

Roarbank

by UNITY SFB

MOST IMPORTANT TERMS AND CONDITIONS

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“Most Important Terms and Conditions” (“MITC”), herein is applicable to Applicant(s) / members of the public evincing interest in Roarbank credit card by Unity Small Finance Bank Limited (**“Card” / “Roarbank Card”**) and/or cardholders who are issued **Card (“Cardholder”)** by the Unity Small Finance Bank Limited (**“Unity” or “Bank”**).

The Cardholder may apply for and/or manage their Card through the Roarbank mobile application (**“Roarbank App”**). By creating an application, or by activating or managing the Card through Roarbank App, Cardholder understands that it shall mean acceptance to this MITC and the Cardholder Agreement.

This MITC is in addition to and is to be read along with the Cardholder Agreement of the Bank. This MITC is subject to amendment/modification by the Bank from time to time. Please refer to the Bank’s Website <https://theunitybank.com/> for the latest and updated version of the MITC and Cardholder Agreement. The MITC and Cardholder Agreement is also available at <https://theroarbank.in>.

Application for the Card under this MITC will also include application by the Cardholder to open a Roarbank Savings Account (“defined below”) with the Bank, linked to the Card. Please refer to detailed MITC for Roarbank Savings Account in the second part to this MITC.

The Card allows Cardholders to access and utilize funds from the Total Credit Limit assigned to the Cardholder, as well as from the funds in their Roarbank Savings Account. Total Credit Limit is assigned to each Cardholder at the time of application and is subject to change at the sole discretion of the Bank.

Roarbank Card

Your Roarbank Card is a unique credit card linked to a savings account opened with the Bank **“Roarbank Saving Account”** through the Roarbank App. Cardholders can transact for purchases via Card up to an amount totalling the sum of balance(s) available in their Roarbank Savings Account and Available Credit Limit

For every transaction, if the Cardholder doesn’t have enough funds in their Roarbank Savings Account- purchase, or cash withdrawal can proceed - partially or fully covered by the Available Credit Limit (subject to terms and conditions).

Understanding your Roarbank Credit Card:

1. 2-in-1 Card allowing Cardholders to undertake transactions up to an amount totalling the sum of balance(s) available in their Roarbank Savings Account and Available Credit Limit, at any given point of time.
2. Transactions shall first be processed using the Available Credit Limit. If sufficient funds are available in the linked Roarbank Savings Account, the utilized amount shall be immediately auto-debited. In the absence of sufficient funds in the Roarbank Savings Account, the Cardholder may continue to transact up to the Available Credit Limit.
3. If there is an outstanding on the Card and funds are credited into the Roarbank Savings Account, it is settled real-time through an auto-debit

mandate (as provided by the Cardholder during application) and Available Credit Limit is reinstated up to the amount repaid.

4. Transfer(s) to non-merchants can only be done from funds available in the Roarbank Savings Account.

Please see examples below to understand the modus operandi/ logic of transactions done through the Card:

Example 1

Suppose, the Cardholder has the following available balances in their account:

Roarbank Savings Account (SA)	Total Credit Limit
10,000	20,000

In the above scenario, the Cardholder can transact up to INR 30,000 using the card.

Billing Period: 1st April 24 – 30th April 24

Bill Generation Date: 1st May 24

Payment Due Date: 28th May 24 (3 days before end of month in which statement is generated)

Transaction date	Transaction amount	Source of funds	Available balance
2 nd Apr-24	Purchase of item from store at point of sale Rs 1500 (Debited)	SA (as funds available) ¹	SA – Rs 8500 CC – Rs 20,000
3 rd Apr-24	Money transfer (NEFT/ RTGS) Rs 5000 (Debited)	SA (as funds available) ¹	SA – Rs 3500 CC – Rs 20,000
5 th Apr-24	Purchase of item from E-comm Rs 5500 (Debited)	SA – Rs 3500 CC – Rs 2000 (as partial funds available in SA)	SA – 0 CC – Rs 18,000
10 th Apr-24	Purchase of item from store using UPI Rs 8000 (Debited)	CC – Rs 8000 (as no funds available is SA)	SA – 0 CC – Rs 10,000
15 th Apr-24	Purchase of item from E-Comm store Rs 2000 (Debited)	CC – Rs 2000 (as no funds available is SA)	SA – 0 CC – Rs 8000
20 th Apr-24	Rs 5500 (Credited) (Refund from the Merchant of transaction done on 5 th April 24)	1. Refund to Total Credit Limit Rs 2,000 and to SA Rs 3,500; 2. Immediate auto debit of Rs. 3500 from SA to Total	SA – 0 CC – Rs 13,500

		Credit Limit as there is outstanding on the Card	
25 th Apr-24	Rs 25,000 (Credited) (Money transferred from another account to Roarbank Savings Account)	1. Credit into the Roarbank Savings Account of Rs. 25,000; 2. Immediate auto-debit of Rs. 6,500 from SA to Total Credit Limit towards as there is outstanding on the Card	SA- Rs 18,500 CC- Rs 20,000 (full limit reinstated)
28 th Apr-24	Rs 28,000 (Cash withdrawal)*	Single transaction using funds first from SA – Rs 18,500 and remaining from unused Total Credit Limit* CC – Rs 9,500	SA – 0 CC – Rs 10,500
<p>¹Funds are always authorized from Card and auto debited real-time from Roarbank Savings Account to Card to settle the transaction.</p> <p>*ATM withdrawal charges apply as per this MITC. Cash withdrawals from Total Credit Limit are subject to Cash Withdrawal Limit available on your account.</p>			

Bill Generation Date - 1st May 24

Amount Due– Rs 9,500

Minimum Amount Due- Rs 425

Payment Due Date – 28th May 24

1. FEES & CHARGES

a. Joining fees annual membership fees and other fees related to issuance of Roarbank Card.

<u>S. No.</u>	Fee Type	Description	Amount (INR)
<u>1.</u>	Joining fees	Joining fees levied after card activation	Nil

S. No.	Fee Type	Description	Amount (INR)
2.	Annual membership fees	Annual membership fees, levied after 2 nd Year	Nil
3.	Card renewal fee	Card renewal fee	Nil
4.	Card reissuance fee of expired cards	Fee for issuing a new card upon expiration of the old one.	Nil
5.	Card replacement fee for damaged cards or lost/stolen cards	Charge for obtaining a new card due to damage or replacing a lost or stolen card with a new one.	Nil
6.	Duplicate statement fee	Charges for requesting additional copies of Card Statements.	Nil*

*We only send digital copies of statements. Cardholders are requested to keep their email ID updated for receiving regular billing and statement related details. The statement can be downloaded from the Roarbank App as well.

b. Purchases/ transactions related fees:

Rewards redemption fee	Fee assessed for redeeming Reward Points accumulated on the Card through purchases.	Not Applicable
Funds transfer	Payments via direct transfers from Roarbank Savings Account (NEFT/ RTGS/ UPI/ IMPS)	0.00%
Cash withdrawal fee*	Withdrawal of funds available in Roarbank Savings Account from domestic ATMs	0.00%
Cash withdrawal fee*	Withdrawal of funds utilizing Total Credit Limit from domestic ATMs	3.50%
Cash withdrawal fee*	Withdrawal of funds available in Roarbank Savings Account from ATMs in international zones*	2.50%
Cash withdrawal fee*	Withdrawal of funds utilizing Total Credit Limit from ATMs in international zones*	3.50%
Over limit fee	Over limit fee is charged when Cardholder makes purchases exceeding the approved Total Credit Limit on their Card.	Over limit is currently not available on this Card

Rent transaction fee	Fee charged on payment made for rent via the Card under MCC 6513	1.00% of amount paid
Foreign currency transaction fee	Whenever Cardholder conduct a transaction overseas, Bank and Card Network charge a fee to cover currency conversion and processing costs.	3.50% of the transaction amount

c. Finance / Interest Charge details:

Interest rate	Rate of interest charged on Amount Due on the Card, if not paid in full on Payment Due Date	3.5% per month
Penalty charges / LPC	LPC will be applicable if Amount Due is not paid by the Payment Due Date	2.5% of Amount Due. This will be billed in the next Card Statement.
Chargeback fee	Chargeback fee will be applicable if pre-arbitration case or arbitration case is opened	₹500
Goods & Services Tax (Taxes)	GST is applicable on all fees, interest, surcharge and other charges.	18% of the fees, interest, surcharge and other charges
Balance inquiry charges		Nil (on the Roarbank App)
<p>Interest will be charged if the Amount Due is not paid by the Payment Due Date. Interest will also be charged on all new transactions (from their respective transaction date) till such time as the previous outstanding amounts are paid in full.</p> <p>Interest is charged on all cash advances done from your Cash Withdrawal Limit from the date of the withdrawal until the date of payment.</p> <p>The Finance Charges as above will continue to be payable even after the closure of the Card Account, till the outstanding on the Card is cleared fully.</p>		

Calculation / Criteria

Category	Value
Interest calculation approach	Actual Days / 365

Calculation of interest on Amount Due	For the purpose of calculating interest from a specific day, the outstanding balance considered is the Amount Due at the end of the day (i.e. at 23:59:59pm)
Interest free credit period	For each transaction: Number of days from the date of transaction until the Payment Due Date, during which no interest is charged on the transaction amount, provided the Amount Due is paid in full by the Payment Due Date.
Total Credit Limit	Based on the Cardholder's credit assessment at the time of onboarding, or, as updated, communicated to and accepted by the Cardholder. The Bank reserves the right to reduce Total Credit Limit basis internal policies and processes.
Available Credit Limit	Defined as Total Credit Limit on your Card minus Amount Due on the Card
Current outstanding	Total of any unpaid Amount Due+ unpaid Purchases till date
Amount Due	Total unpaid amount on the Bill Generation Date
Credit card interest rate or APR	3.50% per month levied on reducing balance method
Penal charge/ LPC	2.5% of the Amount Due
Minimum Amount Due	5% of the Amount Due
Payment Due Date	The 3 days before the last day of the month in which the Card Statement is generated.
Credit limit validity period	As mentioned on the Card

Interest-free credit period from the start of the Bill Generation Date shall not exceed 62 Days including a 3-day grace period as stipulated under RBI guidelines. Therefore, the interest free credit period can range from 30-62 days depending on the date of purchase.

Payment Due Date on the Card is the day which is three days before the last day of the month in which bill is generated.

If the Cardholder has not paid the Amount Due or made partial payment of the Amount Due on/or before the Payment Due Date, the Interest-free credit period will be suspended for the current Billing Period and LPC. Overdue Interest and/or penal charges (if applicable) will be charged on the unpaid overdue amount of the previous bill statement and also on the new transactions done for the current Billing Period upon bill generation.

For example, if a statement is generated on 1st June (for the Billing Period of 1st May – 31st May), Payment Due Date is on 27th June - Interest free credit period will be 40 days for a purchase made on 18 May (18 May - 27 June) and 43 days (18 May – 30 June) including the 3-day grace period. Similarly, Interest free credit period will be 30 days for a purchase made on 28 May (28 April - 27 June) and 33 days, including the 3-day grace period.

All previous Outstanding Dues should have been paid in full for the Cardholder to avail Interest free credit period.

A. **Calculation of Interest** - The following scenarios will illustrate the method of calculating interest on your Outstanding Dues:

Example 2 - Full repayment made before Payment Due Date:

Suppose the Cardholder has the following available balances in their account:

Roarbank Savings Account (SA)	Total Credit Limit
0	100,000

Billing Period: 1st May 24 to 31st May 24

Transaction date	Transaction amount	Source of funds	Available balance
2 nd May 24	Purchase of item of Rs 6000	CC (as 0 balance in SA)	SA – Rs 0 CC – Rs 94,000
12th May 24	Purchase of an item of Rs 10000	CC (as 0 balance in SA)	SA – Rs 0 CC – Rs 84,000

Bill Generation Date - 1st June 24

Amount Due– Rs 16,000

Minimum Amount Due- Rs 800

Payment Due Date – 27th June 24

On 15th June 24, the Cardholder repays INR 16,000. Interest-free credit period is restored due to full payment before the Payment Due Date and no interest is charged as full repayment is done before the Payment Due Date.

Example 3 – Only Minimum Amount Due is paid before the Payment Due Date In the same example above, assuming the Cardholder only pays the Minimum Amount Due of INR 800 on the Payment Due Date.

Roarbank Savings Account (SA)	Total Credit Limit
0	100,000

BillingPeriod: 1st May 24 to 31st May 24

Transaction date	Transaction amount	Source of funds	Available balance/limit
2 nd May 24	Purchase of item of INR 6000	CC (as 0 balance in SA)	SA – Rs 0 CC – INR 94,000
12 th May 24	Purchase of an item of INR 10000	CC (as 0 balance in SA)	SA – INR 0 CC – INR 84,000
14 th Jun 24	Purchase of an item of INR 5000	CC (as 0 balance in SA)	SA – INR 0 CC – INR 79,000

Bill Generation Date - 1st June 24

Amount Due– Rs 16,000

Minimum Amount Due- Rs 800

Payment Due Date – 27th June 24

On 28th June 24, Cardholder pays Minimum Amount Due of INR 800. Since Minimum Amount Due is paid within 3 days grace period from Payment Due Date, no LPC are applied. However, on 1st July 24 i.e. next Bill Generation Date, Overdue Interest is charged on all transactions made from the date of transaction until full repayment is done.

Outstanding Dues as per bill generated on 1st July 24 includes principal of INR 20200 (INR 16000 - INR 800 + INR 5000) and interest amount of INR 1026.41 (calculated as under):

2 nd May 24 transaction	42% p.a. for 60 days on INR 5200*	INR 359.01
12 th May 24 transaction	42% p.a. for 50 days on INR 10000	INR 575.35
14 th June 24 transaction	42% p.a. for 16 days on INR 5000	INR 92.05

*Minimum Amount Due amount of INR 800 received set-off against INR 6000 transaction done on 2nd May 24.

Here, GST of ₹ 184.76 will also be charged on the total interest of ₹ 1026.42 at the prevailing GST rate of 18%. (note: 359.01+575.35+92.05 =1026.42)

Example 4 – Extra amount paid on the Payment Due Date in the same example above:

In the same example, assuming the Cardholder overpays the Amount Due.

Roarbank Account (SA)	Savings	Total Credit Limit
0		100,000

BillingPeriod : 1st May 24 to 31st May 24

Transaction date	Transaction amount	Source of funds	Available balance/ limit
2 nd May 24	Purchase of item of INR 6000	CC (as 0 balance in SA)	SA – Rs 0 CC – INR 94,000
12 th May 24	Purchase of an item of INR 10000	CC (as 0 balance in SA)	SA – INR 0 CC – INR 84,000

Bill Generation Date - 1st June 24

Amount Due– Rs 16,000

Minimum Amount Due- Rs 800

Payment Due Date – 27th June 24

On 27th June 24, Cardholder pays amount of INR 20,000. Amount Due of INR 16000 fully repaid, no interest is charged, and interest-free INR 4000 is credited to Roarbank Savings Account.

Example 5 – No amount paid on the Payment Due Date in the same example above:

In the same example, assuming the Cardholder does not pay the Minimum Amount Due.

Roarbank Account (SA)	Savings	Total Credit Limit
0		100,000

Billing Period : 1st May 24 to 31st May 24

Transaction date	Transaction amount	Source of funds	Available balance/ limit
2 nd May 24	Purchase of item of INR 6000	CC (as 0 balance in SA)	SA – Rs 0 CC – INR 94,000
12 th May 24	Purchase of an item of INR 10000	CC (as 0 balance in SA)	SA – INR 0 CC – INR 84,000

14 th Jun 24	Purchase of an item of INR 5000	CC (as 0 balance in SA)	SA – INR 0 CC – INR 79,000
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Bill Generation Date - 1st June 24

Amount Due– Rs 16,000

Minimum Amount Due- Rs 800

Payment Due Date – 27th June 24

Till 30th June 24 (Payment Due Date including 3 days grace period as stipulated under RBI guidelines), no amount is paid by the Cardholder.

1st July 24: Bill Generation Date – Interest is charged on all transactions made from the date of transaction until full repayment is done. LPC are levied. Outstanding Dues includes principal of INR 16000, interest amount of INR 1081.64 (calculated as under), LPC of INR 800 (2.5%*16000). Account is blocked for further transactions, and everything becomes immediately payable.

2 nd May transaction -	42% p.a. for 60 days on INR 6000	INR 414.25
12 th May transaction -	42% p.a. for 50 days on INR 10000	INR 575.34
14 th July transaction -	42% p.a. for 16 days on INR 5000	INR 92.05

Here, GST of ₹ 194.70 will also be charged on the Total interest of ₹ 1081.64 at the prevailing GST rate of 18%. (Note: 414.25+575.34+92.05 =1081.64)

Example 6 – Full repayment made before Payment Due Date, credits in Roarbank Savings Account after Bill Generation Date:

In the same example, assuming the Cardholder gets a credit in Roarbank Savings Account after Bill Generation Date

Roarbank Account (SA)	Savings	Total Credit Limit
0		100,000

Billing Period: 1st May 24 to 31st May 24

Transaction date	Transaction amount	Source of funds	Available balance/ limit
2 nd May 24	Purchase of item of INR 6000	CC (as 0 balance in SA)	SA – Rs 0 CC – INR 94,000
12 th May 24	Purchase of an item of INR 10000	CC (as 0 balance in SA)	SA – INR 0 CC – INR 84,000

Bill Generation Date - 1st June 24

Amount Due– Rs 16,000

Minimum Amount Due- Rs 800

Payment Due Date – 27th June 24

On 20th June 24- Amount credited in Roarbank Savings Account of INR 16000. Immediately funds auto debited to Card Account. No interest is charged, and Total Credit Limit is re-instated fully. Roarbank Savings Account balance becomes 0.27th June 24- No Amount Due as amount repaid in full on the 20th of June.

Example 7 - Partial Repayment made before Payment Due Date, credits in Roarbank Savings Account after Due Date:

In the same example, assuming the Cardholder gets a credit in Roarbank Savings Account after Bill Generation Date.

Roarbank Savings Account (SA)	Total Credit Limit
0	100,000

Billing Period: 1st May 24 to 31st May 24

Transaction date	Transaction amount	Source of funds	Available balance/limit
2 nd May 24	Purchase of item of INR 6000	CC (as 0 balance in SA)	SA – Rs 0 CC – INR 94,000
12 th May 24	Purchase of an item of INR 10000	CC (as 0 balance in SA)	SA – INR 0 CC – INR 84,000

Bill Generation Date - 1st June 24

Amount Due– Rs 16,000

Minimum Amount Due- Rs 800

Payment Due Date – 27th June 24

On 20th June 24: Amount credited in Roarbank Savings Account of INR 10000. Immediately funds auto debited to Card Account and Roarbank Savings Account balance becomes 0. 27th June 24: INR 6000 (INR 16000- INR 10000) to be paid by the Cardholder to clear all dues. If not paid, then interest will be charged on respective remaining principal amount from date of transaction.

Example 8 – Extra amount credited in Roarbank Savings Account or paid by the Cardholder on or before the Payment Due Date:

Roarbank Savings Account (SA)	Total Credit Limit
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0	100,000
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Billing Period: 1st May 24 to 31st May 24

Transaction date	Transaction amount	Source of funds	Available balance/ limit
2 nd May 24	Purchase of item of INR 6000	CC (as 0 balance in SA)	SA – Rs 0 CC – INR 94,000
12 th May 24	Purchase of an item of INR 10000	CC (as 0 balance in SA)	SA – INR 0 CC – INR 84,000

Bill Generation Date - 1st June 24

Amount Due– Rs 16,000

Minimum Amount Due- Rs 800

Payment Due Date – 27th June 24

On 20th June 24, amount credited in Roarbank Savings Account of INR 10000. Immediately, funds auto debited to Card Account and Roarbank Savings Account balance becomes 0.

25th June 24, amount credited in Roarbank Savings Account of INR 10000. Immediately, INR 6000 will be auto debited to Card Account. Roarbank Savings Account balance INR 4000.

27th June 24: No interest is charged, and Total Credit Limit is re-instated fully on the 25th of June.

Until at least the Minimum Amount Due is paid, the Bank has a right to block any further transactions on the Card.

d. Late Payment Charges (“LPC”) – These Charges are applicable when the Minimum Amount Due is not paid by the Payment Due Date. Charges are applied in accordance with Tables 1 and 2 above - 2.5% of Outstanding Dues. These Charges may apply to each statement based on the Amount Due at that time, if at least the Minimum Amount Due is not paid every month.

e. The Cardholder acknowledges that the fees and charges are subject to change at the sole discretion of the Bank. Any revision or change in the fees and charges shall be prospective. In the event of any such changes or revision to the fees and charges, the Cardholder shall be given prior notice of at least one month before such revised charges become effective. If the Cardholder desires to surrender his/her Roarbank Card due any revision or changes in the fees and charges above, he / she shall be permitted to do so without levying any extra charge for such closure subject to payment of all dues by the Cardholder. The fees & charges specified above are exclusive of Taxes.

- f. The abridged version of schedule of charges/key fact statement (as applicable on the date of acceptance of the MITC & Cardholder Agreement) is annexed as Schedule I to this MITC.

2. DRAWAL LIMITS

- a.** The Bank at its sole discretion will determine the Cardmember's Total Credit Limit and Cash Withdrawal Limit (collectively referred to as "Limits") for the Card. The Limits are dynamic and are communicated to the Cardholder at the time of application of Card or during Card [physical or virtual] delivery and in the Card Statements.
- b.** The Bank shall at its sole discretion is entitled to review (including any increase or reduction) the Limits of any "**Roarbank Card**" issued to the Cardholder periodically. Basis the review, the Bank may in its sole discretion reserves the right to decrease the Cardholder's Limits. Any decrease in Limits shall be communicated to the Cardholder through the Roarbank App or email or SMS or any other mode determined by the Bank. In case of enhancement or increase of the Limits, such enhancements or increase shall be with the explicit consent of the Cardholder and updated terms and conditions (if any) shall be communicated to the Cardholder.
- c.** The Available Credit Limit is communicated in the Card Statement and is also displayed in the Roarbank App of the Cardholder.
- d.** For this MITC and Cardholders Agreement:
- i.** **Total Credit Limit:** shall mean the limit assigned to the Cardholder by the Bank as per Bank's internal policies. This is the maximum amount the Cardholder can spend or utilise over and above their Roarbank Savings Account balance, through the "**Roarbank Card**".
 - ii.** **Cash Withdrawal Limit:** shall mean the maximum amount which the Cardholder can withdraw as cash through online cash withdrawal/direct Bank transfer channel from the **Card**. This is a sub limit within the Total Credit Limit. Balances in Roarbank Savings Account of the Cardholder is not included in the Cash Withdrawal Limit.
 - iii.** The Bank at its sole discretion may allow/disallow a Cardholder to use Cash Withdrawal Limit through physical ATM or digital Bank account transfer cash withdrawal channels. Withdrawals through the Card using Roarbank Savings Account balances will always be allowed.
 - iv.** **Available Credit Limit:** shall mean the total amount available for utilisation by Cardholder from their Total Credit Limit through **Card**. It is calculated after deduction of any utilizations from the Total Credit limit. In case Cardholder has availed any balance transfer, cash withdrawal from Cash Withdrawal Limit, EMI conversion etc., such amount will also be deducted from the Total Credit Limit to arrive at Available Credit Limit. Any fees, Charges, Taxes levied on the Card will also be deducted from the Total Credit Limit to arrive at the Available Credit Limit. Cardholders can view their Available Credit Limit on the Card Statement as well as on the Roarbank App.

Total Credit Limit on Card is reduced by the total principal amount. When the Cardholder makes a repayment, that amount gets freed up and re-instated in the Total Credit Limit.

In compliance with RBI's circular, the facility to enable or disable online transactions, contact-based POS transactions at Merchant outlets and contactless transactions will be provided to the Cardholder from the Roarbank App for both domestic and international transaction categories. The Cardholder may use the contactless mode (i.e. without entering the PIN) for payments up to INR 5000/- or such other limit as may be permitted by the Bank. Contactless transactions are as safe as any chip and PIN based transactions.

3. BILLING

a. Card Statement (Periodicity & Mode of communication)

i. The Cardholder will be billed monthly and the (“**Card Statement**”) will be generated on the Bill Generation Date i.e. 1st day of every month. The Card Statement shall contain the detailed statement of the transactions, previous unpaid amount, repayment and Charges, if any, for the relevant Billing Period to which Card Statement pertains.

ii. The Card Statement shall be sent to the Cardholder on their registered email or via SMS/WhatsApp on their registered mobile number. The Cardholder can also view their Card Statement on the Roarbank App.

iii. The Cardholder must pay the Amount Due as reflected in the Card Statement on or before the **Payment Due Date** mentioned in the Card Statement to avoid levy of any LPC/ default charges/ Overdue Interest. The Amount Due & Payment Due Date can also be viewed through the Roarbank App.

iv. The Cardholder is required to pay the Amount Due as per the Card Statement in full without any deductions. Any refunds, chargebacks, or reversals (if any) which are not shown in the Card Statement must not be adjusted or reduced by the Cardholder from the Amount Due. Any refunds, chargeback and/or reversal (if any) received during the Billing Period shall be credited to the Roarbank Savings Account or adjusted against Credit Card outstanding, if any, at the time of such refunds, chargeback and/or reversal.

v. Non-receipt of the Card Statement would not affect Cardholders' obligations and liabilities under the Cardholders Agreement and the Cardholder shall be liable to settle the outstanding balance on the Card within the Payment Due Date. The Bank will debit the Card Account for all debits received from the Merchant Establishments and Charges incurred, and credit the Card Account for all payments made by the Cardholder to the Bank and also for any payment in favour of the Cardholder.

b. Method of Payment: Cardholders may make payment for their Outstanding Dues of **Card** through multiple repayment options available on the Roarbank App or through such other means as may be permitted by the Bank. Following modes of payment are currently available on the Roarbank App:

- o Debit Card
- o Net Banking
- o UPI Payments

Kindly note that the Bank reserves the right to withdraw or introduce new payment methods at its sole discretion.

Appropriation:

Repayments made towards the Card will be adjusted against the Outstanding Dues first and then for unbilled card outstanding payments received against the Card will be adjusted against the various in the following order of transaction type within each category. If there are multiple transactions in each transaction type, then the apportionment will be done on a first in first out (“FIFO”) basis within each type:

Category	Priority	Transaction Type
Billed	1	Loan pre-closures Taxes (GST & others) fees, Charges & Overdue Interest EMIs (GST + interest + principal) cash withdrawals & retail purchases
Unbilled	2	Loan pre-closures Taxes (GST & others) fees, Charges & Overdue Interest EMIs (GST + interest + principal) cash withdrawals & retail purchases

Billed outstanding dues will be prioritised over unbilled outstanding dues for payment application, with the order of payment application remaining the same as above. In case Cardholder makes an excess payment beyond all dues as above, the extra amount or surplus will be transferred to the Roarbank Savings Account.

c. Billing Dispute Resolution. All the contents of the Card Statement will be deemed to be correct and accepted if the Cardholder does not inform the Bank of any discrepancies within 30 working days of the Bill Generation Date. In the event of billing disputes/discrepancies, the Bank shall investigate and confirm the liability for such transactions. For certain disputes, the Bank may at its sole discretion put the disputed transaction on hold during the period of investigation, which may be reversed/levied along with applicable Charges subject to outcome of the investigation. Taxes levied will not be reversed on any dispute on fees and Charges or interest.

d. _____ The Cardholder can register any dispute/unauthorised transaction through our Roarbank App. Alternatively, the Cardholder can write to the Bank at support@theroarbank.com for dispute / unauthorised transaction. The Cardholder can call on a dedicated helpline related to complaints: 1800 209 1122.

e. Complete postal address of Unity Bank

Unity Small Finance Bank Ltd., Rupa Renaissance, 13th Floor, 1302/B Wing, D-33 Turbhe MIDC Road, TTC Industrial Area, Navi Mumbai, Maharashtra – 400 705

f. Customer Care details

The Cardholder may contact the Bank for any concerns with respect to their “Roarbank Card” through any of the means:

- Through the Roarbank App
- Email query/complaints at support@theroarbank.com.
- Call on the Toll-Free Helpline number (24*7, including public holidays) at 1800 209 1122. Cardholders calling from outside India can call at _____

Grievance Redressal Mechanism

Link of the Bank’s Grievance redressal Mechanism – <https://theunitybank.com/contact-us>

Principal Nodal Officer/ Grievance Redressal Officer

Below are the contact details of the Principal Nodal Officer (PNO) on which Cardholder can reach out to (optional) for handling queries:

Name	Mahendra Bindra
Address	Unity Small Finance Bank Ltd. Rupa Renaissance, 13 th Floor, 1302/B wing, D-33 Turbhe MIDC Road, TTC Industrial Area, Navi Mumbai, Maharashtra- 400 705
Email	level3escalation@unitybank.co.in
Phone	9152366104 (mobile)
Availability	9.30 AM to 6 PM (Monday to Friday, except Public Holidays)
Response Time	Reply to the compliant will be given within 7 days

Banking Ombudsman

If the issue remains unresolved beyond 30 days even after reaching out to the above channels, or if the response is unsatisfactory, the Cardholder 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/> as well as available on the Website of the Bank

4. DEFAULT & CIRCUMSTANCES

a. Procedure including notice period for reporting a Cardholder as defaulter-

- i. In the event Cardholder does not make the payment of Minimum Amount Due by the Payment Due Date, the Bank shall give intimation to the Cardholder of its intention to report the Cardholder as defaulter to the Credit Information Companies (“CIC”) authorized by Reserve Bank of India, in accordance with Credit Information Companies (Regulation) Act, 2005.

- ii. The Bank reserves its right to report a Cardholder as delinquent to the CIC even in an instance of Cardholder raising a billing dispute which the Bank had clarified as an invalid dispute earlier.
- iii. Non-payment of the Outstanding Dues of Card by the Payment Due Date will have following consequences-
1. In case the Cardholder fails to make payment of the Minimum Amount Due, under each Card Statement, the Bank shall notify the Cardholder of such non-payment and its intention to report the cardholder as defaulter to the CIC in accordance with the Credit Information Companies Regulation Act 2005.
 2. The Bank shall levy LPC, Overdue Interest and/or other Charges on the Outstanding Dues as per this MITC.
 3. It may lead to temporary or permanent blockage or suspension of functionalities and features/services available on the **Roarbank Card** as per the Bank's sole discretion. In the event of default, the Cardmember will be sent reminders from time to time for settlement of any outstanding on the Card Account, by e-mail, SMS messaging and/ or engaging third parties to remind, follow up and collect dues. Any third party so appointed, shall adhere fully to the code of conduct on debt collection.

- iv. **Classification as Special Mention Account or Non-Performing Assets-** In accordance with the regulatory provisions of the Reserve Bank of India, the lenders are required to recognize incipient stress in borrowers. The borrowers are required to be classified as Special Mention Accounts ("SMA") or Non-Performing Assets ("NPA") basis their repayment behaviour. An illustration of such classification is as below:

Accordingly, If the Minimum Amount Due is not paid by the Cardholder by Payment Due Date, it may be treated as SMA or NPA as below:

- SMA 0 - If due date of a loan account is March 31, 2024 and full dues are not received on this date, the account shall be SMA 0 on day end of March 31, 2024.
- SMA 1 - If it continues to remain overdue, then this account shall get tagged as SMA-1 upon completion of 30 days of being continuously overdue i.e. April 30, 2024.
- SMA 2 - If the account continues to remain overdue, it shall get tagged as SMA-2 upon completion of 60 days of being continuously overdue i.e. May 30, 2024
- NPA – If the account continues to remain overdue, it shall get classified as NPA upon completion of 90 days of being continuously overdue i.e. June 29, 2024

As per RBI guidelines, the classification of accounts as NPA is done upon the borrower/Cardholder and not facility/loan account, and hence, it may be noted that in case of non-payment of dues by the Cardholder in case of any facility availed from the Bank and consequently the account is to be

classified as NPA, all other loan/credit card and accounts of the borrower/Cardholder, with the Bank, also shall be classified as NPA and it shall entitle the Bank to recall all such loans/credit cards/facilities availed from the Bank, irrespective of regular payment in such accounts. The borrower/Cardholder shall at its own expense, allow the Bank to appoint auditors, chartered accountants, cost accountants, forensic experts or other consultants for carrying out concurrent or special audit or examination of the borrower/Cardholder, where such audit or examination is required to be conducted pursuant to regulatory requirements.

The borrower/Cardholder shall promptly notify the Bank upon being declared a wilful defaulter.

b. **Procedure for withdrawal of default report and the period within which the default report would be withdrawn after settlement of dues-** If a “Roarbank Card” has been reported as delinquent to the CIC and the Cardholder clear his/her Outstanding Dues, the Bank shall update the same to the CIC within 30 days from the receipts of Outstanding Dues from the Cardholder. Such changes may take 45-60 days to reflect on Cardholder’s credit report.

c. **Recovery procedure in case of default-** In the event of default in making payments as per Card Statement on or before the Payment Due Date, the Cardholder will be sent payment reminders, SMS, emails, tele-calling, Roarbank App notifications, and/or engage third party to remind, follow up and collect Outstanding Dues. Any such third party appointed shall adhere to the fair practice code and code of conduct of the Bank.

d. **Recovery of dues in case of death/permanent incapacity of the Cardholder-** In the event of death or permanent disability of a Primary Cardholder, the Bank reserves the right to pursue all courses available to it under law and equity at its discretion, to recover any “Roarbank Card” outstanding, including recovery of the Card outstanding from any applicable insurance cover (if available) or from the heirs/ executors/administrators of the Cardholders. Pending such repayments, the Bank shall be entitled to levy Charges as per the prevailing rates.

e. **Available insurance cover, if any, for Cardholder and date of activation of policy including nomination details**

Roarbank Card does not have any complimentary insurance coverage benefits available for Cardholders.

f. **Right of Lien**

In case of default, upon a demand made by the Bank, if the balance Amount Due on the Card is not repaid within the prescribed time; the Bank, at any time and without notice, will have lien and right to set off on all monies belonging to the Cardholder standing to their credit in any account/facility/custody of the Bank.

5. TERMINATION/REVOCAION OF CARD MEMBERSHIP

a. Procedure for surrender/closure of Roarbank Card by Cardholder-

- i.** The Cardholder may terminate the Card membership with the Bank at any time contacting the Bank through any of the means or mode made available in the point (c) below. Upon the receipt of the closure request from the Cardholder, the entire “**Card**” Outstanding Dues linked to the Card will immediately become due. The “**Card**” termination shall only be effective once the Bank receives the payment of all amounts due and outstanding in respect of the said “**Card**”. No annual, joining, renewal fees or any other Charges billed to the Cardholder shall be refunded.
- ii.** Upon the receipt of entire Outstanding Dues for the “**Card**” from the Cardholder, the Bank shall process the closure request and close the Card not later than 7 working days. The Cardholder shall be intimated about closure of the “**Card**” through SMS or email or notification on the Roarbank App or any other modes as may be determined by the Bank. The “**Card**” shall be de-activated and available Reward Points shall also expire upon card closure.
- iii.** Cardholder understands that the request for closure of Card may mean automatic application for closure of linked Roarbank Saving Account.
- iv.** To avoid misuse of the “**Card**”, it is advised to the Cardholder to destroy the “**Card**” by cutting it into several pieces ensuring that the hologram, EMV Chip and magnetic strip are destroyed permanently.
- v.** In the event “**Card**” is not activated within 30 days from its issuance, the Bank shall intimate the Cardholder about non-activation of the “**Card**” and request the Cardholder to activate the “**Card**”. Bank has a right to close the Card if the customer does not activate the Card within 7 working days from the date of such intimation.
- vi.** In the event “**Card**” is not used for a period of more than one year, the Bank shall intimate the Cardholder about non-activation of the Card and request the Cardholder to activate the Card. Bank has a right to close the Card if the customer does not activate the “**Roarbank Card**” within 30 working days from the date of such intimation. Cardholder understands that closure of Card due to above may mean automatic closure of linked Roarbank Saving Account.
- vii.** In the event of the death or in capacitance of a Cardholder, the Bank shall automatically cancel the “**Card**” issued to the Cardholder. All amounts outstanding on the “**Card**” shall be deemed to have immediately become due on death or in capacitance as the case may be, the Bank reserves the right to pursue all courses available to it under law and equity at its discretion, to recover any “**Card**” Outstanding Dues, including recovery of the “**Card**” outstanding from the heirs / executors / administrators of the Cardholder.
- viii.** If any Charges are levied on the “**Card**” after Card closure or any disputed transaction is determined against the Cardholder, Bank reserves the right to bill the same to the Cardholders and same will be reported to CIC (If not paid by the Cardholder).

- ix. In case the Bank notices unusual and abnormal transaction patterns in the use of the Card, the Bank will try to establish contact with the Cardholder on the registered phone number of the Cardholder available on its records to verify the bonafideness of the Card transaction. Failure on the part of the Bank to establish contact with the Cardholder, the Bank may restrict/terminate the use of the Card without any further notice, if the Bank reasonably believes it necessary for the sake of the Cardholder and for security reasons.

b. Link provided exclusively for the above on the Website:

The Cardholder may place a request for closure of the “Roarbank Card” through any of the modes specified in point 6(c).

c. Contact details for the Cardholder to initiate closure – email-id, dedicated telephone number or via Roarbank App - The Cardholder may contact the Bank for closure of their “Roarbank Card” through any of the means:

- Through the Roarbank App
- Call on the helpline number at **1800 209 9999**
- Email query at support@theroarbank.com

6. LOSS/THEFT/MISUSE OF CARD

a. Procedure to be followed in case of loss/theft/ misuse of Roarbank Card- The Cardholder should immediately block the Roarbank Card instantly through Roarbank App or contact on the customer care number **1800 209 9999** for immediate action, if the Roarbank Card is misplaced, lost, stolen, or if Cardholder suspects that the Roarbank Card is being used without the Cardholder’s permission. Once a Roarbank Card is reported lost, it should not, under any circumstance be used if found by the Cardholder subsequently, and the Cardholder should cut the card diagonally in half.

b. Liability of the Cardholder in case of point 7(a) above-

- i. Cardholder is wholly liable for all transactions prior to reporting of the Roarbank Card as lost or stolen to the Bank. After the receipt of proper notification of the loss or theft by the Cardholder to the Bank, the Cardholder’s subsequent liability is zero. However, the Cardholder shall exercise caution to keep the card safe and not to share/record the PIN, in any form, that would be retrievable or accessible to any third party. In addition to notifying Bank about the loss or theft of the Roarbank Card, the Cardholder must report any theft of Roarbank Card to the police and lodge a police Complaint and provide a copy of police complaint to the Bank (if requested by the Bank).
- ii. The Cardholder will be liable for all losses in case of misuse of the Roarbank Card due to Cardholder’s negligence or acts without reasonable care such sharing of card details or OTP etc or failure to follow the safeguards specified by the Bank. In case, the Cardholder

- has acted fraudulently, all losses due to misuse of Roarbank Card shall be borne by the Cardholder.
- iii. As per Reserve Bank of India (RBI) Circular dated 06th July 2017 on Customer Protection - Limiting Liability of Customers in Unauthorised Electronic Banking Transactions, a policy is designed to ensure Cardholder protection relating to unauthorized credit card transactions. The same is updated on Bank's Website at <https://theunitybank.com/>.
 - iv. In the event of suspicious transactions, the Bank will attempt to contact the Cardholder on their registered mobile number or email. If verification fails, the Bank shall block the Card, rendering it unusable for any transactions. A replacement Card will be issued and delivered within seven working days.
 - v. If the Cardholder, after being informed of the potential fraud risk, still requests to unblock the Card, the Bank shall not be liable for any fraudulent transactions occurring thereafter, including those resulting from fraudulent Card usage, overdue payments, or interest accrued on another bank's credit card. Furthermore, the Bank assumes no responsibility for any loss, damage, or claims arising from the use, non-use, or defects of goods or services, nor for any refunds. The Bank shall also not be liable if the Cardmember's valid PIN becomes known to a third party.
 - vi. Cardholders are advised to report unauthorized transactions and request Card blocking through the official Website, email, dedicated toll-free helpline, or the Roarbank App.
 - vii. The Cardholder shall be liable 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, Transactions, a policy is designed to ensure Cardholder protection relating to unauthorized credit card transactions. The same is updated on the Bank's Website at <https://theunitybank.com/>.

c. Details for reporting unauthorised transactions and initiating blocking of Card- The Cardholder may report a lost/stolen card or initiate a request for blocking the Roarbank Card in the following manner:

- i.** Through the Roarbank App
- ii.** Call on the helpline no- **1800 209 9999**

d. Compensation Framework

For unsuccessful/ failed transactions, delay in redressal of grievance and delay in closing of account/ blocking of lost or stolen or misplaced Cards, compensation framework as defined in the Customer Compensation Policy & Grievance Redressal Policy hosted on the Bank's Website (<https://theunitybank.com/contact-us>) will be applicable.

7. DISCLOSURES

- a.** The Cardholder acknowledges that the Bank is authorized to share Cardholder information such as repayment behaviour, defaults etc. to a CIC (that has obtained certificate of registration from RBI) from time to time. The CIC are an initiative of the Government of India and RBI to improve the

functionality and stability of the financial system. All banks and financial institutions participating are mandatorily required to share Cardholder data with CIC and this information is being provided in the terms of the Credit Information Companies Regulation Act, 2005.

- b. Bank may provide/ share details of the Cardholder to such service providers appointed at the sole discretion by the Bank for any activities related to the Card or Roarbank Savings Account operations. By accepting these terms, the Cardholder explicitly consents to such information sharing for service delivery purposes. The Bank/ group companies reserve a right to retain the application forms and documents provided therewith, including photographs.
- c. The Cardholder acknowledges that the Bank may provide the particulars of the Card Account to the regulatory/ statutory authorities, as may be required.
- d. The Cardholder hereby gives specific consent to the Bank for disclosing/ submitting the 'financial information' as defined in Section 3 (13) of the Insolvency and Bankruptcy Code, 2016 ('Code') read with relevant Regulations/ Rules framed under the Code, as amended and in force from time to time, in respect of the credit/ financial facilities availed from the Bank, from time to time, to any 'Information Utility' ('IU') as defined under the Code and directions issued by RBI from time to time and hereby specifically agree to promptly authenticate the financial information submitted by the Bank, as and when requested by the concerned 'IU'
- e. The Bank will, at its own discretion, record specific conversations between the Cardholder and representative of Bank or its authorized service providers, in case of grievance – related conversation or payments recovery – related conversation or any other conversation, that Bank may deem fit.
- f. From time to time, Bank will send various communications related to features / products / promotional offers which offer significant benefits to the Cardholders and may use services of third-party agencies to do so.
- g. The Cardholder hereby acknowledges that the MITC available in regional languages at the Bank's Website is the indicative translation of the English version of the MITC.
- h. The Cardholder agrees and acknowledges that in the event of any inconsistency between the texts in English and regional languages of the MITC, the text and meaning conveyed in English shall prevail and shall be binding on the Cardholder.
- i. The Cardholder may refer to the benefits of the Card on the Website <https://www.theroarbank.in>.

8. CASHBACK/ REWARD POINTS

- a. By using the Card, the Cardholder may be eligible for cashback schemes available on the Card, as updated from time to time. When Cardholder transacts using the Card, they earn cashback depending on both the

transaction amount and the purchase category (Merchant Category Codes (“MCC”) defined by Card Network). The terms and conditions of the cashback scheme (as the case maybe) is described below and shall be available on the Website.

b. Cashback categories

On the 1st of each month, the Cardholder will receive a notification via the Roarbank App to select two cashback categories from the available options. These categories represent groups of related MCC as defined by the Card Network, covering different types of goods or services such as grocery, fuel, restaurants, conveyance, and entertainment.

Each category has a designated cashback percentage, which may vary on a monthly basis. The categories and their respective cashback percentages are subject to change based on seasonal trends, holidays, or special events.

The selected categories reset on the 1st of each month, requiring the Cardholder to choose new categories to continue earning cashback. If no categories are selected, no cashback will be accrued until the selection is made. However, a 1% cashback on utility payments and mobile top-ups remains applicable at all times, regardless of category selection.

Once categories are selected, changes cannot be made until the following month. However, if no transactions have been made in the chosen categories, the Cardholder may request a change through customer support.

When a transaction is made using the Roarbank Card, the Bank will verify the MCC assigned to the transaction. If the MCC corresponds to a selected cashback category, the Cardholder will earn cashback at the applicable rate. Cashback percentages remain the same regardless of whether the transaction is made using the Cardholder’s own funds or credit.

The maximum cashback percentage for any category is capped at 20%. The earnings for each cashback category will be displayed separately in the Roarbank App, and cashback details for individual transactions will be accessible in the transaction history.

Cashback rewards are applicable to international transactions as well, with cashback amounts calculated based on the converted value in the Cardholder’s home currency.

The minimum cashback amount that can be withdrawn is ₹250, while the maximum cashback that can be earned in a calendar month is ₹2500. Once this limit is reached, additional cashback earned within the same month will not be credited or carried forward.

Cashback accumulation is tracked within the Roarbank App. To redeem cashback, the Cardholder must select the “Withdraw Cashback” option

within the "Cashback" menu, upon which the amount will be automatically transferred to the Roarbank Card.

If a transaction for which cashback has been credited is subsequently refunded, the corresponding cashback amount will be deducted from the Cardholder's accumulated cashback balance.