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

w.e.f 05.09.2025

These Most Important Terms and Conditions apply to SBM One co-branded Credit Card issued by SBM Bank (India) Limited (**Bank**) in pursuant to a co-branded partnership with its co -branding partner Oneconsumer Services Private Limited (**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 Bank's website as well as on OneCard app. this website.
Welcome to a world of convenience!

The OneCard Mobile App 📱

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

- Set your App PIN
- Activate your SBM One co-branded Credit Card
- Make credit card bill payments
- Manage your virtual credit card
- Control your credit and cash withdrawal limits
- Enable online, domestic and international usage
- Set your SBM One co-branded Credit Card PIN (For use at Point of Sale and ATMs)
- Raise disputes or service queries on any aspect of your SBM One co-branded Credit Card

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 SBM One co-branded Credit Card, you will receive as part of the on-boarding process, a virtual rendition of the SBM 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 SBM One co-branded Credit Card within your approved credit limit, and pay the full outstanding by the due date, we won't charge you anything. 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		
Sr A	Fees and Charges	Unit Fees
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) • Plastic Card • Metal Card	Nil Nil ₹3000
04	Card Cancellation Fee • If cancelled within 6 months of the virtual card being activated	**Primary Cardholder** • Metal Card ₹3000 • Plastic Card ₹500 **Add-on Cardholder** • Metal Card Nil • Plastic Card ₹500
05	**Transaction-based service charges** • Reward redemption fee • Forex Markup fee • Over Limit Fee **Rent Transaction fee** • Third-party merchants Fuel Surcharge waiver	 Nil 1% of the transaction amount 2.5% of overlimit amount (Min ₹500) 1% of the transaction amount 1% of the transaction amount and capped till ₹400 per month

	Wallet upload/transfer fee on cumulative spends of ₹10,000 or more per month	1% of the transaction amount
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 B	**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. Currently, the interest rate on unpaid dues is 45% per annum, or 3.75% per month, for all SBM One co-branded Credit Card members on their unpaid dues.

Sample Illustration 1 (dues not paid in full)
Purchase: ₹10,000 on January 15, 2021

Statement Date: February 01, 2021

Total Amount Due: ₹10,000

Payment Due Date: February 18, 2021

Payment Done: ₹500 on February 10, 2021

No other transactions in February.

As per the formula shared above, the interest will be charged as follows:

Balance	Period	No. of days	Calculation	Interest (₹)
₹ 10,000	15-31 Jan	17	(17×10000 × (3.75 / 100 × 12)) / 365	209.59
₹ 10,000	01-09 Feb	9	(9×10000 × (3.75 / 100 × 12)) / 365	110.96
₹ 9,500	10-28 Feb	19	(19×9500 × (3.75 / 100 × 12)) / 365	222.53
Interest Charged				**543.08**

Goods & Services Tax (GST) at the prevailing rate (currently 18%) will be levied on this interest charged, which is ₹ 97.75.

This will be added to the outstanding amount so in your statement on March 01, 2021, the Total Amount Due will be ₹10,140.84 (₹9,500 + ₹ 543.08 + ₹97.75)

Sample Illustration 2 (Dues revolved, fresh purchase)

Statement Date: March 01, 2021

Total Amount Due: ₹9,927.23

Payment Due Date: March 18, 2021

Payment Done: ₹500 on March 10, 2021

New Purchase: ₹5,000 on March 20, 2021

Interest will be charged as follows:

Balance	Period	No. of days	Calculation	Interest (₹)
₹ 9,927.23	01-09 Mar	9	(9×9927.23 × (3.75 / 100 × 12)) / 365	110.15
₹ 9,427.23	10-19 Mar	10	(10×9427.23 × (3.75 / 100 × 12)) / 365	116.23
₹ 14,427.53	20-31 Mar	12	(12×14427.53 × (3.75 / 100 × 12)) / 365	213.45
Interest Charged				**439.83**

Goods & Services Tax (GST) at the prevailing rate (currently 18%) will be levied on this interest charged, which is ₹79.17.

This will be added to the outstanding amount so in your statement on April 01, 2020, the Total Amount Due will be ₹14,910.24 (₹14,427.23 + ₹ 439.83 + ₹79.17).

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.
The Minimum Amount Due is a variable percentage of Net Debits + Full Over the Limit amount + EMI billed for the month inclusive of EMI interest, fees and taxes + Previous statement unpaid minimum amount dues if any.

**** *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 shall be charged on the 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 ₹500 will be levied on the next bill due date. Late Payment Fee is Rs 500 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 SBM 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 SBM 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 Rs 400 per calendar month per account for the fuel transactions made on SBM 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.

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.

Bank also reserves the right to recommend a credit limit increase to you based on your SBM 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 SBM One co-branded Credit 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.

Bank 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.

Bank 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 17

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 SBM 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
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:

i) 5% of the outstanding amount or ₹100 (whichever is greater) PLUS ii) Previous unpaid minimum amount dues, if any; PLUS iii) Any overlimit principal amount exceeding the credit limit; PLUS iv) 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.Late Payment Fee shall be charged on the outstanding amount.

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

Billed Cash Advance Fees with Interest and Taxes ⏩ Billed Purchases with Fees, Interest and Taxes (as applicable) ⏩ UnBilled Cash Advance Fees with Interest and Taxes ⏩ UnBilled Purchases with Fees, Interest and Taxes (as applicable).

Within these, the payment is further adjusted as below:

Taxes ⏩ Fees ⏩ Interest ⏩ Purchases.

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

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
✔ 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 SBM One co-branded Credit Card statement to avoid any additional charges being levied. Any refunds, chargebacks or reimbursements which are not shown in the SBM 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 SBM 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 SBM 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 SBM 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
Card Issuer Contact Details :
Address : SBM Bank (India) Ltd. 101, Raheja Centre First Floor, Free Press Journal Marg, Nariman Point, Mumbai - 400021, Maharashtra, Tel No: +91 22 4302 8888

https://www.sbmbank.co.in/aboutus/contact-us.php

Reach out to the Bank at
Contact Details : [customercare@sbmbank.co.in and on 1800 1033 817]; or

(vi) In case you need any help, you can:

1. In-app Chat support through OneCard App: The customer can chat with an agent in the Mobile App provided to the customers or call the customer care number.

2. Email to help@getonecard.app or call to help line no: 1800-210-9111

W.e.f 10.10.2025 Email to sbmone@getonecard.app or call to help line no: 1800-209-2111.

(vii) Grievance Redressal Escalation

Level 1:

grievances@getonecard.app

Customer Care - 1800 2099 335 / 1800 1033 817
customercare@sbmbank.co.in -

Level 2

Ms. Reema Dalvi - 022-4302 8888
nodal.officer@sbmbank.co.in
101, Raheja `First Floor, Free Press , Journal Marg,
Nariman Point Mumbai - 400021, Maharashtra

Level 3

Mr. Debashish Nagpal - nodal.officer@sbmbank.co.in

101, Raheja `First Floor, Free Press , Journal Marg,
Nariman Point Mumbai - 400021, Maharashtra

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 the 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

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.

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).

Refund or reversal transactions which couldn't be identified within the current and previous billing cycle will be considered as repayment on the card.

Due diligence will be done on any suspicious refund/reversal transactions and on validation processing will be done.If the SBM 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

No interest will be payable on any credit balance/excess amount lying in the Cardholder's SBM One co-branded Credit Card account.

Cardholder must reach out to customer experience team for transfer of credit due to excess repayments made on the SBM 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 even 3 days after the Payment Due Date, the SBM One co-branded Credit Card will be reported as delinquent by the Bank 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. Cardholders shall be notified when they are being reported to CICs.

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 the Bank 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 topost, 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.

Bank reserves the right to exercise a lien and set-off on any funds or balances belonging to the Cardholder without prior notice, including those held by Bank or its affiliates, if the credit card balance is unpaid. The Cardholder agrees that Bank can debit the outstanding amount from any accounts under its or Bank's custody. Additionally, if the available Reward Points are insufficient for a transaction, Bank reserves the right to debit the difference from the Cardholder.

(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/ permanent in capacitance 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 the Bank. The Bank will be entitled to recover the total outstanding from the estate of the cardholder. The Bank will also be entitled to recover the total outstanding from Legal heirs /monies / deposits / accounts maintained in the cardholder's name with any financial institution and the card members assigns rights of recovery of his dues directly to the Bank.

(vi) **Available insurance cover, if any, for cardholder and date of activation of policy including nomination details- NA**

(vii) Liquidation of Fixed Deposit

In the event of termination/withdrawal/cancellation of the fixed deposit of the Secured SBM One co-branded Credit Card or if you fail to pay the amount outstanding on the Secured SBM One co-branded Credit Card within sixty (60) days from the due date as mentioned in the Card Statement, or in case of termination of the fixed deposit upon your demise, the Bank shall be entitled forthwith to liquidate the entire fixed deposit amount including the interest accrued and set-off such amount against the outstanding amount payable to Bank under the Secured SBM One co-branded Credit Card.

E) TERMINATION/REVOCATION OF CARD MEMBERSHIP 😢
i) Procedure for surrender of SBM One co-branded Credit Card by cardholder due notice –
a) You can close your SBM 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 SBM One co-branded Credit Card (if applicable and/or availed of) will immediately become due.

b) Any refund/reversal that is received after the SBM One co-branded Credit Card closure will be intimated to you and refunded electronically to the account number shared with customer care after verifying the ownership.

c) Once the virtual SBM One co-branded Credit Card is activated, the physical card will be sent to you. If you choose to cancel SBM One co-branded Credit 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 Bank's system.

d) Upon termination/revocation of SBM 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 SBM One co-branded Credit Card.

e) You specifically acknowledge that once your SBM 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 SBM 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 Bank.

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

ii) **Link for surrender of SBM One co-branded Credit Card by cardholder**

https://www.sbmbank.co.in/aboutus/contact-us.php

iii) **Contact details for the cardholder to initiate closure / hotlisting - email-id, dedicated telephone number for SMS, IVRS:**

You can contact the Bank at customercare@sbmbank.co.in and on 1800 1033 817 or call the customer care via phone on 1800-210-9111 (W.e.f 10.10.2025 1800-209-2111) or raise a ticket in the OneCard App or email at help@getonecard.app (W.e.f 10.10.2025 sbmone@getonecard.app), for initiating closure of card subject to the outstanding dues being cleared.

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

iii) Procedure for revocation of SBM One co-branded Credit Card membership
Your access to your SBM 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 SBM One co-branded Credit Card statements with actual outstanding, even after closure of the SBM One co-branded Credit Card account.

iv) **Procedure for closure of SBM One co-branded Credit Card account if the card has not been used for more than one year:**

In case your SBM 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)

If either no reply is received from the cardholder or the cardholder does not start using the SBM One co-branded Credit Card within a period of 30 (thirty) days, the card account shall be closed by the Bank, subject to payment of all dues by the cardholder.

Also, in case your SBM One co-branded Credit Card is not activated by you for more than 30 days from the date of issuance, we shall seek a One Time Password (OTP) based consent from you to activate the SBM One co-branded Credit Card.

F) LOSS/THEFT/MISUSE OF CARD 😠

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

In case your SBM One co-branded Credit Card is lost, stolen, misplaced, or if the credit card PIN has been compromised, report this immediately to the Bank via [customercare@sbmbank.co.in and on 1800 1033 817], or from the OneCard App or via phone on 1800-210-9111 (W.e.f 10.10.2025 1800-209-2111) or email us on help@getonecard.app (w.e.f 10.10.2025 sbmone@getonecard.app).
If your SBM One co-branded Credit Card is misplaced, you can lock the SBM One co-branded Credit Card temporarily from the OneCard App.

If your SBM One co-branded Credit Card is lost or stolen, you can block the SBM 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 the Bank immediately by calling on [1800 1033 817], or reach out to us on 1800-210-9111 (W.e.f 10.10.2025 1800-209-2111). Please also report the theft of the SBM 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.

ii) Web-site link, phone banking, SMS, e-mail, IVR, a dedicated toll-free helpline, email id reporting to nearest branch, etc for reporting unauthorised transactions and initiating blocking of card:

If a Cardholder suspects any unauthorized transaction, they should inform the Bank through the following channels: for blocking of card to avoid further unauthorized transaction or misuse. In case of loss / theft / misuse of the card, Cardholder can immediately hotlist / block the card by raising a request to 24-hour call Centre - 1800 1033 817.

You can also block the SBM One co-branded Credit Card from the OneCard App.

If you change the registered mobile number or e-mail address, you can intimate the Bank by sending an email to [customercare@sbmbank.co.in], or intimate us by sending an email to help@getonecard.app (W.e.f 10.10.2025 sbmone@getonecard.app).

iii) 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 of card/phoneis 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 Bank'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 <= ₹ 500000 ; Maximum liability <= ₹ 10000 Credit Card limit > ₹ 500000 ; Maximum liability <= ₹ 25000
More than 7 working days	As per Bank's approved policy

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

F) RuPay Credit Card
Activating your RuPay virtual 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 you.

1. The functionality of the virtual RuPay Credit card will be made available to the Cardholders who are eligible and satisfy the criteria for the same.
2. This provision of the RuPay Credit Card is made at the sole discretion of the Bank and us and the offerings may be altered/ paused/ discontinued by Bank at any time, with or without prior intimation to you.

Terms of Service for RuPay Credit Card
The SBM One RuPay Credit Card would be referred to as the "Floater Card" and the earlier issued card as the "Existing Card".

1. SBM Bank One Rupay Credit card will be issued as a virtual card which will be accessible via the OneCard app.

2. The combined credit limit shared between the Floater Card & the Existing card would be the same as the limit already assigned to you on the existing credit card.

3. The statement date shall continue to be the same as of the Existing Card along with the applicability of all terms and conditions of the Existing Card and only one consolidated statement will be generated for both the Existing Card and the Floater Card.

4. The cardholder shall make a unified repayment through the App for such consolidated statements for both the Existing and Floater Card.

5. POS transactions shall be disabled on the Virtual RuPay Card.

6. The cardholder will not be eligible for any rewards for any transactions made on the RuPay Virtual Card. For cardholders who had been issued RuPay Virtual Card before 27th November 2024, reward points will be credited till 26th December, 2024 for eligible transactions.

7. If you choose to close/cancel your RuPay virtual card, you will not be able to reapply for it, except if the closure is due to any fraudulent transactions.

8. Interest rates, penal charges and any other fees/ incidental fee related to the usage of the card shall continue to remain the same as mentioned in the existing MITC and Key Facts Statement, to the extent applicable to the Floater Card.

9. Floater Card will have the same mobile number linked as in the Existing card.

10. RuPay Floater Credit Card is restricted for usage on the following MCC(s):

Sr no.	MCC code (if applicable)	Nature
1	0000	P2P (Peer to Peer)
2	7407	P2PM (Peer to Peer Merchant)
3	7409	Digital account opening
4	7408	Lending platform
5	6010	Cash withdrawal at merchant
6	NA	Cash withdrawal at ATM
7	NA	ERUPI (UPI voucher for government subsidy etc)
8	6211	IPO (Purpose code: 01)

Sr no.	MCC code (if applicable)	Nature
9	NA	Foreign Inward Remittances
10	NA	Mutual Funds
11	4829	Wire transfers/ money orders
12	5413	Credit Card bill payment
13	6010	Financial institutions - manual cash disbursements
14	6011	Financial institutions - automated cash disbursements
15	6012	Financial institutions - merchandise and services
16	6013	Cash withdrawal thru ICCW (interoperable cardless cash withdrawal)
17	6051	Non-financial institutions - foreign currency, money orders (not wire transfer), scrip and travelers' checks
18	6211	Securities - brokers and dealers/IPO
19	7322	Debt collection agencies
20	7800	Govt Owned Lottery
21	7801	Govt Licensed Casinos
22	7802	Govt Licensed Dog/Horse racing
23	7995	Betting, including lottery tickets, casino gaming chips, off-track betting and wagers at race tracks
24	9406	Govt owned Lottery

UPI on RuPay Credit Card · The functionality of RuPay Credit card on UPI will be made available to the SBM One Credit Card Users who satisfy the criteria. · This provision is made at our sole discretion and the offerings may be altered/ paused/ discontinued at any time, with or without prior intimation to You.

Terms of Service for UPI usage

1. This facility will be provided, subject to approval of SBM One RuPay Credit Card at Your request.

2. The Cardholder's primary credit card mobile number will be used for the setup of the SBM One Rupay Credit Card and will be used for UPI based transactions.

3. Cardholders will have to set a 6-digit UPI PIN to activate UPI functionality on the SBM One RuPay Credit Card and all UPI payments will be authenticated using the 6-digit UPI PIN. The 6-digit Credit Card PIN will not be considered for authenticating UPI transactions.

4. Activation of RuPay Virtual Credit Card will be considered as customer consent for enabling UPI on the card.

5. Cardholder can only make P2M transactions allowed on the RuPay network.

6. Transactions on P2P, P2PM, digital account opening, lending platform, cash withdrawal at merchant, cash withdrawal at ATM, ERUPI, IPO, Foreign Inward Remittances, Mutual Funds and any other categories as restricted by the Bank and the RBI are not allowed.

7. UPI on Credit Card will be subject to both credit card limits provided to You by SBM and the existing UPI transaction limits as set by NPCI for all UPI transactions (whichever is lower).

8. All fees, finance charges, surcharges or mark-ups applicable on Credit Card transactions will be applicable on Credit Card on UPI transactions too.

9. Cash withdrawal will not be allowed from Credit Card on UPI transactions.

10. Any transaction done against a Credit Card on UPI will be deducted from your existing credit card limit.

11. SBM One RuPay Credit Card on UPI cannot be set as a default option to receive funds.

12. In case of renewal or replacement of the SBM One RuPay Credit Card, the Cardholder has to re-register on the UPI App with updated Credit Card details.

13. In case of device change, the Cardholder has to re-register for a credit card on the UPI app with the same SIM.

14. Transaction limit on UPI using the issued SBM RuPay Credit Card would be:

- Amount limit per card per day can be up to UPI limit (i.e, 1 lakh per day, 2 lakhs for some special MCC codes i.e 5960, 6300 & 6529 - Insurance & up to 5 lakhs for verified merchants under categories aligned to hospitals & educational services with MCC Codes for hospitals being 8011, 8021, 8031, 8041, 8042, 8049, 8050, 8062, 8071, 8099 & 0742 & for educational institutions being 8211, 8220, 8241, 8244, 8249 & 8299) - Amount limit per card is ₹5,000/day (24 hours cycle) for the 1st day after 1st successful transaction & including first transaction.

H) DISCLOSURES 📣

i) Bank will share credit information including but not limited to the current balance, loans / EMI facilities linked to the SBM One co-branded Credit Card (if applicable and/or availed of), balance outstanding on the SBM 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) Bank may at its sole discretion, utilize the services of external service provider/s or agent/s and on such terms as required or necessary, in relation to its product.

iii) All references to “We” or “we” in these terms shall mean and include the Bank, Oneconsumer Services Private Limited and Bank’s authorised service providers

iv) Banks 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) Bank will provide particulars of the SBM 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 SBM One co-branded Credit Card. A copy of this MITC document, Terms and Conditions, and FAQ will always be available on www.getonecard.app.
ix) The arrangement between Oneconsumer Services Private Limited and the Bank for issuance of the co-branded credit card may involve sharing of revenues in respect of such co-brand credit card, the details for which are available on the link below:

SBM-Bank-India-Revenue-Sharing-Declaration.pdf

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. The Bank will be deemed to have fulfilled its delivery

obligations upon sending such documents electronically. If the Cardholder does not notify the Bank 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 the Bank may, at its discretion, monitor and record all telephone and electronic communications between the Cardholder and the Bank 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 the Bank 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.

I) Grievance Redressal and Compensation Framework

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

a) Timeline for redressal of grievance

For any grievance, you can reach out to the bank at [SBM Bank Grievance Redressal Mechanism] or as per the Bank's escalation matrix, or reach to us at grievances@fplabs.tech

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 the Banking Ombudsman Scheme are available on the Reserve Bank of India (RBI) website at https://www.rbi.org.in/

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

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

iii) Contact details of the SBM One co-branded Credit Card-issuer-issuer are as following**

📧 Card Issuer Contact Details : SBM Bank Customer Care Number- 1800 1033 817
SBM Bank Customer Care Email Id- customercare@sbmbank.co.in

Alternatively, email your query or concern to help@getonecard.app (W.e.f 10.10.2025 sbmone@getonecard.app)
📞 Call us on our helpline number at 1800-210-9111 (W.e.f 10.10.2025 1800-209-2111)

🏬 Write to us or visit us at:

SBM Bank (India) Ltd. 101, Raheja Centre First Floor, Free Press Journal Marg, Nariman Point, Mumbai - 400021, Maharashtra, Tel No: +91 22 4302 8888

If you are not satisfied with the response from regular channels, you can reach out to the Bank at [Nodal.officer@sbmbank.co.in], or send an email to grievances@fplabs.tech

For any help, you can reach out to:

🏬 Write in: C/O SBM Bank

FPL Technologies, West Bay, Survey No. 278, Hissa No. 4/3 Pallod Farm, Phase II, Baner, Taluka Haveli Baner Gaon, Pune City, Pune – 411045, Maharashtra - India

I) Secured SBM One co-branded Credit Card
a) The Secured Credit Card (“ Secured SBM One co-branded Credit Card”) is a credit card issued by Bank against a fixed deposit created and maintained by Cardholder with the Bank.

b) These Terms apply to and regulate the Secured SBM One co-branded Credit Card issued by the Bank and are in addition to and not in derogation of the Terms and Conditions governing the Credit Card facilities of the Bank and Terms and Conditions governing Bank’s Fixed Deposit (the “Primary Terms and Conditions”) as available on the Bank’s website . To the extent of any inconsistency between these Terms and Primary Terms and Conditions, these Terms shall prevail.

c) In order to be eligible for availing the Secured SBM One co-branded Credit Card, you shall be required to create and maintain a fixed deposit of minimum Rupees Five Thousand only (₹5,000/-) or as decided by Bank through the OneCard Mobile Application (“OneCard App”). Do note that the fixed deposit can be created with the Bank using the OneCard app only if a person is applying for SBM One co-branded Credit Card. Only one secured SBM One co-branded Credit Card shall be issued at any given point to an applicant.

d) The credit limit on the Secured SBM One co-branded Credit Card shall be up till Two Hundred and Fifty percent (250%) of the fixed deposit amount, subject to minimum credit limit of Rupees Five Thousand only (₹ 5,000/-) or as decided by Bank and maximum credit limit of Rupees Two Lakh and Fifty Thousand only (₹ 2,50,000). The said credit limit may be subject to change at the sole discretion of the Bank from time to time and shall be communicated to you through such mode and manner as deemed fit by the Bank.

e) You shall be required to create the fixed deposit in the manner specified and upon execution of the relevant documents as specified by the Bank from time to time. The fixed deposits so created with the Bank shall be for a maximum period of twelve (12) months and shall be on auto renewal mode and any fixed deposit created after 14th June 2023 will be for a maximum period of 390 days and shall be on auto renewal mode. By applying for the Secured SBM One co-branded Credit Card and agreeing to the Terms contained herein, you hereby give your consent for the fixed deposit to be auto-renewed at the end of every twelve (12) month period or at the end of 390 days for fixed deposits created after 14th June 2023. In the event of cancellation of the Secured SBM One co-branded Credit Card by you/Bank, the fixed deposit linked to the

Secured SBM One co-branded Credit Card shall continue in accordance with the instructions placed by you at the time of placing the fixed deposit.

f) Upon issuance of the Secured SBM One co-branded Credit Card, in addition to the Bank's right of general lien and set-off, the Bank shall mark a lien on the entire/part-of fixed deposit amount deposited by you, including interest earned by you, until the termination of the Secured SBM One co-branded Credit Card after paying off the outstanding dues or maturity of the fixed deposit, as the case may be. In the event that you have existing fixed deposit with the Bank, the same will not be linked with the fixed deposit used with your Secured SBM One co-branded Credit Card account. The Secured SBM One co-branded Credit Card shall be activated and be available for use by you only once lien has been marked on the fixed deposit created by you.

h) The prevailing rate of interest applicable at the time of auto-renewal of the fixed deposit shall be applicable on the linked fixed deposit amount .

i) In case the fixed deposit is liquidated prior to the completion of any twelve (12) month period or 390 days period for fixed deposits created after 14th June 2023, tenure-based penalty shall be charged at one (1) percent of interest accrued on the fixed deposit from the date of creation of fixed deposit till date of liquidation of fixed deposit.

j) Once the Secured SBM One co-branded Credit Card is issued, you shall not have the right to make any part withdrawals from the fixed deposit linked to the Secured SBM One co-branded Credit Card. The tenure of the fixed deposit opened for availing the SBM One co-branded Credit Card shall continue on an auto renewal mode unless terminated and cancelled. The issuance of Secured SBM One co-branded Credit Card is subject to successful creation of the fixed deposit.

k) The fixed deposits which are in the name of a single individual shall be eligible for Secured SBM One co-branded Credit Card and the fixed deposit has to be opened through the OneCard App. Nomination facilities shall be available for the fixed deposit facility.

l) In the event of termination/withdrawal/cancellation of the fixed deposit of the Secured SBM One co-branded Credit Card or if you fail to pay the amount outstanding on the Secured SBM One co-branded Credit Card within sixty (60) days from the due date as mentioned in the Card Statement, or in case of termination of the fixed deposit upon your demise, the Bank shall be entitled forthwith to liquidate the entire fixed deposit amount including the interest accrued and set-off such amount against the outstanding amount payable to Bank under the Secured SBM One co-branded Credit Card. Any balance remaining after the above referred deduction shall be refunded to you and pending outstanding will have to be paid immediately. In case of your unfortunate demise, the Secured SBM One co-branded Credit Card shall stand terminated. Further, in case of non-payment of dues, the Bank shall report the Secured SBM One co-branded Credit Card held by you as delinquent to the Credit Information Companies (CICs), authorized by the RBI and such reporting shall affect your credit score adversely.

m) However, notwithstanding anything contained herein or any other document, in such case, the Bank shall have the right to liquidate the entire fixed deposit amount, including the interest accrued, and set- off such amount against the outstanding amount payable to Bank with respect to the Secured SBM One co-branded Credit Card. Any balance remaining after the above the due adjustment shall be refunded to you.

n) Cardholders have an option to top-up the fixed deposit within the OneCard App at the sole discretion of the Bank. Fixed deposit top-up can be done 9 times by the Cardholders within the OneCard App.

o) Cardholders with a cumulative fixed deposit amount above ₹ 50,000 or as decided from time to time will be issued a metal card.

p) During the upgrade to a metal card and its subsequent dispatch, your Secured SBM One co-branded Credit Card will be blocked, but a new virtual card would be available within the App for your use.

q) Cardholder may make any incremental top up to fixed deposit, however, this will be at Bank’s discretion and will be subject to any applicable law.

r) Bank shall report the Secured SBM One co-branded Credit Card to CICs as Unsecured credit card.

J) REWARD POINTS 🎁

By using your SBM One co-branded Credit Card, you are automatically enrolled in the One co-branded Rewards Programme. When you transact with your SBM One co-branded Credit Card, reward points are credited to your SBM 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.

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

With reference to the financial assistance/credit facility in the form of SBM One co-branded Credit Card being availed by me on the date hereof issued by SBM, 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 / EMI/ 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 /EMI/ 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.

SBM 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 days	SMA / NPA Categorization	SMA since Date / SMA class date	NPA Categorization	NPA Date
01.01.2022	01.01.2022	Entire dues upto 01.01.2022	0	NIL	NA	NA	NA
01.02.2022	01.02.2022	Partly paid dues of 01.02.2022	1	SMA 0	01.02.2022	NA	NA
01.02.2022	02.02.2022	Partly paid dues of 01.02.2022	2	SMA 0	01.02.2022	NA	NA
01.03.2022		Dues of 01.02.2022 not fully paid 01.03.2022 is	29	SMA 0	01.02.2022	NA	NA

		also due at EOD 01.03.2022					
		Dues of 01.02.2022 fully paid. Due for 01.03.2022 not paid at EOD 01.03.2022	1	SMA 0	01.03.2022	NA	NA
		No payment of full dues of 01.02.2022 and 01.03.2022 at EOD 03.03.2022	31	SMA 1	01.02.2022/03.03.2022	NA	NA
		Dues of 01.02.2022 fully paid. Duefor 01.03.2022 not fully paid at EOD 01.03.2022	1	SMA 0	01.03.2022	NA	NA
01.04.2022		No payment of dues of	60	SMA 1	01.02.2022 / 03.03.2022	NA	NA

		01.02.2022, 01.03.2022 and amount due on 01.4.2022 at EOD 01.04.2022					
		No payment of dues of 01.02.2022 till 01.04.2022 at EOD 02.04.2022	61	SMA 2	01.02.2022 / 02.04.2022	NA	NA
01.05.2022		No payment of dues of 01.02.2022 till 01.05.2022 at EOD 01.05.2022	90	SMA 2	01.02.2022 / 02.04.2022	NA	NA

		No payment of dues of 01.02.2022 till 01.05.22 at EOD 02.05.2022	91	NPA	NA	NPA	2.05.2022
01.06.2022	01.06.2022	Fully Paid dues of 01.02.2022 at EOD 01.06.2022	93	NPA	NA	NPA	2.05.2022
01.07.2022	01.07.2022	Paid entire dues 01.03.2022 & 01.04.2022 atEOD 01.07.2022	62	NPA	NA	NPA	2.05.2022
01.08.2022	01.08.2022	Paid entire dues of 01.05.2022 & 01.06.2022 at	32	NPA	NA	NPA	2.05.2022

		EOD 01.08.2022					
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 SBM 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 SBM One co-branded Credit 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 the Bank may incur additional fees, penalties, or charges. Such transactions may be deemed a violation of the Credit Card's intended use, and the Bank 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 SBM One co-branded Credit Card issued by the Bank 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 Bank and/or its authorised service provider is entitled to verify these details directly or through any third-party agent. I further understand that Bank and/or its authorised service provider may at its sole discretion sanction or decline this application for the SBM One co-branded Credit Card. I undertake to inform the Bank 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 SBM One co-branded Credit Card. I hereby confirm that I shall abide by all applicable policies of the Bank.

I hereby authorize and give express consent to the Bank 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 SBM One co-branded Credit Card to other branches of the Bank, subsidiaries or affiliates of the Bank, 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 the Bank and/or its authorised service provider may deem fit to process my application and/or for continued usage of the SBM One co-branded Credit Card and/ or for any other marketing objectives. I hereby specifically waive the privilege of privacy and privity of contract.