to approve/reject any card transaction.
- 37) The bank is entitled to add, alter or amend these terms and conditions at its absolute discretion and without assigning any reason whatsoever. Any such change will become effective and binding on the cardholder irrespective of whether the cardholder has or lacks actual notice or knowledge thereof. The terms and conditions as specified at any time will be binding on the cardholder.

**CentralCard** Central Bank of India-CentralCard Department, 15-16, 1<sup>st</sup> Floor, Bajaj Bhavan, Barrister Rajani Patel Road, Nariman Point, Mumbai - 400 021.

**For more information, please visit [www.centralbankofindia.co.in](http://www.centralbankofindia.co.in)**