



Utkarsh Small Finance Bank
Aapki Ummeed Ka Khaata

MOST IMPORTANT TERMS AND CONDITIONS
For
CREDIT CARD

Dear Cardholder,

These Most Important Terms and Conditions (MITC) are applicable to all Credit Cards / Card members / applicants of Credit Cards / members of the general public (collectively referred to as "Primary Cardholder", "You" or "Your") evincing interest in the Credit Card product of the Bank. The MITC are in addition to and are to be read along with the terms and conditions of the Card Member Agreement of Bank for complete understanding. The MITC are subject to revision at the sole discretion of the Bank and in accordance with the laws as applicable from time to time. In case of any inconsistency between MITC and the Cardmember Agreement, the Cardmember Agreement shall prevail, unless otherwise specified hereunder.

All current and future updates, including but not limited to the Most Important Terms and Conditions (MITC), Key Fact Statement (KFS), and the Card Member Agreement, will be shared electronically with the cardholder.

Contents

(a)	DEFINITIONS	4
(b)	FEES & CHARGES	6
(c)	CREDIT LIMITS	9
(d)	AIRPORT LOUNGE ACCESS PROGRAM	9
(e)	BILLING AND STATEMENT DISPUTES	10
(f)	CREDIT CARD PAYMENTS	11
(g)	RIGHT SET OFF	12
(h)	DEFAULT & CIRCUMSTANCES	12
(i)	TERMINATION	15
(j)	LOSS / THEFT / DAMAGE / COMPROMISE OF CREDIT CARD	17
(k)	GRIEVANCE REDRESSAL AND COMPENSATION FRAMEWORK	18
(l)	CARDHOLDER INFORMATION DISCLOSURE	20
(m)	CARDHOLDER INFORMATION DISCLOSURE	24
	ANNEXURE 1 – SCHEDULE OF CHARGES	26
	ANNEXURE 2 – LIABILITY FOR UNAUTHORIZED TRANSACTIONS	29
	ANNEXURE 3 – CONTACT DETAILS	30

(a) DEFINITIONS

Defined Term	Description
Add-on Cardholder	Someone other than You in whose name a Credit Card is issued by Us on Your instructions under Your Credit Card Account and under Your responsibility. The Add-on Credit Card ("Add-on Credit Card") features will be same as the primary Credit Card. The Primary Cardholder is liable for all spends and transactions done by Add-on Cardholder and such spends will be part of the Primary Cardholder's monthly statement. Maximum of 5 Add-on cards can be issued for every eligible Primary Cardholder. The Add-on Cardholder will be bound by the Terms & Conditions of the Cardmember Agreement and the Most Important Terms & Conditions executed between the Primary Cardholder and Us.
Annual Fees	A fixed annual fee that We charge to Your Account upon issuance and every subsequent anniversary.
Bank	Means Utkarsh Small Finance Bank being the issuer of the Credit Card. The terms "We" and "Us" and "Bank" when used under this MITC shall mean "Utkarsh Small Finance Bank" and the said terms may be used interchangeably under this MITC.
Cash Advance Fees	A fee that is debited to the Credit Card Account if You or Supplementary Cardholder performs a Cash Advance Transaction.
Cash Advance Transactions	Any cash withdrawal made by You using the Card at any automated teller machine or counter of a bank / third party.
Cash Limit	A percentage of the Credit Limit on the Credit Card Account that can be used to perform Cash Advance Transactions and determined at Our sole discretion.
Credit Card Account	Any account maintained by Us in connection with the Credit Card.
Credit Card Statement	A monthly record of all transactions performed by You using the Credit Card including but not limited to the purchase of goods & services, Cash Advance Transactions, fees & charges, other debits & credits under this terms and conditions.
Credit Limit	The maximum indebtedness that can be incurred at any point in time by You and Your Supplementary Cardholders on the Credit Card Account as determined at Our sole discretion.
Finance Charge	An interest charge that is debited to Your Credit Card Account if You fail to pay the Total Amount Due by the Payment Due Date or if You perform a Cash Advance Transaction.
GST	The Goods & Services Tax levied by the Government of India.
Interest Free Credit Period	The period of time from the Transaction date to the Payment Due Date for that Transaction (see illustration of Interest Free Credit Period below). You may pay the Total Amount Due during this period to avoid payment of Finance Charges. Please note, however, that this does not apply to Cash Advance Transactions. For Cash Advance Transactions, Finance Charges apply from the

	<p>date of transaction till the date of payment in full. The Interest Free Credit Period is suspended if any balance from the previous month's Credit Card Statement is still unpaid.</p> <p>See illustration below for Interest Free Credit Period. The Interest Free Credit Period can range from 20 to 50 days, depending on the date of transaction. For a Credit Card Statement for the period from March 20th to April 20th, the Payment Due Date would be May 10th. Assuming that You have paid your Total Amount Due of the previous month's Credit Card Statement by the Payment Due Date, the Interest Free Credit Period would be:</p> <ol style="list-style-type: none"> 1. For a purchase made on March 21st, the Interest Free Credit Period would extend from March 21st to May 10th i.e., a total of 50 days. 2. For a purchase made on April 15th, the Interest Free Credit Period would extend from April 15th to May 10th i.e., a total of 25 days. <p>Thus, the Interest Free Credit Period can vary depending upon the date of the purchase transaction. However, if the Total Amount Due of the previous month's Credit Card Statement is not paid by the Payment Due Date, then the Interest Free Credit Period will be lost and You will not be entitled to any Interest Free Credit Period.</p> <p>For Cash Advance Transactions, Finance Charge is applicable from the date of transaction until the date of payment in full. To be eligible for Interest Free Credit Period, You must pay the Total Amount Due plus all accrued Finance Charges and other charges in full even before Your Credit Card Statement date.</p> <p>Please note that the Total Amount Due represents the amount due from You as on the Credit Card Statement date. If You have not paid the Total Amount Due of Your previous Credit Card Statement, then You will be levied Finance Charge in your next Credit Card Statement unless You pay the Total Amount Due on the Credit Card Statement Date itself without waiting for the Payment Due Date (see illustration below).</p>
Late Payment Fees	A charge debited to Your Credit Card Account if the Minimum Amount Due is not paid on or before the Payment Due Date.
Minimum Amount Due	The amount shown on the monthly Credit Card Statement for a Credit Card Account as the minimum amount that needs to be paid by You to avoid becoming overdue. The Minimum Amount Due will be 5% of (retail spends + cash withdrawals) + 100% of (GST + EMI amount + Fees/Charges + Interest) + Overdue (MAD of the previous statement) + Overlimit amount. If Your Total Amount Due exceeds Your Credit Limit, the Minimum Amount

	Due will include the amount by which Your Total Amount Due exceeds the Credit Limit. Making only the minimum payment every month would result in the repayment stretching over months/years with consequential compounded interest payment on your outstanding balance.
One-Time Password (OTP)	A password consisting of 4 to 6 digits that We will share with You by sending an SMS to Your registered mobile phone or by sending You an email as per Your contact information in Our records. This password is for one-time use either for authenticating You, Your Supplementary Cardholder or to enable You to perform a Transaction on Your Credit Card.
Overlimit Fees	A fee that is debited to Your Credit Card Account if the Total Amount Due on Statement date exceeds the Credit Limit assigned by Us due to transaction(s) requested by you beyond the credit limit to Your Credit Card Account.
Payment Due Date	The date shown on the monthly Credit Card Statement as the due date for the payment and by which date cleared funds should be received by Us to avoid levy of interest and/or late payment fees and/or suspension of the Credit Card. Customers have an option to modify their 'Due Date' once in a lifetime. Please contact us on 1800-309-3665 or send an email to creditcards@utkarsh.bank to make this change.
PIN	The personal identification number consisting of 4 digits that is given to You and Your Supplementary Cards for use of the Credit Card at a point of sale and/or at an automated teller machine.
SMS	Short Message Service provided through mobile telecom companies.
Total Amount Due	The total amount due from You to Us as on each Statement date representing any dues from the previous Statement and the sum of all debit and credit Transactions posted to Your Credit Card Account in the current Statement.
Transaction	Any payment made for goods & services or Cash Advance Transactions made using the Credit Card.
Unauthorized Transaction	Any Transaction made without Your permission or the permission of the Supplementary Cardholder.

(b) FEES & CHARGES

Fees and charges levied by Us will be in accordance as per ANNEXURE 1 given below. Other than the fees and charges below We will not charge You any other fees or charges. We may change these fees and charges, but We will give You at least 30 days' prior notice before We make any changes.

Please Note that paying only the Minimum Amount Due every month will result in the repayment stretching over a long period of consequent interest payment on Card Member's outstanding balance.

ILLUSTRATION OF INTEREST AND LATE PAYMENT FEE COMPUTATION

See below an example of Finance Charge and Late Payment Fee computation. This example assumes that the Opening Balance was nil, the Credit Limit is Rs. 25,000, and the Credit Card Statement is generated on the 20th of each month:

Date	Transaction																				
May 10, 2023	Purchase of goods at merchant for Rs.20,000																				
May 20, 2023	<p>Credit Card Statement will be generated with the following:</p> <table border="1"> <tr><td>Opening Balance</td><td>Rs.0</td></tr> <tr><td>New purchases</td><td>Rs.20,000</td></tr> <tr><td>Payments & other credits</td><td>(Rs.0)</td></tr> <tr><td>Finance Charge</td><td>Rs.0</td></tr> <tr><td>Late Payment Fee</td><td>Rs.0</td></tr> <tr><td>Overlimit Fee</td><td>Rs.0</td></tr> <tr><td>GST on fees & schedule charges at 18%</td><td>Rs.0</td></tr> <tr><td>Total Amount Due</td><td>Rs.20,000</td></tr> <tr><td>Minimum Amount Due</td><td>Rs.1,000</td></tr> <tr><td>Payment Due Date</td><td>June 9, 2023</td></tr> </table> <p>(Since the Credit Card Account is within the Credit Limit on statement date, the Minimum Amount Due will be 5% of the new purchases)</p>	Opening Balance	Rs.0	New purchases	Rs.20,000	Payments & other credits	(Rs.0)	Finance Charge	Rs.0	Late Payment Fee	Rs.0	Overlimit Fee	Rs.0	GST on fees & schedule charges at 18%	Rs.0	Total Amount Due	Rs.20,000	Minimum Amount Due	Rs.1,000	Payment Due Date	June 9, 2023
Opening Balance	Rs.0																				
New purchases	Rs.20,000																				
Payments & other credits	(Rs.0)																				
Finance Charge	Rs.0																				
Late Payment Fee	Rs.0																				
Overlimit Fee	Rs.0																				
GST on fees & schedule charges at 18%	Rs.0																				
Total Amount Due	Rs.20,000																				
Minimum Amount Due	Rs.1,000																				
Payment Due Date	June 9, 2023																				
June 10, 2023	Purchase of goods at merchant for Rs.4,000																				
June 12, 2023	Payment received of Rs.5,000																				
June 20, 2023	<p>Finance Charge of Rs.789 is computed as below:</p> <ul style="list-style-type: none"> Rs. 20,000 from May 10 to June 11 (32 days) at 36% p.a. = Rs.631.23 (This is the Opening Balance which was not paid in full before the Payment Due Date; Finance Charge is computed on this amount from date of transaction to the date of receipt of payment) Rs. 15,000 from June 12 to June 20 (8 days) at 36% p.a. = Rs.118.36 (This is the Opening Balance less the payment received; Finance charge is computed on this amount from date of receipt of payment to statement date) Rs.4000 from June 10 to June 20 (10 days) at 36% p.a. = Rs.39.45 																				

	(This is the new purchase made on June 10; Finance charge is computed on this amount from transaction date to statement date)																		
June 20, 2023	Late Payment Fee of Rs.500 will be levied as Minimum Amount Due was not received before the Payment Due Date of June 9, 2023																		
June 20, 2023	Credit Card Statement will be generated with the following: <table border="1"> <tr> <td>Opening Balance</td><td>Rs.20,000</td></tr> <tr> <td>New purchases</td><td>Rs.4,000</td></tr> <tr> <td>Payments & other credits</td><td>(Rs.5,000)</td></tr> <tr> <td>Finance Charge</td><td>Rs.789.04</td></tr> <tr> <td>Late Payment Fee</td><td>Rs.500</td></tr> <tr> <td>GST on fees & charges @18%</td><td>Rs.232.03</td></tr> <tr> <td>Total Amount Due</td><td>Rs. 20,521.07</td></tr> <tr> <td>Minimum Amount Due</td><td>Rs. 2,471.07</td></tr> <tr> <td>Payment Due Date</td><td>July 10, 2023</td></tr> </table>	Opening Balance	Rs.20,000	New purchases	Rs.4,000	Payments & other credits	(Rs.5,000)	Finance Charge	Rs.789.04	Late Payment Fee	Rs.500	GST on fees & charges @18%	Rs.232.03	Total Amount Due	Rs. 20,521.07	Minimum Amount Due	Rs. 2,471.07	Payment Due Date	July 10, 2023
Opening Balance	Rs.20,000																		
New purchases	Rs.4,000																		
Payments & other credits	(Rs.5,000)																		
Finance Charge	Rs.789.04																		
Late Payment Fee	Rs.500																		
GST on fees & charges @18%	Rs.232.03																		
Total Amount Due	Rs. 20,521.07																		
Minimum Amount Due	Rs. 2,471.07																		
Payment Due Date	July 10, 2023																		

ILLUSTRATION OF INTEREST FREE CREDIT PERIOD

Date	Transaction						
April 20, 2023	<p>Your Credit Card Statement is generated with following details:</p> <table border="1"> <tr> <td>Total Amount Due</td><td>Rs. 10,000</td></tr> <tr> <td>Minimum Amount Due</td><td>Rs. 500</td></tr> <tr> <td>Payment Due Date</td><td>May 10, 2023</td></tr> </table> <p>This means that if You pay Rs. 10,000 on or before May 10, 2023, then no Finance Charge (or interest) will be charged in the next Credit Card Statement. If, however, You pay anything less than Rs.10,000, then You will be levied a Finance Charge in Your next Credit Card Statement.</p>	Total Amount Due	Rs. 10,000	Minimum Amount Due	Rs. 500	Payment Due Date	May 10, 2023
Total Amount Due	Rs. 10,000						
Minimum Amount Due	Rs. 500						
Payment Due Date	May 10, 2023						
April 21, 2023	You purchase goods at merchant for Rs. 5,000. This transaction will only appear on Your next Credit Card Statement.						
May 10, 2023	You pay the Total Amount Due of Rs.10,000 based on the Credit Card Statement generated on April 20, 2023						
May 21, 2023	<p>Your next Credit Card Statement is generated with the following details:</p> <table border="1"> <tr> <td>Total Amount Due</td><td>Rs. 5,000</td></tr> <tr> <td>Minimum Amount Due</td><td>Rs. 250</td></tr> <tr> <td>Payment Due Date</td><td>June 10, 2023</td></tr> </table> <p>The Total Amount Due of Rs. 5,000 represents the purchase made on April 21, 2023, as the Total Amount Due of Rs. 10,000 on Your Credit Card Statement dated April 20, 2023, has been paid in full</p>	Total Amount Due	Rs. 5,000	Minimum Amount Due	Rs. 250	Payment Due Date	June 10, 2023
Total Amount Due	Rs. 5,000						
Minimum Amount Due	Rs. 250						
Payment Due Date	June 10, 2023						

	on or before due date. There will be no Finance Charge on this Credit Card Statement as You have paid the Total Amount Due of Your April 20, 2023, Credit Card Statement on the Payment Due Date.
June 10, 2023	<p>You pay the Total Amount Due of Rs. 5,000 based on the Credit Card Statement generated on May 21, 2023.</p> <p>This effectively means that for the purchase You made on April 21, 2023,</p> <ul style="list-style-type: none"> a. You did not pay any Finance Charge and b. You enjoyed an Interest Free Credit Period of 50 days which is the difference in days from the date of this purchase (April 21, 2023) to the Payment Due Date (June 10, 2023) of the same purchase.

(c) CREDIT LIMITS

Communication of Credit Limit and Cash Limit and Available Credit Limit and Available Cash Limit to You	Credit Limits and Cash Limits will be communicated to You by Us when the Credit Card is issued and on the monthly Credit Card Statement. The available Credit Limit and Available Cash Limit in Your Credit Card Account gets updated every time a Transaction or Cash Advance is performed or refunded, a payment is posted, or any fee and charges are posted or reversed from Your Credit Card Account. You can find Your Available Credit Limit and Available Cash Limit at any point in time by contacting Us (Please refer to Annexure 3 for Our contact information).
Changes to Credit Limit and Cash Limit	Credit Limits and Cash Limits will be determined at Our sole discretion. We may change the Credit Limit and / or Cash Limit at any time and without any prior notification to You. However, such changes will be communicated by SMS or email soon after the revision.

(d) AIRPORT LOUNGE ACCESS PROGRAM

Rhodium Credit Card Domestic Lounge Access Program	62 airport lounge access to all Rhodium Cardholders, they are allowed free lounge
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	access at select airports up to 4 times in a calendar quarter under the program.
Complimentary Domestic Airport Lounge List for Rhodium Credit Card Holders	Click here for the domestic airport lounge list and T&Cs.

(e) BILLING AND STATEMENT DISPUTES

Communication of Statements to You	Monthly Credit Card Statements will be sent by email to You at the email address provided by You. You may request a printed statement by post. Credit Card Statements will be generated 20 days prior to Your Payment Due Date.
Billing & Statement Dispute Resolution	<p>If You do not recognize any Transaction on Your Statement, You should raise a dispute by calling or emailing Us at the number(s) / email address provided for the same. This should be done within 15 days from the Statement date. While we investigate whether there has been an error, the following are true:</p> <p>We cannot try to collect the amount in question or report you as delinquent on that amount.</p> <p>The charge in question may remain on your statement, and we may continue to charge you interest on that amount. But if we determine that we made a mistake you will not have to pay the amount in question or any interest thereof or other fees related to that amount.</p> <p>While you do not have to pay the amount in question, you are responsible for the remainder of your balance. We can apply any unpaid amount against your credit limit. For any Billing related issues, you should raise a dispute by calling us on 18003093665 or emailing us at creditcards@utkarsh.bank</p>
Dispute process	Once You raise a dispute, pending further investigation into the dispute, We, may reverse any disputed transactions from Your Credit Card Account or post a

	<p>temporary credit for the same. If the investigation determines that You are liable for the disputed transaction, We will reinstate all the transactions in Your Credit Card Account.</p> <p>We will provide You with documents pertaining to the disputed transactions within 15 days from date You raise a dispute subject to the operating guidelines of the card association.</p>
Transactions performed by Supplementary Cardholder	You will be responsible for payment for all Transactions performed by any Supplementary Cardholder under Your Credit Card Account.
Complete Postal Address of Card Issuer	Utkarsh Small Finance Bank Ltd, Utkarsh Tower, NH-31(Airport Road), Sehmalpur, Kazi Sarai, Harhua, Varanasi, PIN – 221105, Uttar Pradesh

(f) CREDIT CARD PAYMENTS

Credit Card Payment Channels	<p>Credit Card Account:</p> <ol style="list-style-type: none"> SmartPay - SmartPay is the Bank's complete payments platform, which can also be used for Credit Card Bill payments. SmartPay offers multiple payment options, including Net Banking and UPI. Click here to make your Utkarsh Small Finance Bank Credit Card bill payment. NEFT & RTGS (only) fund transfers from another bank using the following details: <table border="1"> <tr> <td>Name on Account</td><td>Utkarsh Small Finance Bank</td></tr> <tr> <td>Account Type</td><td>Current A/c</td></tr> <tr> <td>Account Number</td><td>BIZ+Mobile Number+Last 4 Digits of Your Card Number.</td></tr> <tr> <td>IFSC code</td><td>UTKS0001375</td></tr> <tr> <td>Example</td><td>BIZ99256781221234</td></tr> </table>	Name on Account	Utkarsh Small Finance Bank	Account Type	Current A/c	Account Number	BIZ+Mobile Number+Last 4 Digits of Your Card Number.	IFSC code	UTKS0001375	Example	BIZ99256781221234
Name on Account	Utkarsh Small Finance Bank										
Account Type	Current A/c										
Account Number	BIZ+Mobile Number+Last 4 Digits of Your Card Number.										
IFSC code	UTKS0001375										
Example	BIZ99256781221234										

	<p>3. Internet Banking and Mobile Banking using Utkarsh Small Finance Bank Current or Savings Account.</p> <p>You are advised to exercise due caution and refrain from making payments through modes other than those authorised by Us. If any such payments are made, We cannot be held responsible.</p>
Credit Card Payment Posting	<p>We will credit Your Credit Card Account only when we receive cleared funds from Your payment.</p> <p>Payments made towards Your Credit Card Statement are acknowledged in subsequent Statements.</p>
Payment Posting Hierarchy	<p>Payments received from You are adjusted against Your dues in the following order:</p> <ol style="list-style-type: none"> 1. Taxes. 2. Fees and charges. 3. Finance charges. 4. Cash Advance Transactions. 5. Purchase of goods and services.

(g) RIGHT SET OFF

We may at any time and without any prior notice to You, set-off any balances due from You on Your Credit Card from any deposit account maintained by You with Utkarsh SFB in Your name or in the name of Your Supplementary Cardholder.

(h) DEFAULT & CIRCUMSTANCES

Contact with You	<p>If You fail to pay Your Credit Card dues to Us, we will remind You by using the following channels:</p> <ol style="list-style-type: none"> 1. SMS to Your mobile phone as per Our records. 2. Emails. to Your email address as per Our records. 3. Letters sent by post to Your mailing / permanent address as per Our records. 4. Outbound phone calls from Our collection center or collection center of any
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	<p>collection agency engaged by Us for following up with You.</p> <p>5. Visit to Your place of residence or place of work.</p> <p>We may contact Your existing or previous Supplementary Cardholder if We are unable to establish contact with You.</p>
Code of conduct	We will adhere to the code of conduct for ethical collection of debt and will procure the same from any collection agencies engaged by Us.
Actions on account of Default	<p>In the event that You commit an instance of default, We may at Our sole discretion:</p> <ul style="list-style-type: none"> a. Withdraw all Credit Card facilities to You. b. Ask You to immediately pay all outstanding balance on Your Credit Card. c. Exercise Our right to lien and set - off the amount outstanding against any monies / deposits / accounts maintained in Your name with Us.
Grace Period	<p>You will be allowed a grace period of 3 (three) days from the Payment Due Date, where Late Payment Fees are not levied. This facility is provided keeping in mind the processing time of payments but You must clear your dues by the Payment Due Date which is mentioned in the Credit Card Statement. Please note that the Grace Period is only applicable for Late Payment Fees and there is no Grace Period for Finance Charges.</p>
Blocking in case of payments overdue	<p>Your Credit Card and any Credit Cards issued to Your Add-on Cardholders will be suspended if any payment is overdue for 14 days or more from the Payment Due Date printed on Your Credit Card Statement. You will need to pay the overdue amount so that You and Your Add-on Cardholders are able to perform transactions on the Credit Cards. We may change this period of 14 days for suspension of Your Card for non-payment at our sole discretion and without any prior notice to You.</p> <p>If You have not paid the Minimum Amount Due on Your Credit Card Statement that was issued three months ago in full (i.e., Your</p>

	<p>Credit Card Account is 60 days past due), Your Credit Card Account will be permanently blocked.</p> <p>We may change this period of 3 months for permanently blocking Your Card for non-payment at our sole discretion and without any prior notice to You. Any reinstatement of Your Credit Card Account after it is permanently blocked will be at Our sole discretion and upon payment of the entire overdue amount.</p> <p>Even if Your Credit Card Account is permanently blocked You will be liable for payment of the outstanding balance including any future Finance Charges and other fees / charges that may be levied as per these terms and conditions.</p> <p>In the event You repay Your outstanding balance in full, and We decline to reinstate your permanently blocked Credit Card Account, we may close Your Credit Card Account as provided under section (h) – “Permanent Termination by Us” of these terms and conditions.</p> <p>Apart from the above, We may forward the default report to the credit bureaus or to such other agencies as approved by law. The time period between the Payment Due Date and the Statement Date indicated on the Credit Card Statement is considered as the notice period for reporting You as a defaulter.</p>
<p>Blocking in case of default under any other facility with the Bank</p>	<p>In the event You have availed any other loan / credit facility from us, You are advised to ensure adherence to the repayment mechanism applicable in respect of such other loan / credit facility.</p> <p>In the event if such other loan / credit facility is classified by Us as a Non-Performing Asset (NPA), on account of Your failure to adhere to the repayment mechanism applicable with respect to the same or for any other reasons, We shall have the right to block Your Credit Card and report the Credit Card as NPA. The block placed on such Credit Card may be released at our sole discretion.</p>

	<p>Apart from the above, We may forward the default report to the credit bureaus or to such other agencies as approved by law. The time period between the Payment Due Date and the Statement Date indicated on the Credit Card Statement is considered as the notice period for reporting You as a defaulter.</p>
<p>Recovery of dues in case of</p> <ol style="list-style-type: none"> death insolvency disability of Cardholder 	<p>We will suspend Your Credit Card and any Add-on Credit Cards if</p> <ol style="list-style-type: none"> In case of You default in making payments We receive notice of Your death, permanent disability, or insolvency. <p>In such an event, further transactions in the credit card account will not be allowed and the entire balance outstanding on Your Credit Card will become due immediately. We will have the right to recover the dues in accordance with relevant laws, including from Your other existing accounts with Us and in case of Your death, from your heirs, executors, or administrators.</p> <p>The Add-on Credit Card will be blocked if the Primary Cardholder's account is blocked for any reason including (but not limited to) delay in making a payment, need for additional KYC, adverse credit bureau reports, death / disability / insolvency of the Primary Cardholder. The Add-on Cardholder will be jointly and severally liable for all spend performed on his / her Add-on Credit Card in the event of the death, disability or insolvency of the Primary Cardholder.</p>
Recovery procedure in case of Overdue / Default	<p>If Your Credit Card Account is secured with a lien marking of a fixed deposit with Us, We may liquidate the fixed deposit if the Credit Card Account is overdue for more than 30 days.</p>
Available insurance cover, if any, for cardholder and date of activation of policy including nomination details	Currently not applicable

(i) TERMINATION

<p>Permanent Termination by Us</p>	<p>We may permanently terminate Your privileges as a Cardholder if:</p> <ol style="list-style-type: none"> 1. You fail to adhere to the terms and conditions. 2. You fail to repay Your Credit Card Account dues on time. 3. You do not comply with any laws and regulations including any exchange control regulations. 4. You use or attempt to use the card at prohibited merchants including lottery, gambling, foreign exchange trading, pornography or in prohibited countries. 5. We are repeatedly unable to contact You. 6. We are unable to obtain any documents required from You for continued operation of Your Credit Card Account as required by applicable regulations. 7. You or Your Supplementary Cardholder attempt to defraud Us. 8. You are a merchant, and You use Your Credit Card at Your merchant establishment's point of sale for unusual amounts that are out of pattern for transactions at Your merchant establishment. <p>If We permanently terminate Your Credit Card, You will continue to be liable to repay all the dues on Your Credit Card Account.</p>
<p>Surrender / Termination by You</p>	<p>You may surrender / terminate Your Credit Card by contacting Us at the contact details provided in this terms and conditions.</p> <p>If You surrender / terminate Your Credit Card,</p> <ol style="list-style-type: none"> a. You will continue to be liable to repay all the dues on Your Credit Card Account. b. We will not be liable to refund any unused portion of Your Annual Fee or Your Supplementary Card's Annual Fee, if any.
<p>Procedure for closure of card account if the card has not been used for more than one year</p>	<p>If a credit card has not been used for a period of more than one year, the process to close the card shall be initiated after intimating the cardholder. If no reply is received from the cardholder within a</p>

	<p>period of 30 days, the card account shall be closed by the card-issuer, subject to payment of all dues by the cardholder. Subsequent to the closure of credit card, the cardholder shall be immediately notified about the closure through email, SMS, etc.</p>
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(j) LOSS / THEFT / DAMAGE / COMPROMISE OF CREDIT CARD

Reporting of loss / theft of Credit Card	<p>You must call Us at the phone number provided in this terms and conditions immediately if Your Credit Card or Your Supplementary Cardholder's Credit Card is lost, stolen, misplaced, damaged or is being used for Unauthorized Transactions.</p> <p>If a Credit Card reported as lost, stolen, misplaced, damaged or as being used for Unauthorized Transactions, it should not be used subsequently.</p>
Liability for lost / stolen card	<p>You will be liable for any Unauthorized Transactions that are performed using Your lost / stolen Credit Card or lost / stolen Add-on Credit Card up to the point at which You reported the loss or theft to Us. After the receipt of proper notification of the loss by Us, Your subsequent liability is zero. In addition to notifying Us about the loss or theft of the Card, You must report any theft of cards to the Police and lodge a Police Complaint / FIR (within a reasonable time) and provide a copy of the said FIR / Police complaint to Us if so, required by Us. We will be liable for any Unauthorized Transactions that are performed using Your lost / stolen Credit Card or lost / stolen Add-on Credit Card after You report the loss or theft to Us.</p> <p>You will be liable for any Unauthorized Transactions where You or Your Add-on Cardholder shared the PIN or OTP with a third party.</p> <p>Credit Card Transactions in India require You to input a PIN / OTP on the merchant's</p>

	device at their point of sale or on their website / mobile app. For certain Credit Card Transactions, You may be able to tap the Credit Card near the merchant's device to use the contactless feature which may or may not require You to input a PIN. A PIN / OTP may not be mandatory in other countries, and You will be liable for any losses for Unauthorized Transactions unless You have already reported loss or theft of Your or Your Add-on Credit Card.
Compromise of Your Card	In the event We suspect that Your Credit Card information has been compromised, We may suspend usage of Your Credit Card and send You a replacement Credit Card immediately. In such situations We will contact You by phone, SMS or email to advise You of the suspension of the Credit Card and the issuance of the replacement Credit Card.
Suspicious use of Your Credit Card	If we notice suspicious or unusual pattern of usage on Your Credit Card or Your Supplementary Credit Card, We may suspend the Credit Card without any prior notice to You. In such situations We will contact You immediately by phone call, SMS, or email to verify the suspicious transactions. If You confirm the authenticity of the suspicious Transactions, we may revoke the suspension of Your Credit Card and in such event, You will lose Your right to dispute these transactions in the future.
Liability for Unauthorized Transactions	Please refer to Annexure 2 to understand Your liability for any Unauthorized Transactions in Your Credit Card Account

(k) GRIEVANCE REDRESSAL AND COMPENSATION FRAMEWORK

Grievance Redressal	In the event You are not satisfied with Our responses to Your inquiries, Our handling of any of Your service requests or complaints, You may write to Our grievance department, the details of which may be accessed at: https://www.utkarsh.bank
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Timelines for resolving grievances	<p>We will attempt to resolve all grievances raised to our Grievance Redressal Official within 10 working days. In the event we are unable to resolve Your grievance within these 10 working days, We will write to You seeking a maximum of another 10 working days to resolve the grievance. In the event we are still unable to resolve Your grievance within this period, We will compensate You for Our failure to resolve the grievance as per the compensation framework below.</p>
Compensation for failure to resolve grievances	<p>Unsuccessful / Failed Transactions We will reverse any fees and charges that are levied as a result of the unsuccessful / failed Transactions or failed payment posting. We will not compensate You if a Transaction is unsuccessful due to:</p> <ol style="list-style-type: none"> Your Credit Card Account having insufficient Credit Limit or Cash Limit Your Credit Card Account being overdue A system downtime that is notified to You in advance Credit card network unavailability due to telecom or other issues Failure of point-of-sale device at a merchant establishment (physical or e-commerce) Failure on Your part in completing the Transaction properly by using the correct PIN, Credit Card expiry date or OTP Usage of a Credit Card that has not been activated or has already expired or is damaged <p>Delay in grievance redressal In the unlikely event that you are not satisfied with our services, you may register your grievance by:</p> <ol style="list-style-type: none"> Calling our Customer Contact Centre on 1800-309-3665 Writing to Customer Contact Centre at creditcards@utkarsh.bank For further escalations you can write to our Principal Nodal Officer (PNO) at pno@utkarsh.bank <p>If your complaint is not resolved within 30 days of receipt by Us, then the said complaint can be escalated to Banking Ombudsman. Kindly refer to the following</p>

	<p>link for more details: Complaint Management System Portal (https://cms.rbi.org.in). We may temporarily reverse any fees and charges that have been levied because of the delay in resolving Your grievance.</p> <p>Delay in closing Credit Card Account We will reverse any fees and charges that have been levied because of the delay in closing Your Credit Card Account. If We do not close Your Credit Card Account within 7 working days from the date, we receive Your request we are liable to pay You Rs.500 per day for each day of delay beyond the 7 working days.</p> <p>Blocking of lost / stolen Credit Card We will reverse any Transactions and associated fees and charges that have been levied as a result of the delay in blocking Your Credit Card Account from the time You report the loss / theft of the Credit Card to Us</p>
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(I) CARDHOLDER INFORMATION DISCLOSURE

Disclosure to credit bureaus	<p>We will report customer information to credit bureaus on a monthly basis or such other time period as may be agreed between Us and the credit bureaus. In case of any billing dispute notified to us, We will suspend reporting to credit bureaus till the dispute is resolved.</p> <p>You must be aware that, We intend to share information relating to You/ Add-on Cardholder(s), including information relating to any default committed by You in discharge of Your obligation, as We may deem appropriate and necessary, with any existing or further credit bureaus as determined by the Us from time to time. In the event We are required to obtain any specific consent from You to make such disclosure, such consent will be taken and recorded by Us during the course of the relationship with You. The same would be</p>
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undertaken at the time of on-boarding You as a Primary Cardholder and/or at the time of renewal of the Cardmember Agreement and/or also after the onboarding but during the subsistence of the arrangement. This consent may be taken through email, SMS, IVR, written confirmation, recording of voice call and such mechanism as approved by RBI. We shall only seek approval from the Primary Cardholder and their consent will apply to all Add-on Cardholder(s) associated for the consent to disclose information to such credit bureaus. Such credit bureau entities, with whom we share Your personal information, may further make available processed information or data or products thereof to other banks / financial institutions and other credit grantors.

Credit bureaus include Credit Bureaus, Credit Reference Agencies, Credit Information Companies or any other entity formed and authorised by RBI for the purpose of collecting, collating and disseminating credit information pertaining to borrowers.

We also wish to inform the Primary Cardholder and Add-on Cardholders that We will, at our discretion, record specific conversations between the Primary Cardholder / Add-on Cardholder and Our representative, in cases of grievance related conversation or payments-recovery related conversations or any other conversations, that We may deem fit.

Before We report You as a defaulter to the credit bureau, We will give You an advance notice about Our intention to report You as a defaulter. This notice may be included as a part of Your Credit Card Statement. If there are any pending disputes in Your Credit Card Account, We will ensure that the dispute is resolved before We report You as a defaulter to the credit bureau.

	<p>If We have reported Your Credit Card Account as overdue or as a defaulter to a credit bureau and You settle the overdue or defaulted amount in full, We may take up to 30 days from Your date of payment to update Your record at the credit bureau.</p>
Disclosure to Our collection agencies	<p>We may disclose information pertinent to Your Credit Card Account and personal data including personal information and sensitive personal information ("Personal Data") to enable collection agencies that are authorized by Us to collect any overdue payments from You on Your Credit Card Account.</p>
Disclosure to other parties	<p>We employ third party service providers on contractual basis to provide various services with respect to the Credit Card including but not limited to enrolment of the customer / member, undertaking KYC and background checks, assisting Us to finalize the credit limits, monitoring of transactions under the Credit Card Account with Us, processing of receipt of payments and spends against the card, record keeping, card feature fulfilment, marketing, promotional activities and benefit redemption etc, as may be permitted by RBI.</p> <p>The Primary Cardholder and Add-on Cardholder(s) must be aware that for enabling the third party service providers to provide the requisite services with respect to the Credit Cards, We would be required to share and disclose Personal Data with Our authorized service providers (including but not limited to 42 Card Solutions Private Limited, being the program manager for the Credit Cards)</p> <p>In the event We are required to obtain any specific consent from You to make such disclosure, such consent will be taken and recorded by Us during the course of the relationship with You. The same would be undertaken at the time of Your on-boarding and/or at the time of renewal of the Cardmember Agreement and/or also after the onboarding but during the subsistence of the arrangement. This consent may be taken through email, SMS, IVR, written</p>

	<p>confirmation, recording of voice call and such mechanism as approved by RBI. We shall only seek approval from the Primary Cardholder and their consent will apply to all the Add-on Cardholder(s) associated for the consent to disclose information to such credit bureaus.</p> <p>In addition to credit bureaus and collection agencies, We may disclose Your credit information and other information to the following parties without Your consent:</p> <ul style="list-style-type: none"> • Law enforcement, government departments and regulators • Credit card associations and card networks (and through them to the institution acquiring merchant credit card transactions and to the merchant where You used Your Credit Card) such as Visa, MasterCard, NPCI particularly in case of disputes • Our vendors / agents to whom We have outsourced our credit card operations
<p>Disclosure with respect to Insurance Coverage</p>	<p>We, in tie up with insurance companies, may also offer insurance cover with the Credit Card to take care of the liabilities arising out of lost cards, card frauds etc ("Insurance Cover"). If the Card Member wishes to opt in for availing any such Insurance Cover with the Credit Card, You confirm to have read, understood and agreed to the following terms and conditions set out below:</p> <ul style="list-style-type: none"> • You must be aware that We will be required to share Your Personal Data with Our tie-up [insurance companies for the purpose of calling and reaching out to offer the relevant insurance cover on the Credit Card and for processing Personal Data for availing such Insurance Cover ("Purpose"). • We are committed to protecting Your privacy and any Personal Data will be shared only Our authorized service providers and/or the tie-up insurance companies in accordance with the applicable data protection laws and regulations. We and our authorized service providers/the tie-up insurance

	<p>companies shall implement reasonable security measures to safeguard Personal Data while sharing the Personal Data for the Purpose.</p> <ul style="list-style-type: none"> • We confirm that We shall ensure that the frequency of such callings for the Purpose will be reasonable and in compliance with relevant regulations. We strive to provide You with valuable information without causing inconvenience. • We reserve the right to modify these terms and conditions. Any changes will be communicated to You through appropriate channels.
Changes to MITC & Jurisdiction	<p>Bank reserves the right at any time, with due notice, wherever necessary, to add, alter, modify, change, or vary all or any of these terms and conditions. You will not hold the Bank responsible for, or liable for, any actions, claims, demands, losses, damages, costs, charges, expenses, which a participant may suffer, sustain, or incur. These terms & conditions and the relationship among the Parties hereto shall be subject to the jurisdiction, governing law and mechanism for dispute resolution as prescribed under the Card Member Agreement.</p>

(m) CARDHOLDER INFORMATION DISCLOSURE

How to Earn Cash Back	<p>Cashback can be earned by You by making a purchase transaction at eligible merchant categories by using the Credit Card. We reserve the right to modify the eligible merchant categories associated under the Cash Back Program at Our sole discretion at any time. You may be notified of changes to the terms and conditions of the Cash Back Program in such manner as We determine from time to time.</p>
Terms of Cash Back Program	<p>You will need to make payment as shown on Your Credit Card Statement. Cash back credited to Your Credit Card Account will be</p>

adjusted towards the balance on Your Next Credit Card Statement.

We expressly reserve the right, at any time, to add to and/or alter, modify, change or vary all or any of the terms and conditions or to replace wholly or in part, the prevailing Cash Back Program by another rewards program, or withdraw it altogether, without assigning any reasons and with due intimation to You through Our website and/or by other acceptable modes of communication, even though the changes may affect cash back already earned.

I/we understand that the examples provided under this MITC are illustrative and not exhaustive in nature covering common scenarios, and that, the IRACP norms and clarifications provided by RBI on the subjects referred above will prevail.

ANNEXURE 1 – SCHEDULE OF CHARGES

SCHEDULE OF CHARGES - Utkarsh Small Finance Bank Credit Card

*Schedule Of Charges	USFB - SmartGen	USFB-Eternal	USFB-Rhodium
Fees & Charges Type	Amount / Value	Amount / Value	Amount / Value
Annual Fees	1st year- Free	1st year- Free	1st year- Free
	2nd year onwards Rs.199 + Taxes.	2nd year onwards Rs.1999 + Taxes	2nd year onwards Rs.4999 + Taxes
	Fee waiver when Rs.50,000 is spent during the previous year	Fee waiver when Rs.1.5 lakh is spent during the previous year	Fee waiver when Rs 5 lakh is spent during the previous year
Joining Fees	NIL	NIL	NIL
Add-on / Supplementary Card Annual Fees	No Annual Fee	No Annual Fee	No Annual Fee
Late Payment Fees	Rs.500/-	Rs.500/-	Rs.500/-
Cash Advance Fees	Cash advance 5% or Rs.500, whichever is higher.	Cash advance 5% or Rs.500, whichever is higher.	Cash advance 5% or Rs.500, whichever is higher.
Finance Charge (APR) a. Revolving Credit b. Cash Advances c. Overdue Interest d. Charges in case of default	Up to 3.6% per month (equivalent to 43.2% Annual Percentage Rate)	Up to 3% per month (equivalent to 36% Annual Percentage Rate)	2% per month (equivalent to 24% Annual Percentage Rate)
	<u>For FD backed Card</u> Rs 2.5% per month (equivalent to 30% annual percentage rate)	<u>For FD backed Card</u> Rs 2.5% per month (equivalent to 30% annual percentage rate)	
Finance (Interest) charges applicable	Delayed payments: If the credit card holder fails to pay the total outstanding balance by the due date indicated on the Credit Card Statement, We will	Delayed payments: If the credit card holder fails to pay the total outstanding balance by the due date indicated on the Credit Card Statement, We will	Delayed payments: If the credit card holder fails to pay the total outstanding balance by the due date indicated on the Credit Card Statement, We will

	<p>apply interest on the unpaid amount.</p> <p>Minimum payment only: Making only the minimum payment instead of paying the full outstanding balance results in the remaining balance subject to interest charges.</p> <p>Partial payment: When the credit card holder pays an amount less than the total outstanding due, the remaining balance will be subjected to interest charges.</p> <p>Cash advances: Using the credit card to withdraw cash from an ATM incurs immediate interest charges, often at higher rates than regular transactions, from the date of cash withdrawal till the full repayment.</p> <p>Carrying forward balances: If credit card holder carries over an unpaid balance from the previous billing cycle, interest will apply to this carried-over amount till the full amount is paid.</p>	<p>apply interest on the unpaid amount.</p> <p>Minimum payment only: Making only the minimum payment instead of paying the full outstanding balance results in the remaining balance subject to interest charges.</p> <p>Partial payment: When the credit card holder pays an amount less than the total outstanding due, the remaining balance will be subjected to interest charges.</p> <p>Cash advances: Using the credit card to withdraw cash from an ATM incurs immediate interest charges, often at higher rates than regular transactions, from the date of cash withdrawal till the full repayment.</p> <p>Carrying forward balances: If credit card holder carries over an unpaid balance from the previous billing cycle, interest will apply to this carried-over amount till the full amount is paid.</p>	<p>apply interest on the unpaid amount.</p> <p>Minimum payment only: Making only the minimum payment instead of paying the full outstanding balance results in the remaining balance subject to interest charges.</p> <p>Partial payment: When the credit card holder pays an amount less than the total outstanding due, the remaining balance will be subjected to interest charges.</p> <p>Cash advances: Using the credit card to withdraw cash from an ATM incurs immediate interest charges, often at higher rates than regular transactions, from the date of cash withdrawal till the full repayment.</p> <p>Carrying forward balances: If credit card holder carries over an unpaid balance from the previous billing cycle, interest will apply to this carried-over amount till the full amount is paid.</p>
Overlimit Fees	Rs. 500/- or 2.5% of Overlimit Amount	Rs. 500/- or 2.5% of Overlimit Amount	Rs. 500/- or 2.5% of Overlimit Amount

	(subject to a minimum of Rs. 500) whichever is higher	(subject to a minimum of Rs. 500) whichever is higher	(subject to a minimum of Rs. 500) whichever is higher
Service Charge	NIL	NIL	NIL
Foreign Currency Surcharge	3% of the value of the foreign currency transaction after conversion to Indian Rupees using network's currency conversion at transaction point	3% of the value of the foreign currency transaction after conversion to Indian Rupees using network's currency conversion at transaction point	3% of the value of the foreign currency transaction after conversion to Indian Rupees using network's currency conversion at transaction point
Return payment charge	2.5% of the value of the returned payment (subject to a minimum of Rs. 500)	2.5% of the value of the returned payment (subject to a minimum of Rs. 500)	2.5% of the value of the returned payment (subject to a minimum of Rs. 500)
Fuel Transaction Surcharge	1% fuel surcharge refunded for transactions between Rs 400 to Rs. 5000 (subject to a maximum waiver of Rs 400 in a statement cycle) GST on surcharge will not be refunded.	1% fuel surcharge refunded for transactions between Rs 400 to Rs. 5000. (subject to a maximum waiver of Rs 400 in a statement cycle) GST on surcharge will not be refunded.	1% fuel surcharge refunded for transactions between Rs 400 to Rs. 5000. (subject to a maximum waiver of Rs 400 in a statement cycle) GST on surcharge will not be refunded.
E-Statements	NIL	NIL	NIL
Physical – Statements	Rs.50/- per statement	Rs.50/- per statement	Rs.50/- per statement
GST	Statutorily applicable rate which currently stands at 18% (applicable on all fees, interest & other charges)	Statutorily applicable rate which currently stands at 18% (applicable on all fees, interest & other charges)	Statutorily applicable rate which currently stands at 18% (applicable on all fees, interest & other charges)
Card Replacement Fee (this is levied if Your Credit Card or Your Add-on Cardholder's Credit Card needs to be replaced due to loss or theft)	Rs. 500/-	Rs. 500/-	Rs. 500/-
Surcharge on Rent Payment	1% surcharge on rental payments subject to a cap 40%	1% surcharge on rental payments subject to a cap 40%	1% surcharge on rental payments subject to a cap 40%

	of credit limit in a billing cycle	of credit limit in a billing cycle	of credit limit in a billing cycle
Card Validation Charges – Domestic Lounges	NA	NA	An authorization for an amount (Rs. 25) will be taken on the card for validation purposes only and it will not be charged to the cardholder's account.
Other Applicable Taxes including Tax Collection at Source ("TCS") or Tax Deduction at Source ("TDS")	Any tax / TCS / TDS levied by the competent authorities will be levied as per prevailing rate on all applicable transactions, with or without prior notice. While authorizing such transactions, You must ensure availability of sufficient funds for the transaction, including the amount of tax / TCS / TDS due.	Any tax / TCS / TDS levied by the competent authorities will be levied as per prevailing rate on all applicable transactions, with or without prior notice. While authorizing such transactions, You must ensure availability of sufficient funds for the transaction, including the amount of tax / TCS / TDS due.	Any tax / TCS / TDS levied by the competent authorities will be levied as per prevailing rate on all applicable transactions, with or without prior notice. While authorizing such transactions, You must ensure availability of sufficient funds for the transaction, including the amount of tax / TCS / TDS due.

ANNEXURE 2 – LIABILITY FOR UNAUTHORIZED TRANSACTIONS

LIABILITY FOR UNAUTHORIZED TRANSACTIONS – Utkarsh Small Finance Bank Credit Card

Liability for Unauthorized Transactions	Conditions
You have Zero Liability in these situations	The Unauthorized Transactions were the result of fraud, negligence or deficiency on Our part irrespective of whether or not the transaction was reported by You There is a third-party breach of our systems and the responsibility for this lies neither with Us nor with You and You notify Us within 3 working days of receiving a communication from Us regarding the Transaction

You have limited liability in these situations

The Unauthorized Transaction is due to Your negligence (for example, where You have shared Your Credit Card information, PIN or OTP with any third party), the entire loss will be borne by You until You report the Unauthorised Transaction to Us. Any loss arising from Unauthorized Transactions after You have informed Us, will be borne by Us

An electronic Unauthorised Transaction occurs and the responsibility for this lies neither with Us nor with You and further there is a delay of 4 to 7 working days on Your part in notifying Unauthorized Transaction to Us. In such cases, Your per Transaction liability will be limited to the lower of the Transaction value or the value mentioned in the table below:

Type of Account	Maximum Liability (Rs.)
Credit Cards with limit upto Rs. 5 lakh	10,000
Credit Cards with limit above Rs. 5 lakhs	25,000

Further, if You delay the reporting of the Unauthorized Transaction beyond 7 working days, You will be liable for the entire amount of the Unauthorized Transactions. For the purpose of arriving at the number of working days in this Annexure, the working schedule of Your home branch will be considered and the date of receipt of the communication of the Transaction from Us to You will be excluded.

ANNEXURE 3 – CONTACT DETAILS

A. Customer Care Service

Call center phone numbers

[1800-309-3665](tel:1800-309-3665)

All calls to / from Our call center may be recorded.

Email address

creditcards@utkarsh.bank

Mailing address	Utkarsh Small Finance Bank Limited, Utkarsh Tower, NH-31(Airport Road),Sehmalpur, Kazi Sarai, Harhua, Varanasi, PIN – 221105, Uttar Pradesh
Dedicated Toll-Free Telephone Number	1800-309-3665
B. For Closure/Surrender	
Email address	creditcards@utkarsh.bank
Dedicated Toll-Free Telephone Number	1800-309-3665
IVRS Contact Number	1800-309-3665
C. Reporting/Loss/Theft/Misuse/Card Block	
Phone Banking number(s)	1800-309-3665
Email address	creditcards@utkarsh.bank
Dedicated Toll-Free Telephone Number	1800-309-3665
IVRS Contact Number	1800-309-3665
Dedicated Number for Blocking Card	1800-309-3665
Mailing address	Utkarsh Small Finance Bank Limited, Utkarsh Tower,NH-31(Airport Road), Sehmalpur, Kazi Sarai, Harhua, Varanasi, PIN – 221105, Uttar Pradesh
D. Grievance Redressal	
Grievance Redressal Officer	Mr. Sankha Basu Principal Nodal Office (PNO) Utkarsh Small Finance Bank Limited, S-24/1-2, 1 st Floor, Mahavir Nagar, orderly Bazaar, Varanasi, Uttar Pradesh, 221002. Email: pno@utkarsh.bank
Dedicated Telephone Number	91-8189043404 / 0542-7109115
Dedicated Toll-Free Telephone Number	1800-309-3665
Email address	pno@utkarsh.bank
RBI Ombudsman	In case you are not satisfied with the resolution provided by the Bank, you may approach The Office of the Banking Ombudsman, Reserve Bank of India to lodge a complaint at Complaint Management System Portal (https://cms.rbi.org.in) and /or write to RBI CRPC, Chandigarh, Reserve Bank of India, 4th floor, Sector 17, Chandigarh, 160017 or Toll free number 14448 is available 24x7 and the facility to speak to call center executives is available from 8:00 AM to 10:00 PM in English and Hindi and also in ten Regional Languages from 9:30 AM to 5:15 PM on Monday to Friday except National Holidays.



You may also lodge your grievances at the following email address mcrpc@rbi.org.in of the office of the Banking Ombudsman.