

The BOBCARD One co-branded Credit Card Most Important Terms and Conditions (MITC)

• w.e.f 04.11.2025

Issued by



These Most Important Terms and Conditions apply to BOBCARD One co-branded Credit Card issued by BOBCARD Limited (BOBCARD) pursuant to a co-branded partnership with its co-branding partner OneConsumer Services Private Limited (BOBCARD One co-branded Credit Card).

Activating your card from the OneCard app or clicking on 'Submit' or 'I Agree' or any similar tab/icon would mean acceptance of the below terms and conditions by the cardholder/cardmember/user ("You" or "you").

The MITCs are in addition to and are to be read along with the detailed Terms and Conditions, and are subject to changes from time to time. The most recent version will always be available on the BOBCARD's website as well as on OneCard app. Welcome to a world of convenience!

The OneCard Mobile App 

You can control the BOBCARD One co-branded Credit Card entirely from the powerful OneCard Mobile App, some of the actions being:

- Set your App PIN
- Activate your BOBCARD One co-branded Credit Card
- Make credit card bill payments
- Manage your virtual credit card
- Control your credit limits
- Enable online, domestic and international usage

- Set your BOBCARD One co-branded Credit Card PIN (For use at Point of Sale and ATMs)
- Raise disputes or service queries on any aspect of your BOBCARD One co-branded Credit Card
- Control you overlimit transactions
- Apply for add on cards

We have ensured that you can do the above transactions only in a secure environment after you authenticate yourself with your preferred authentication mechanism (Fingerprint/PIN). As a cardholder, you should be aware of the features and impact of these transactions as you would be responsible for your actions within the OneCard app.

Virtual Credit Card 

In addition to the physical BOBCARD One co-branded Credit Card, you will receive as part of the on-boarding process, a virtual rendition of the BOBCARD One co-branded Credit Card which will be available on the OneCard App.

This virtual card is also a VISA/RuPay powered credit card so that you can use it for any online or mobile application-based transactions or purchases. The security parameters are set as per industry standards.

A) FEES AND CHARGES

We believe in keeping your life simple and our charges reflect our endeavour in that direction.

As long as you use the BOBCARD One co-branded Credit Card within your approved credit limit, and pay the full outstanding by the due date, we won't charge you any interest related charges. However, in cases of delays in payments or part payments or using your card beyond the limit, there would be some charges levied.

Here's a list of these charges:

Schedule of Charges		
01	Joining Fee for Primary or add-on cardholder	Nil
02	Annual Membership fee for primary or add-on cardholder	Nil

03	Issuance Fee (Primary) Issuance Fee (Add-on Cardholder) <ul style="list-style-type: none"> ● Plastic Card ● Metal Card 	Nil Nil ₹3000
04	Card Cancellation Fee <ul style="list-style-type: none"> ● If cancelled within 6 months of the virtual card being activated 	Primary Cardholder <ul style="list-style-type: none"> ● Metal Card ₹3000 ● Plastic Card ₹500 Add-on Cardholder <ul style="list-style-type: none"> ● Metal Card Nil ● Plastic Card ₹500
05	Transaction-based service charges <ul style="list-style-type: none"> ● Reward redemption fee ● Forex Markup fee ● Over Limit Fee Rent Transaction fee <ul style="list-style-type: none"> ● Third-party merchants Fuel Surcharge waiver Wallet upload/transfer fee on cumulative spends of ₹10,000 or more per month	Nil 1% of the transaction amount 2.5% of overlimit amount (Min ₹500) 1% of the transaction amount (applicable till 04.12.2025) 2% of the transaction amount (applicable w.e.f 05.12.2025) 1% of the transaction amount and capped till ₹400 per month 1% of the transaction amount (applicable till 04.12.2025) 2% of the transaction amount (applicable w.e.f 05.12.2025)
06	Card Replacement Fee	First Plastic Card - Nil Second Plastic Card - ₹145 Third Plastic Card onwards - ₹500 Metal Card- ₹3,000
07	Interest-Free Period	Up to 48 days

08	Interest Rate	3.75% per month 45% per annum	
09	Late Payment Charges	Outstanding Amount	Fee
		₹0 – 250	₹0
		₹251-1000	₹250
		₹1001-5000	₹500
		₹5001 - 25000	₹1000
		₹ 25001 and above	₹1250
Sr	Drawal Limits		
01	Credit Limit	As visible in the OneCard App	
02	Available Credit Limit	As visible in the OneCard App	

Goods and Services Tax (GST) is applicable on all fees, interest and other charges, which is currently 18%, and is subject to change as and when notified by the Government of India

Interest Free Period

Please remember that this facility of an interest free period will not be available to you if you have not paid the Minimum Amount Due within the due date..

Interest Rate

At the end of each day, the current balance/outstanding amount will be multiplied by the daily rate to arrive at the daily interest charges, which then get added to your outstanding balance. A simple formula would be as below: ((Number of days X Entire outstanding amount X (Interest rate per month x 12 months))/365 days. The interest rate on unpaid dues will be 45% per annum, or 3.75% per month, for all BOBCARD One co-branded Credit Card members on their unpaid dues.

Sample Illustrations (Indicative figures) -

If your statement date is the 1st of every month and transactions are done between 1st July and 31st July, assuming no previous balance carried forward from 1st July, the statement will be generated on the 1st of August showing Total Amount Due as follows with the due date of 20th August. For retail purchase of ₹1,000 on July 25th, TAD and MAD will be calculated as below:

Full payment done on due date			
Sl	Description	Total Amount Due	Minimum Amount Due
A	Transaction done on 25th July	₹ 1,000	

B	Total (as per the statement generated on 1st August)	₹ 1,000	₹ 100
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If full payment is made within the due date, no interest charges shall be levied.

Scenario I: If no payment received by Payment due date i.e. 20th Aug then interest charges for subsequent statement will be calculated as follows :

Scenario I1 : No Payment on Due Date			
SI	Description	Total Amount Due	Minimum Amount Due
C	Transaction done on 25th July	₹ 1,000	₹ 20
D	Finance Charges (@ 3.75% on ₹1000 from 25th July to 1st Sept (for 38 days))	₹ 46.85	₹ 46.85
E	Late Payment Fee levied	₹ 400	₹ 400
F	GST levied in Fees and Charges (18% of D and E)	₹ 80.43	₹ 80.43
	Previous Statement MAD		₹ 100
	Total (as per the statement generated on 1st Sept)	₹ 1527.28	₹ 647.28

Scenario II : If only minimum amount due of Rs. 200 is received on 11th August i.e. on or before the payment due date, then interest charges for subsequent statement will be calculated as follows

Scenario II : MAD paid on due date			
SI	Description	Total Amount Due	Minimum Amount Due
D	Principal Transaction Outstanding (A-B)	₹ 900	₹ 18
E	Finance Charges @ 3.75% on ₹ 900 from 25th July to 1st Sept (for 38 days)	₹ 42.16	₹ 42.16
F	GST levied in Fees and Charges (18% of E)	₹ 7.58	₹ 7.58
	Total (as per the statement generated on 1st Sept)	₹ 949.74	₹ 100

Note: These illustrations are meant to be indicative and to show how interest is calculated and charged. Actual amounts can vary depending on specific cases.

Late Payment Fee

You are charged a Late Payment Fee if there has been no payment or a payment less than the Minimum Amount Due is received by the Payment Due Date. Late payment fee will be levied based on Cardmember's outstanding amount as per the below mentioned grid.

Late Payment Fees	
Outstanding Amount	Fee
₹0-250	₹0
₹251-1000	₹250
₹1001-5000	₹500
₹5001-25000	₹1000
₹25001 and above	₹1250

Example:

Consider the Total Amount Due (TAD) is ₹ 5,000 and Payment Due Date is 4 May, 2020. In case the cardholder does not pay the Minimum Amount Due by the Payment Due Date, a Late Payment Fee of ₹ 750 will be levied on the next bill due date. Late Payment Fee is ₹ 750 if the outstanding amount is in the range of 1001-5000.

OverLimit Fee:

Overlimit Fee of 2.5% of the overlimit amount or ₹ 500 (whichever is higher) will be charged every time the Cardmember breaches the assigned credit limit while transacting or on receipt of actual settlement amount from the merchant

Transaction over limit will be allowed only if the Cardmember has enabled the overlimit card control from the App.

Forex Markup Fee:

When you use your BOBCARD One co-branded Credit Card to transact in a foreign currency, that transaction amount is converted to Indian Rupees (INR) on the settlement date. This could be different from your transaction date.

If the transaction is not in USD (US Dollars), the amount will first be converted to USD, and then the USD amount will be converted to INR as per rate provided by the card network. On this amount, a forex markup fee will be levied, and GST will be applicable on the markup fee. If this transaction is reversed within 30 days, the markup fee and GST will be reversed to the cardholder.

A forex markup fee will also be levied in case of an Indian Rupee (INR) transaction done at a merchant or payment gateway that is based out of India.

EMI Conversion:

In the event, if you wish to convert any of the transactions into equated monthly installment (EMI), the applicable charges and details of these EMIs are governed by the EMI terms and conditions .

Fuel Surcharge Waiver:

When you use the BOBCARD One co-branded Credit Card to pay for fuel domestically, a fuel surcharge is levied by the acquirer (merchant's bank providing terminal). The surcharge waiver will be lowest of 1% of the transaction amount or actual surcharge levied (excluding of GST). Maximum fuel surcharge waiver will be capped at ₹ 400 per calendar month per account for the fuel transactions made on BOBCARD One co-branded Credit Card. Such reversal will not include the applicable tax paid on such purchase. Reward Points will not be accrued on fuel transaction.

Rent Transaction Fee:

Rent payments made using BOBCARD One co-branded Credit Card on third-party apps/merchants will attract:

- a transaction fee of 1% over and above the convenience fee charged by these apps/merchants (applicable till 04.12.2025).
- a transaction fee of 2% over and above the convenience fee charged by these apps/merchants (w.e.f 05.12.2025).

Wallet upload/transfer fee:

Till 04.12.2025, a 1% fee applies on total monthly fund transfers via BOBCARD One co-branded Credit Card to wallets or bank accounts, once transfers exceed ₹10,000 in a month. The fee is charged on the full amount.

W.e.f 05.12.2025, a 2% fee applies on total monthly fund transfers via BOBCARD One co-branded Credit Card to wallets or bank accounts, once transfers exceed ₹10,000 in a month. The fee is charged on the full amount.

B) DRAWAL LIMITS

Your Credit Limit is dynamic. You can request for an increase in your credit limit from the OneCard app if you're eligible for this option. Once approved, this revised amount would be your new Credit Limit.

BOBCARD also reserves the right to recommend a credit limit increase to you based on your BOBCARD One co-branded Credit Card usage, inside the OneCard app. This recommendation and its associated terms and conditions will be made available to you to consider before accepting the recommendation.

Once you read and agree to the Terms related to credit limit increase displayed inside the OneCard app and provide your consent to increase the limit, the credit limit on your card will be enhanced through the systems. Your acceptance of the limit increase recommendation received through electronic means inside the OneCard app where you specifically validate the limit increase will be treated as a consent.

BOBCARD and / or its authorised service providers will keep the digital records of such consent and will treat it as proof of consent in case of any dispute arising later on account of limit increase.

BOBCARD and / or its authorised service providers will review your account periodically and reserves the right to decrease your credit limit based on your transaction patterns, repayment behaviour and other internal criteria. This will be informed to you via the OneCard app and/or via email and SMS.

C) BILLING

i) Billing statements (periodicity and mode of sending)

Your billing statement will be generated every month on the billing date shown in the OneCard App and can be modified once as per your convenience from the profile section of the App. You can view the statement in the OneCard App. It will contain a break-up of all purchases, repayments, fees, interest charges, refunds and taxes. In case the BOBCARD One co-branded Credit Card was not used in a month, the statement will mention there were no spends in that month. The OneCard app also has an option to view the statement in PDF format, which can then be downloaded.

ii) Minimum Amount Due

> Till 31.12.2025

When you get your Statement, you can choose to pay the Total Amount Due (TAD) or the Minimum Amount Due (MAD) as per your statement. The remaining balance can be carried forward to subsequent months. This Minimum Amount Due will be:

- a) 5% of the outstanding amount or ₹ 100 (whichever is greater) PLUS
- b) Previous unpaid minimum amount dues, if any; PLUS
- b) Any overlimit principal amount exceeding the credit limit; PLUS
- d) Entire amount of any instalments (EMI) due (if/as applicable)

You can also pay the Total Amount Due or an amount between the Minimum Amount Due and Total Amount Due. Payment should be made before Payment Due Date to avoid Late Payment Charges.

When you make a payment, it is adjusted in this order:

Billed EMI with interest and tax ▶▶ Billed Cash Advance with fees, interest and taxes (as applicable) ▶▶ Billed Purchases with Fees, Interest and Taxes (as applicable) ▶▶ UnBilled Cash Advance with Fees, Interest and Taxes (as applicable) ▶▶ UnBilled EMI with interest and tax (as applicable) ▶▶ UnBilled Purchases with Fees, Interest and Taxes (as applicable).

If Total Amount Due is less than ₹100, Minimum Amount Due would be equal to the Total Amount Due, ie. ₹100.

> Effective 01.01.2026:

The Minimum amount due (MAD) will be computed as below Minimum Amount Due = 100% of (Fees + Charges + Interest) + 100% of GST + 100% of EMI + 2% of (Retail Spends + Cash Advance)

If Total Amount Due exceeds Credit Limit, account overlimit amount (Total Amount due – Credit Limit) is greater than the Computed MAD, then MAD = Account overlimit amount(refer Illustration shared below) : If the Card Limit is 10,000, statement date is 1st of every month and transactions done between 1st July and 31st July and customer has given consent for overlimit, Assuming no previous balance carried forward from 1st July, the statement will be generated on 1st August showing Minimum and Total Amount Due as follows with due date of 20th August.

All the below amounts are in INR

	Credit Limit	10,000	
		Total Amount Due	Minimum Amount Due
A	Purchase done on 25th July	10,500	210
B	Overlimit fee	600	600
C	Total GST levied on B	108	108
	Total Amount Due (Sum of A,B,C)	11,208	918

Account overlimit amount	1,208	
Final Min Amount Due (MAD)	1,208	

- In cases where the MAD value is below or equal to ₹100, the MAD value will be charged as ₹100. Where statement value of Total Amount Due (TAD) is ₹100 and lower, MAD will be equal to TAD.
- Any unpaid Minimum Amount Due (MAD) from previous statements will also be added to current statement's MAD
- If the Cardholder opts for the revolving credit facility and pays less than the TAD, interest charges will apply to the entire outstanding amount (excluding charges). All new transactions will also attract interest charges from the date of transaction, until the previous outstanding balance is paid in full by the due date. In the Jan'26 MAD calculation, Previous months outstanding Interest, Fees and Charges (if any) will be also included.
- Late Payment Charges will be applicable if the minimum amount due is not paid by the payment due date
- Any waiver of fees or interest provided to the cardholder would be at the sole discretion of BOBCARD and the waiver amount would be adjusted only against the component for which waiver has been processed

Be smart. Avoid the debt trap	
Paying entire outstanding amount or higher than Minimum Amount Due each month	Paying only the Minimum Amount Due each month
<ul style="list-style-type: none"> ✓ Clear dues faster ✓ Pay lesser interest ✓ Free your spending limit ✓ Improve your credit score 	Could take around 10 years or more to clear the entire amount due.

iii) Refunds/Chargebacks/Reimbursements

You must pay for the transactions billed in the BOBCARD One co-branded Credit Card statement to avoid any additional charges being levied. Any refunds, chargebacks or reimbursements which are not shown in the BOBCARD One co-branded Credit Card statement, should not be adjusted or reduced by you from the Total Amount Due (TAD) on your own when making the payment.

Refunds/chargebacks/reimbursements if any, will be reflected in your BOBCARD One co-branded Credit Card account, as and when such refunds/chargeback/reimbursement are received and these will be adjusted against your dues in your next BOBCARD One co-branded Credit Card statement.

iv) Method of payment

You can pay the outstanding dues from the OneCard app itself, through the following modes:

a) Debit Card

b) Netbanking

c) UPI

You can also make the payment via IMPS or NEFT to the unique BOBCARD One co-branded Credit Card bank account number provided in the OneCard app.

(v) Billing disputes resolution


All the contents of the statement will be deemed to be correct and accepted if you do not inform us of any discrepancies within 30 days of the statement date. In the event of billing disputes/discrepancies, we shall investigate and confirm the liability for such transactions. For certain disputes, we may offer a temporary credit during the period of investigation, which may be reversed along with applicable charges subject to outcome of the investigation. GST levied will not be reversed on any dispute on fees and charges or interest.


(vi) Contact particulars of card issuer

Corporate Address of card issuer: BOBCARD Limited, 15th Floor, 1502/1503/1504, DLH Park, SV Road, Goregaon West, Mumbai, Maharashtra - 400104

In case you need any help, you can:

 Select "Need Help?" from the Profile section in the OneCard App

 Email your query or concern to bobcardone@getonecard.app

 Call us on our helpline number at 1800-268-7111

 Write in: FPL Technologies Pvt. Ltd., West Bay, Survey No. 278, Hissa No. 4/3 Pallod Farm, Phase I I, Baner, Taluka Haveli Baner Gaon Pune City Pune - 411045

(vii) Grievance Redressal Escalation

If you are not satisfied with the response from regular channels, you can send an email to grievances@getonecard.app.

Beyond this level, cardholders can reach out to BOBCARD on the following:

Grievance officer: Mr. Ravi Ranjan Kumar,

Phone number: +91-22-69753600

Email: escalations@bobcard.co.in/onecard@bobcard.co.in

Please verify the details on given link from

BOBCARD: <https://www.bobcard.co.in/grievance-and-redressal>

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

viii) Refund of credit balance/excess amount

- a) Any refund or reversal of a transaction identified basis the network identifiers provided by the merchant will be adjusted as below -
 - If the refund / reversal amount received is for the transaction which is of the current billing cycle where bill has not been generated, the refunded / reversed amount will be adjusted against the current outstanding balance.
 - If the refund / reversal amount received is for the transaction which has already been billed and not paid by the cardholder, the refunded / reversed amount will be adjusted against the billed total amount due (TAD).
 - If the refund / reversal amount received is for the transaction which has been billed and paid by the cardholder, the refunded / reversed amount will be available for transfer to the cardholder's bank account basis the confirmation provided for the transaction in the mentioned time period in the app and subject to no over utilization of the credit limit by the cardholder. If the cardholder does not provide confirmation to transfer the refunded / reversed amount within the mentioned time period in the app, the refunded / reversed amount will be adjusted against the outstanding balance.
- b) Any excess credit arising out of refund / failed / reversed transactions will be transferred back to the account added by the Cardholder in the OneCard app beyond a cutoff (1% of credit limit or ₹5000 whichever is lower).
- c) Cardholder must add the bank account in profile section of the OneCard app by entering the bank account and IFSC code.

- d) Refund or reversal transactions which couldn't be identified within the current and previous billing cycle will be considered as repayment on the card.
- e) Due diligence will be done on any suspicious refund/reversal transactions and on validation processing will be done. If the BOBCARD One co-branded Credit Card account stands canceled, the credit balance/excess amount will be refunded to the cardholder's bank account added in the profile section of the app on confirmation from the cardholder
- f) No interest will be payable on any credit balance/excess amount lying in the Cardholder's BOBCARD One co-branded Credit Card account.
- g) Cardholder must reach out to customer experience team for transfer of credit due to excess repayments made on the BOBCARD One co-branded credit card account

D) DEFAULT AND CIRCUMSTANCES

- i) Procedure including notice period for reporting a cardholder as defaulter

If you do not pay at least the Minimum Amount Due 3 days after the Payment Due Date, the card will be reported as delinquent by BOBCARD to the Credit Information Companies (CICs), authorized by the Reserve Bank of India (RBI). Non-payment of Minimum Amount Due may also lead to discontinuation of the credit card services.

- ii) Procedure for withdrawal of default report and the period within which the default report would be withdrawn after settlement of dues

Once reported to the Credit Information Companies (CICs) there is no withdrawal of the report. However, if dues are settled by you, this information will be provided to BOBCARD for sharing with Credit Information Companies (CICs) in the subsequent month.

- iii) Recovery procedure in case of default

In the event of a default, you will be sent reminders by various channels including but not limited to post, telephone, email, SMS and WhatsApp for settlement of any outstanding dues. If no response is received from you via regular channels, third parties may be engaged to remind, follow up and collect dues. Any such third party appointed shall adhere fully to the code of conduct on debt collection.

- (iv) Recovery of dues in case of accidental death of Cardholder

In case of accidental death of the Primary Cardholder, the complete outstanding balance (including unbilled transactions) will become immediately due and payable to the Bank. Bank will follow up with the Cardholder's legal heirs, informing them about the outstanding amount and requesting them to clear these dues..

(v) Recovery in case of natural death of Cardholder

Recovery of dues in case of natural death / permanent in capacitance of the Cardholder: The complete outstanding balance (Including unbilled transactions) will become immediately due and payable to BOBCARD. Any outstanding in the BOBCARD credit card account shall be a legally binding and recoverable from the successors, beneficiaries, legal heirs, estate, assigns of the deceased Cardholder.

E) TERMINATION/REVOCAION OF CARD MEMBERSHIP

i) Procedure for surrender of card by cardholder - due notice –

a) You can close your BOBCARD One co-branded Credit Card account any time by calling the Customer Care team or by emailing them. The entire card outstanding dues and loans / EMI facilities linked to your BOBCARD One co-branded Credit Card (if applicable and/or availed of) will immediately become due.

b) Any refund/reversal that is received after the card closure will be intimated to you and refunded electronically to the bank account number shared with customer care after verifying the ownership.

c) Once the virtual BOBCARD One co-branded Credit Card is activated, the physical card will be sent to you. If you choose to cancel card membership within 6 months of activating the virtual card, a charge of ₹3,000 will be levied. This would be added to the overall outstanding amount and the card account will be closed once all dues are paid and recorded in the BOBCARD's system.

d) Upon termination/revocation of BOBCARD One co-branded Credit Card membership for any reason whatsoever, whether at the instance of the cardmember or otherwise, the cardmember shall remain liable for all charges incurred by the use of the BOBCARD One co-branded Credit Card.

e) You specifically acknowledge that once your BOBCARD One co-branded Credit Card account is closed, the privileges (including but not limited to all benefits and services accrued, reward points not redeemed etc) of the BOBCARD One co-branded Credit Card stand nullified. Reinstatement of the same is neither automatic nor attendant and will take place solely at the discretion of BOBCARD.

f) For avoiding misuse, it is advised to destroy the BOBCARD One co-branded Credit Card ensuring that the hologram, magnetic strip and chip are destroyed permanently.

g) Your BOBCARD One co-branded Credit Card account will be closed only once BOBCARD receives the payment of all amounts due and outstanding in respect of the said BOBCARD One co-branded Credit Card account.

h) You can call the customer care via phone on 1800-268-7111 or raise a ticket in the OneCard app for initiating closure of card subject to the outstanding dues being cleared.

ii) Procedure for revocation of BOBCARD One co-branded Credit Card membership

Your access to your BOBCARD One co-branded Credit Card may be cancelled or revoked at any time without prior notice, if we consider it necessary for business or security reasons, which may include but are not limited to:

a) Delayed or dishonored payments, improper use of credit card (in violation of RBI and Foreign Exchange rules).

b) Misleading or incorrect information / documents given along with card application.

c) Failure to furnish information or documents as required under the Know Your Customer (KYC)/ Anti Money Laundering (AML)/ Combating the Financing of Terrorism (CFT) guidelines.

d) Involvement in any civil litigation or criminal offence / proceedings by any authority, court of law or professional body or association.

e) Changes in credit policy due to prevailing conditions / unforeseen circumstances.

You may continue to get your BOBCARD One co-branded Credit Card statements with actual outstanding, even after closure of the card account.

f) In case your BOBCARD One Co-branded Credit Card has not been used for more than one year then we will notify you of the dormancy within 30 days. The cardholder can prevent the account from closure using any of the following methods –

Making a debit transaction (online or offline)

Provide consent in the app

Set or Modify card PIN from the app

Set or Modify transaction controls from the app

Set or Modify transaction limits from the app

Modify overlimit control from the app

Modify Swipe 2 Pay control from the app

Opt in for credit limit increase (if the option is provided to the customer)

F) LOSS/THEFT/MISUSE OF CARD 🙄

i) Procedure to be followed in case of loss/theft/misuse of card

In case your BOBCARD One co-branded Credit Card is lost, stolen, misplaced, or if the credit card PIN has been compromised, report this immediately from the OneCard app or via phone on 1800-268-7111 or email on bobcardone@getonecard.app.

If your BOBCARD One co-branded Credit Card is misplaced, you can lock the card temporarily from the OneCard app.

If your BOBCARD One co-branded Credit Card is lost or stolen, you can block the BOBCARD One co-branded Credit Card from the OneCard app and a new card will be sent to you. You can also reset the Card PIN from the OneCard app.

In case the mobile phone with the OneCard app is lost or stolen, inform us immediately by calling on 1800-268-7111. Please also report the theft of the BOBCARD One co-branded Credit Card or phone to the police by lodging a First Information Report (FIR) and share a copy of that with us when requested.

If you change the registered mobile number or e-mail address, you can intimate us by sending an email to bobcardone@getonecard.app.

ii) Liability of cardholder in case of (i) above is 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.

A. You will be entitled for Zero Liability where the unauthorized transactions occur in the following events:

1. Contributory Fraud/Negligence/Deficiency on our part.

2. Third Party breach where the deficiency lies elsewhere in the system and you notify us within 3 working days of receiving the communication from us regarding the unauthorized transaction.

B. You shall be liable for the loss occurring due to unauthorized transactions in the following cases:

1. In cases where the loss is due to your negligence such as where you have shared the payment credentials, you will bear the entire loss until you report the unauthorized transaction to us. Any loss occurring after the reporting of the unauthorized transaction shall be borne by us.

2. In cases where the responsibility of the unauthorized electronic banking transaction lies neither with us nor you, but lies elsewhere in the system and when there is a delay (of 4-7 working days after receiving communication from us) on your part in notifying us of such a transaction, your per transaction liability shall be limited to the transaction value or the amount whichever is lower as mentioned in the table below (as per RBI).

3. Further, if the delay in reporting by you is beyond 7 working days, the customer liability shall be determined as per the BOBCARD's Board approved policy.

Maximum Liability of the customer	
Reporting time of fraudulent transactions from date of receiving communication	Customer Liability
Within 3 working days	Zero
Between 4-7 working days	Credit Card limit \leq ₹500000 : Maximum liability \leq ₹10000 Credit Card limit $>$ ₹500000 : Maximum liability \leq ₹25000
More than 7 working days	As per BOBCARD's policy

NEVER share your OneCard app PIN and credit card PIN with anyone!

G) DISCLOSURES

i) BOBCARD will share credit information including but not limited to the current balance, loans / EMI facilities linked to the BOBCARD One co-branded Credit Card (if applicable and/or availed of), balance outstanding on the BOBCARD One co-branded Credit Card / loan, payment history etc. with Credit Information Companies (CICs) authorised by RBI, as per the Credit Information Companies (Regulation) Act, 2005.

ii) Certain activities in relation to your BOBCARD One co-branded Credit Card are outsourced by BOBCARD to the FPL Technologies Private Limited ("FPL") which is an authorised outsourced technology service provider of BOBCARD. FPL manages the BOBCARD One co-branded Credit Card for BOBCARD as authorised by BOBCARD.

iii) All references to "We" or "we" in these terms shall mean and include BOBCARD, OneConsumer Services Private Limited and/ or BOBCARD's authorised personnel and service provider such as FPL Technologies Private Limited (FPL).

iv) BOBCARD have all responsibility for adherence to all regulatory rules, directions, and guidelines including guidelines on outsourcing of financial services by banks or NBFCs issued by the RBI. We do not provide any services in contravention of the guideline on outsourcing of financial services by banks or NBFCs issued by the RBI.

v) BOBCARD will provide particulars of the BOBCARD One co-branded Credit Card account to the statutory authorities, as needed.

vi) Transaction alerts received may not be assumed as a confirmation of transaction completion.

vii) If you do not wish to receive any marketing calls/emails from us for other products, you can register for the Do Not Disturb service and also unsubscribe from promotional emails by clicking on the link which will be provided in such emails.

viii) You will continue to receive communications about transactions and core features of BOBCARD One co-branded Credit Card. A copy of this MITC document, Terms and Conditions, and FAQ will always be available on www.getonecard.app and BOBCARD website.

ix) The arrangement between OneConsumer Services Private Limited and BOBCARD for issuance of the co-branded credit card may involve sharing of revenues in respect of such co-brand credit card.

x) Electronic delivery of documents may occur via email, SMS, instant messaging platforms such as WhatsApp, attachments, or downloadable files from the Website or Mobile Application. BOBCARD will be deemed to have fulfilled its delivery obligations upon sending such documents electronically. If the Cardholder does not notify BOBCARD of any issues with opening the document within 24 hours of delivery, acceptance of the document will be presumed. The Cardholder acknowledges and agrees that BOBCARD may, at its discretion, monitor and record all telephone and electronic communications between the Cardholder and BOBCARD or its representatives, without prior notice, for the protection of both parties and to resolve any potential misunderstandings.

xi) The Cardholder consents to the collection, processing, storage, and use of their personal information by BOBCARD and its authorized service providers for mobile banking Services, credit scoring, fraud detection, and account management. This data processing, done using automated or manual methods, will comply with applicable laws, including data protection regulations. The Cardholder also acknowledges that their information may be shared with third-party service providers as necessary for credit card services.

H) Grievance Redressal and Compensation Framework

i) Grievance redressal and escalation process and Timeline for redressal of grievance

a) Timeline for redressal of grievance

If your grievance is not satisfactorily resolved after reaching out to grievances@getonecard.app, you can reach out to BOBCARD as per their escalation matrix.

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

You can reach out to BOBCARD on the following:

Email: onecard@bobcard.co.in.

Corporate Address of card issuer: BOBCARD Limited, 15th Floor, 1502/1503/1504, DLH Park, SV Road, Goregaon West, Mumbai, Maharashtra - 400104


Grievance redressal link: <https://www.bobcard.co.in/grievance-and-redressal>


ii) Below compensation framework will be followed in case of delay in resolving


Sr.	Description of Incident	Compensation Payable
A		
1	Card closure request subject to no pending dues to be cleared	₹500 per calendar day of delay beyond T+7 working days
2	Point of Sale / CNP transaction debited from account but not settled by merchant	₹100 per day of delay beyond T+5 days for domestic transactions

iii) Contact details of the card-issuer are as following

Corporate Address of card issuer: BOBCARD Limited, 15th Floor, 1502/1503/1504, DLH Park, SV Road, Goregaon West, Mumbai, Maharashtra - 400104

 Email your query or concern to bobcardone@getonecard.app

 Call us on our helpline number at 1800-268-7111

 Write us: FPL Technologies Pvt. Ltd., West Bay, Survey No. 278, Hissa No. 4/3 Pallod Farm, Phase II, Baner, Taluka Haveli Baner Gaon Pune City Pune - 411045

If you are not satisfied with the response from regular channels, you can send an email to grievances@getonecard.app

I) REWARD POINTS

By using your BOBCARD One co-branded Credit Card, you are automatically enrolled in the BOBCARD One co-branded Rewards Programme. When you transact with your BOBCARD One co-branded Credit Card, reward points are credited to your BOBCARD One co-branded Credit Card account depending on the transaction value and the purchase category. These reward points can be accumulated and further used to repay other purchases or redeemed for exciting offers shown in the OneCard app from time to time. Please refer to the terms and conditions to view further details on the rewards programme.

Customers holding the BOBCARD One credit card shall be ineligible to participate in or benefit from any proprietary offers associated with the BOBCARD program.

J) Classification as Special Mention Account (SMA) and Non-Performing Asset (NPA)

With reference to the financial assistance/credit facility in the form of BOBCARD One co-branded Credit Card being availed by me on the date hereof issued by BOBCARD Ltd (“BOBCARD”), I hereby confirm having understood the concepts and illustrative examples (as detailed below) relating to due dates, classification of borrower accounts as Special Mention Account (“SMA”) or Non Performing Asset (“NPA”) in the course of the conduct of the accounts.

Concepts / clarifications / Illustrative examples on due dates and specification of SMA / NPA classification dates.

Dues: Dues mean, the principal / interest / any charges levied on the loan account which are payable within the period stipulated as per the terms of sanction of the credit facility.

Overdue: Overdue mean, the principal / interest / any charges levied on the loan account which are payable but have not been paid within the period stipulated as per the terms of sanction of the credit facility. In other words, any amount due to the Bank under any credit facility is 'overdue' if it is not paid on the due date fixed by the Bank.

BOBCARD will recognize the incipient stress in loan accounts, immediately on default, by classifying them as SMA. The basis of classification of SMA category shall be as follows:

LOANS IN THE NATURE OF TERM LOANS/CREDIT CARD	
SMA Sub-categories	Basis for classification = Principal or interest payment or any other amount wholly or partly overdue
SMA-0	Up to 30 days
SMA-1	More than 30 days and up to 60 days
SMA-2	More than 60 days and up to 90 days

Non-performing Asset:

I. A credit card account will be treated as non-performing asset if the minimum amount due, as mentioned in the statement, is not paid fully within 90 days from the payment due date mentioned in the statement.

II. Illustrative movement of an account to SMA category to NPA category based on delay /nonpayment of dues and subsequent upgradation to standard category at day end process:

Due date of payment	Payment Date	Payment Covers	Age of oldest dues in	SMA / NPA Categorization	SMA since Date / SMA class date	NPA Categorization	NPA Date
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			day s				
01.01.2 022	01.01.2 022	Entire dues upto 01.01.2 022	0	NIL	NA	NA	NA
01.02.2 022	01.02.2 022	Partly paid dues of 01.02.2 022	1	SMA 0	01.02.2022	NA	NA
01.02.2 022	02.02.2 022	Partly paid dues of 01.02.2 022	2	SMA 0	01.02.2022	NA	NA
01.03.2 022		Dues of 01.02.2 022 not fully paid 01.03.2 022 is also due at EOD 01.03.2 022	29	SMA 0	01.02.2022	NA	NA
		Dues of 01.02.2 022 fully paid. Due for 01.03.2 022 not paid at EOD 01.03.2 022	1	SMA 0	01.03.2022	NA	NA
		No payment of full dues of 01.02.2 022 and 01.03.2 022 at	31	SMA 1	01.02.2022/03.03 .2022	NA	NA

		EOD 03.03.2 022					
		Dues of 01.02.2 022 fully paid. Duefor 01.03.2 022 not fully paid at EOD 01.03.2 022	1	SMA 0	01.03.2022	NA	NA
01.04.2 022		No payment of dues of 01.02.2 022, 01.03.2 022 and amount due on 01.4.20 22 at EOD 01.04.2 022	60	SMA 1	01.02.2022 03.03.2022	/ NA	NA
		No payment of dues of 01.02.2 022 till 01.04.2 022 at EOD 02.04.2 022	61	SMA 2	01.02.2022 02.04.2022	/ NA	NA
01.05.2 022		No payment of dues of 01.02.2 022 till	90	SMA 2	01.02.2022 / 02.04.2022	NA	NA

		01.05.2022 at EOD					
		No payment of dues of 01.02.2022 till 01.05.2022 at EOD	91	NPA	NA	NPA	2.05.2022
01.06.2022	01.06.2022	Fully Paid dues of 01.02.2022 at EOD	93	NPA	NA	NPA	2.05.2022
01.07.2022	01.07.2022	Paid entire dues of 01.03.2022 & 01.04.2022 at EOD	62	NPA	NA	NPA	2.05.2022
01.08.2022	01.08.2022	Paid entire dues of 01.05.2022 & 01.06.2022 at EOD	32	NPA	NA	NPA	2.05.2022

01.09.2022	01.09.2022	Paid entire dues of 01.07.2022 & 01.08.2022 at EOD 01.09.2022 but not paid the dues of 01.09.2022	1	NPA	NA	NPA	2.05.2022
01.10.2022	01.10.2022	Paid entire dues of 01.09.2022 & 01.10.2022	0	Standard account with no overdues	NA	NA	STD from 01.10.2022

I/we also understand that the aforesaid few examples 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.

IMPORTANT REGULATORY INFORMATION

i) Your BOBCARD One co-branded Credit Card is valid for use both in India as well as abroad. It is, however, not valid for making foreign currency transactions in Nepal and Bhutan.

ii) Foreign exchange trading through Internet trading portals is not permitted. In the event of any violations or failure to comply, you may be liable for penal action and/or closure of the card.

iii) The Cardholder acknowledges that any encashment, cash withdrawal, or use of the credit card via third-party apps or vendors not authorized by BOBCARD may incur additional fees, penalties, or charges. Such transactions may be deemed a violation of the Credit Card's intended use, and BOBCARD reserves the right to apply penalties, suspend services, or take legal action as per RBI guidelines.

Declaration And Consent

I hereby acknowledge that I have applied for the BOBCARD One co-branded Credit Card issued by BOBCARD pursuant to a co-branded partnership with OneConsumer Services Private Limited and declare that I am a resident Indian over 18 years of age. I declare that all the particulars and information given as part of application are true, correct and complete and that BOBCARD and/or its authorised service provider is entitled to verify these details directly or through any third-party agent. I further understand that BOBCARD and/or its authorised service provider may at its sole discretion sanction or decline this application for the BOBCARD One co-branded Credit Card. I undertake to inform BOBCARD and/or its authorised service provider regarding any change in my application credentials originally submitted and to provide any further information that they may require to process the Application and/or continued usage on the BOBCARD One co-branded Credit Card. I hereby confirm that I shall abide by all applicable policies of BOBCARD.

I hereby authorize and give express consent to BOBCARD and/or its authorised service provider to disclose, without notice to me, my Personally Identifiable Information (PII) and other Non-Personally Identifiable Information (NII) furnished by me in any application form(s) or related documents executed or furnished by me in relation to the BOBCARD One co-branded Credit Card to other branches of BOBCARD, subsidiaries or affiliates of BOBCARD, Credit Information bureaus, rating agencies, service providers, service partners (including any insurance partners) other banks or financial institution, governmental/ regulatory authorities or third parties for KYC verification, bank account statement verification, credit risk analysis, or for other related purposes that BOBCARD and/or its authorised service provider may deem fit to process my application and/or for continued usage of the BOBCARD One co-branded Credit Card and/ or for any other marketing objectives. I hereby specifically waive the privilege of privacy and privity of contract.