



**STANDARD OPERATING
PROCEDURES (SOP)
ON
CREDIT CARD
PRODUCTS FOR FY2022-24**

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1. Credit Card

1.1 Assessment of Credit Card limits & Sanctioning Authorities

Two different Scoring Model applications (for customers and Non-customers) approved by CO: Risk Management Dept factoring various aspects of customer profile and risk perceptions and giving due weightage to the Business connections of the applicant shall be adopted for assessing the credit rating.

GM (RAD) is authorized to approve/add/modify the models for arriving eligible limits as per the business requirements.

Credit Information Companies (CICs) {that has obtained certificate of Registration from RBI} verification based on details furnished in the application shall be carried out for all card accounts.

Based on the CICs' information & score level, Cards will be approved pro-actively. Minimum CIBIL score of 700 for customers and 725 for new to bank customers & Corresponding Scoring for other CICs. (For salaried customers, employed with Central Govt/ State Govt/ PSU/Govt. aided institutions and for other customers having net annual income of 15 lacs and above, CIBIL score of -1 can be considered.

Zonal Managers & DGM (RAD) are vested with powers to consider deviations on a case to case basis

Details of the Credit Card functionalities handled are as detailed below:

Department	Functionalities
CO: RAD	CO: RAD will be the owner of Credit Card Policy. All business related decision including fixing of credit card limits, interest rate and charges, portfolio management, maintenance of Asset Quality and NPA management, handling business related customer complaints
CO: DBD	All technology related functionality including issuance of Cards & pin mailers, providing hardware and software support, card billing, handling transactions, Reconciliation and Redressal of customer complaints related to issuance of card, billing and transactions.

Sanctioning Powers of various Authorities

Delegation of powers for sanctioning Credit Card limits for the Credit cards and add-on cards (within the overall limit of the primary card holder) based on the application of prescribed Scoring Models and as per the CO:RAD approved eligible Credit limits are as follows:

Sanctioning Authority	Limit up to and inclusive of (in Rs.)
CM in-charge of Credit at Zonal Offices & CM in-charge of Credit card at CO	5,00,000
AGM In-charge of Credit at Zonal Offices/ AGM in-charge of Credit Card at CO/Deputy Zonal Manager(AGM)/ Zonal Manager(AGM)/ LCB/MCB (AGM)	20,00,000
Deputy Zonal Manager(DGM)/ Zonal Manager(DGM)/LCB (DGM)	30,00,000
Field General Manager(FGM)	50,00,000

Branch Managers are authorized to sanction limit for "Secure Card" to Term deposit customers, as per the sanctioning powers for Loan against Deposit defined in the Power Booklet.

Delegation of powers for sanctioning Credit Card proposals beyond the sanctioning powers of Zonal Office/LCB/MCB/ FGM/Credit Card Centre are as detailed below:

Sanctioning Authority	Limit above
Corporate Office Level Credit Committee (GM)	Rs. 50,00,001/- to Rs.100,00,000
Corporate Office Level Credit Committee (ED)	Rs. 100,00,001/- & above.

On a case to case basis, based on the recommendation of Branch Manager, Zonal Manager, MCB Branch Heads, LCB Branch Heads, FGM, the higher limits for all categories of pre-approved cards can be sanctioned by the respective sanctioning authority at CO: Credit Card Centre.

Physical Copy of Credit Card Applications to be maintained at Branch/Zonal office/ LCB/MCB/FGMO for future requirements. After sanction, the details are to be entered in the online portal to enable CO: Credit Card Centre to issue cards to the customers.

All sanctions made under the powers of Branch/Zonal Office/FGM Office/LCB/MCB to be reported to CO: Credit Card Centre on a monthly basis.

Limit Enhancement

No unilateral enhancement of existing Credit Card Limit is permitted. Card Holder can apply to Branch for enhancement of credit card limit after minimum usage of 6 months in the existing credit limit. Branch has to send the request of the Card Holder with the latest income details to Zonal Office and non-customers has to send directly to Zonal Office. The minimum increase in the eligible amount should be at least Rs 10,000/- in any individual case.

Exceptions to be considered if recommended by Branch Manager/ Zonal Manager depending on the limit to be sanctioned. FGM is empowered for authorizing any deviations/ enhancements beyond the sanctioning powers of ZMs/ DZMs/BMs on a case to case basis.

Rejection of Credit card applications

In compliance with RBI guidelines applicants shall be informed in writing by Zonal Office through the Branches concerned, the reason(s) which has/ have led to the rejection of their credit card application and for Non-customers directly by mail / e-mail

1.2 Credit Period, Billing & Interest rates

As per RBI guidelines, the card holders shall be given sufficient number of days (at least one fortnight) for making payment before the interest starts getting charged.

The pre-determined statement date for the different categories of cards is given below:

Card type	Statement date
VISA Global Classic, Global Gold, Global Platinum, Secure Card, Business Card & Bharat Card	20 th of every month
Rupay Cards – All products	

- GM/Department Head of Credit Card Centre is authorized to make any changes in the Billing dates based on the business needs.
- The card holders are given 15 days' time for making the payment from the statement date.
- Cash withdrawals through credit cards will attract interest from the date of transaction
- Purchase transactions are interest free credit period of a minimum of 15 days and a maximum of 45 days depending on the date of usage of the card.
- The e –statement of the credit card is password protected.

1.3 Eligibility Criteria, Features & Card Limits

I. Eligibility Criteria

The eligibility criteria for credit cards limits are given below:

Customer	Condition	Limit
Existing Deposit Customer	Average monthly balance of Rs.50000 & above	Min Rs.50000 Max – Equals to monthly average balance of 1 year

Existing salaried customer	Employed with Central Govt/State Govt/PSU/ MNC/Govt aided institutions and maintaining salary account with us	Min-Rs.50000 Max-Three times of monthly salary
Existing standard home loan customer	Loan limit of Rs.20.00 Lakh and above and servicing instalment regularly. Never restructured or appeared in SMA 1/SMA2/NPA	Min Rs.100000 Max – 5% of home loan limit, maximum Rs.300000
New Home Loan customer	Loan limit of Rs.25.00 Lakh and above	Min Rs.100000 Max – 5% of home loan limit, maximum Rs.300000
Existing deposit customer	Annual transaction through Debit card is more than Rs.50000 for non-cash transaction	Min Rs.50000 Max – Equals to monthly average transaction of 1 year
Existing business loan customer enjoying working credit facility	Loan limit of Rs.25.00 Lakh and above and account is regular. Never restructured or appeared in SMA 1/SMA2/NPA	Min Rs.100000 Max – 10% of avg. monthly turnover (past 1year)
Existing Current Account customer	Monthly turnover of Rs.10.00 Lakh and above	Min Rs.100000 Max – 10% of avg. monthly turnover (past 1year)
Existing Business Correspondent	Having monthly remuneration of Rs.10000 and above (based on last six months average)	Min Rs.25000 Max - Three times of average monthly remuneration
Customers eligible for Preapproved Personal Loan (PAPL), but didn't avail the facility	Account should be reflected in the eligible PAPL list shared by CO: RAD from time to time	Min Rs.50000 Max – three times of monthly income, Maximum 200000

II. Features

The features and eligibility criteria for various card types are as follows:

Visa- Global Gold, Platinum Cards, Rupay-Select, Platinum & Classic

- Customers of Indian Bank and Indian Bank sponsored RRBs (Regional Rural Banks) having satisfactorily conducted accounts and with KYC Compliance.
- Indian Nationals of Age between 18 to 80 years with Minimum Gross Income of Rs.12,500/- per month (applicable prospectively).
- PAN Card is mandatory
- Mobile Number and email id are mandatory.

- For NRIs & PIOs on a case-to-case basis on their agreeing for our marking lien on their deposits (waiver to this condition can be considered by the Zonal Manager OR by FGM, Corporate Office Level Credit Committee (GM) for limits beyond the sanctioning powers of Zonal Manager, FGM, LCB, MCB Branch Heads, Branch Managers, Credit Card Centre officials based on specific recommendation of the respective Zonal Manager).
- Add-on cards up to a maximum of 4 to spouse / children / brothers / sisters / parents. KYC Documents (address proof and identity proof) are mandatory

Bharat Cards

- Only to Indian Bank customers having satisfactorily conducted accounts and with KYC Compliance
- Indian Nationals of Age between 25 to 60 years with Minimum Gross Income of Rs.5000/- per month (applicable prospectively).
- No add-on cards.
- PAN Card is mandatory
- Mobile Number and email id are mandatory.

Business Cards

- Corporate & SMEs Loan Accounts – (Limited Companies, Partnerships, Sole Proprietary Concerns, Trusts & Association) having aggregate secured limits of Rs. 25.00 lakhs & above
- Reputed corporate current accounts with satisfactory track record of operations and financials in the past two years on a case to case basis only by the Zonal Manager or with Zonal Manager's recommendation for limits beyond the sanctioning powers of Zonal Manager.
- Up to a maximum of 5 cards to the individual executives / employees nominated by the company and within the overall limit to the Company. Apart from the name of the individual, card will also carry the name of the Business Entity.

Secure Cards

- Customers of Indian Bank having Term Deposit Accounts of Rs.25,000/- & above.
- Consent letter for marking lien on the deposit amount up to the limit sought is mandatory.
- PAN Card is mandatory.
- Mobile Number and email id are mandatory
- Add-on cards up to a maximum of 4 to spouse / children / brothers / sisters / parents. KYC Documents (address proof and identity proof) are mandatory.

Non-Customers

- Satisfactorily conducted SB/Current account with any scheduled Bank in India.
- Mobile number, email ID, PAN number and AADHAR card mandatory
- Minimum CIBIL score of 725 and corresponding scores for other CICs.

- Age from 20 years to 70 years
- Income Rs.3 lakhs and above p.a. as per latest 2 years IT returns with income proof.

III. Credit Limits of Various Credit Cards range

The features and credit limits of credit card range are given below:

S. No	Product Name	Card Type	limit range	Other Terms / Features
1.	Bharat Card (VISA Classic)	Domestic	Rs.10000 to Rs.19,999	EMI Facility – No Cash Limit – 25% ROI-1.79% Minimum amount payable: monthly – 10% Reward points – NA Insurance Cover – *
	Rupay Classic	Domestic	Rs.10000 to Rs.25000	EMI Facility – Yes Cash Limit – 25% ROI-1.79% Minimum amount payable monthly– 5% Reward Points – NA Insurance Cover – *
2.	Business Card VISA (Gold/Platinum) & Rupay (Platinum/Select)	Global	As requested by the customer	EMI Facility – No Cash Limit – 40 % ROI-1.99% Minimum amount payable: monthly– 5 % Reward points –1 point valued at Re.1 for every Rs.200 spent – to be credited on 500 points accruing. Insurance Cover – * Insurance cover for Rupay cards as offered by NPCI
3.	Visa-Gold Card / Classic Card	Global	Rs.20000 to Rs.99999	EMI Facility – YES Cash Limit – 40 % ROI-1.99% Minimum amount payable: monthly–5 % Reward points –1 point valued at Re.1 for every Rs.200 spent – to be credited on 500 points accruing. Insurance Cover – *

S. No	Product Name	Card Type	limit range	Other Terms / Features	
4.	Visa Platinum Card	Global	Rs. 100000 and above	ROI- 1.66%	EMI Facility – YES Cash Limit – 40% Minimum amount payable: monthly- 5 %
	Rupay Platinum Card	Global	Rs.25001 to Rs.199000	ROI- 1.99%	Reward points – 1 point valued at Re.1 for every Rs.200 spent – to be credited on 500 points accruing.
	Rupay Select Card	Global	Rs.2.00 lakhs & above	ROI- 1.66%	Insurance Cover – * Insurance cover for Rupay cards as offered by NPCI
5.	Secure Card (Card to be issued against lien on the total amount in Term Deposit offered as security)	Global	Minimum of Rs. 25000 or 100% of the Deposit amount or lesser limit requested by the customer. Accrual of Interest on term deposit will not be considered for enhancement of Limit.	Term Deposit Period – Minimum One Year EMI Facility – YES ROI-As per the card variant. Cash Limit – 40% Minimum amount payable monthly- 5% Reward points – 1 point valued at Re.1 for every Rs.200 spent – to be credited on 500 points accruing. Insurance Cover – * For Rupay credit cards as offered by NPCI	

Deduction of tax on benefit or perquisite in respect of Business or profession u/s 194R of Income Tax Act 1961. This is applicable for the benefits given on credit card, i.e., Reward points / Cash back.

IV. Staff Card Limits

Credit Card Limits to the staff members have been fixed as follows based on their scale:

S. No	Designation / Employee Scale	Limits (in Rs)	Limits (in Rs)
		During the service	On retirement #
1	Chairman, Managing Director & CEO	10,00,000	10,00,000
2	Executive Directors / Chief General Manager / Board of Directors	10,00,000	10,00,000
3	General Managers	8,00,000	8,00,000

S. No	Designation / Employee Scale	Limits (in Rs)	Limits (in Rs)
		During the service	On retirement #
4	Deputy General Managers	6,00,000	6,00,000
5	Asst. General Managers	5,00,000	5,00,000
6	Chief Managers	3,50,000	3,00,000
7	Senior Managers	3,00,000	2,50,000
8	Managers	2,50,000	2,00,000
9	Asst. Managers	2,00,000	1,50,000
10	Clerks / Special Assistant	1,50,000	1,00,000
11	Substaff	50,000	25,000
12	Full Time Sweeper	40,000	20,000
13	PTS ¾ Wages	35,000	15,000
14	PTS ½ Wages	25,000	10,000
15	PTS 1/3 Wages	25,000	10,000

- Limit during Probation period: (i) Officers – Rs.50,000 (ii) Clerks – Rs.25000
 - Substaff, FTS & PTS on probation are not eligible for Credit Cards
- # Limits will be modified on retirement by CO: Credit Card Centre.

Staff members can also apply for credit card limits under customer category based on Scoring Model or 100% lien on deposits, both while in service and after retirement / resignation.

V. Daily usage limits for various Credit Card products

S. No.	Card Product	ATM Cash Limit	POS / E-Com Purchase Limit	Aggregate Limit
1	Bharat/ Classic Card	8000	12000	20000
2	Gold Card	25000	75000	100000
3	Platinum/ Select Card	50000	150000	200000
4	Business Card	50000	300000	350000

Limits indicated above are as prevalent currently and are subject to revision

VI. Accident Insurance Cover and other Insurance Benefits to Card Members

- Under tie up with Insurance Company identified through RFQ process, our credit card members are extended certain insurance benefits including cover for Accident Death under a tailor made Policy for IB Card Members. The Policy is based on MOU and agreement entered into with the identified Insurance Company and the same is reviewed every year by the functional General Manager of CO: CCC.

- The Insurance cover is offered as value addition to our card members free of cost.
- The Insurance Cover includes Accident Death / Hospitalization, Baggage Cover, Purchase Protection Cover and Credit Shield.
- Details of the insurance company (Name, Address & Telephone nos.) will be informed to the card holders.
- Nomination details will be obtained from the card holder and same will be communicated to the Insurance Company for registration.

	*Insurance cover		Visa Gold, Platinum, Business, Secure cards	Visa Classic	Bharat & Rupay Classic
A	Death (100%) due to Air Accident		Rs.5.00 lakhs	Rs.2.00 lakhs	Rs.1.00 lakh
B	Death (100%) due to any other accident		Rs.2.00 lakhs	Rs.1.00 lakh	Rs.0.50 lakh
C	Hospitalization Cover due to accident	Age upto 65 years	Rs.1.00 lakh	Rs.0.50 lakh	Rs.0.50 lakh
		Age 66 to 80 years	Rs.0.50 lakh	Rs.0.25 lakh	Not Applicable
D	Baggage Cover		Rs.10,000	Rs.5,000	Not Applicable
E	Credit shield on death		Rs.25,000	Rs.10,000	Rs.10,000
F	Purchase protection cover		Rs.25,000	Rs.10,000	Rs.10,000
G	Death (100%) due to any other accident to First Add On Card member		Rs.1.00 lakh	Rs.0.50 lakh	Not Applicable

1.4 NPAs & Recovery Measures

To make the OTS Scheme in Credit Card operations more comprehensive, the following will be adopted.

Minimum Compromise Amount (MCA) for NPA Credit Card Accounts / Quantum of Compromise Amount / Sacrifice to be accepted.

- A. Computation of Minimum Compromise Amount in all Credit Card accounts including Suit Filed accounts(other than those given in point (B) mentioned below):

Particulars	Sanctioning authority
<p>The Minimum Compromise Amount under One Time Settlement is as follows:</p> <ul style="list-style-type: none"> Del 4: Outstanding Amount Del 5 to 16 : Book Balance as on Del 4 + 45% of financial charges Del 17 to 51 : 80% of the (Book Balance as on Del 4 + 45% of financial charges) Del 52 and above: 60% of the (Book Balance as on Del 4 + 45% of financial charges) <p>The proposed sacrifice on OTS is well within the proposed quantum of Sacrifice as mentioned in Bank's Recovery Policy.</p>	<ul style="list-style-type: none"> OTS for the real balance of credit card accounts less than Rs. 10.00 lakhs and where the credit card holder has no other facilities with the Bank will be considered by the Branch Manager as per the powers delegated in the Recovery Policy of our bank for the "Real Balance upto Rs.10.00 lakhs category" where Real balance is Book Balance+MLE+MOX. OTS proposals for credit card NPA accounts (irrespective of balance) for which the credit card holder has any other facilities (with/without securities charged to the Bank), Zonal Office Level Credit Committee (ZLCC) is empowered to consider under their powers on the recommendation of the Branch Manager. OTS proposals for credit card NPA accounts not having any other facility, but having deposit accounts will be considered by as per recovery policy and other applicable policies in force.

- OTS can also be considered in respect of LokAdalat settled accounts/OTS already sanctioned accounts, where settlement failed.
- B. In case the Credit Card holder has other facilities with securities charged to the Bank with the realizable value is adequate to cover primary loan and card dues also, the compromise amount can be considered on a case to case basis on the account of the following:
- The realizable value of the securities net of realization cost
 - The asset classification of the primary loan account
 - The proposal should be otherwise adequately substantiated.

The norms given for computation of Minimum Compromise Amount are only indicative and the emphasis shall continue to be on maximizing recovery amount and keep the sacrifice to the barest minimum.

The recovery should be the Balance Outstanding in the Credit Card account as on the date of categorization of the card in Delinquency Level 04 (corresponding to 90 days past due) Plus interest as applicable and expenses up to the maximum extent possible.

Even though, the Credit Card liabilities are maintained centrally at CO: CCC, Branch Managers and ZLCC are empowered to consider/sanction the OTS in the Credit Card accounts.

Write-Off proposal in the Credit Card operations shall be considered by the ZLCC based on the recommendations of the Branch Managers based on delinquency level.

COLCC(GM) of Corporate Office is authorized to sanction write off proposals in case of retired staff and existing staff whose whereabouts could not be located and where the recovery amount is bleak/could not be recovered.

Department Head of CO: CCC is the Authority for giving permission to initiate arbitration proceedings. COLCC (GM)-Recovery is authorized to permit such write-off of the disputed amount. Bank would prefer insurance claim under Bank's Indemnity Policy in force. Irrespective of the fact the claim is admitted/ settled or rejected by the Insurance Company, COLCC (GM)-Recovery is empowered to write-off of such claims. If the insurance claim is settled for full / partial amount, the same will be appropriated to income of Bank. Hence 100% provision to be made upfront for the disputed amount though it is not an NPA Account as per categorization.

1.5 Security Measures for Credit Card Transactions

1. In case of Lost/Fraudulent transaction, Block the card by sending SMS to 56767 - BLOCKCC or blockcc from Registered mobile number (24*7)
2. Toll free Customer care number (24*7): 1800 425 00000 or Contact CO: Credit Card Centre
3. Lock/Unlock IB Credit card - Through Customer credit card portal & Indian bank Netbanking portal
4. Fraudulent Transaction – Block card and Contact CCC immediately – File FIR – send Customer Dispute Form to raise Chargeback.
5. Card Present: ATM and POS – PIN authentication; SMS & e-mail alert.
6. Card Not Present: Internet / E Com Transaction – OTP authentication; SMS & e-mail alert.