

Credit Card – Frequently Asked Questions (FAQs)

1. Eligibility & Income Requirements

Q. What is the minimum income required to apply for this credit card?

To apply for our credit card, you must have a minimum monthly income of **₹75,000**. This applies to both salaried and self-employed individuals.

Q. What is the age limit for applying?

You must be **between 21 and 60 years old** at the time of application.

Q. Can students apply for this credit card?

At the moment, students without income proof are **not eligible** for this specific card. However, they may explore our secured credit card options.

2. Documents Required

Q. What documents are required to apply for this credit card?

You will need:

- Valid Aadhaar or PAN (mandatory)
- Latest salary slips (last 3 months) or IT returns
- Address proof (Aadhaar, Passport, Voter ID)
- One recent passport-size photograph

Q. Is PAN compulsory for applying for a credit card?

Yes, **PAN is mandatory** as per RBI guidelines for all credit card applications.

Q. Do I need to submit bank statements?

Bank statements for the **last 6 months** may be required depending on your income profile.

3. Fees & Charges

Q. What is the annual fee for this credit card?

The annual fee is **₹999**, which is waived if your yearly spending exceeds **₹1.5 lakh**.

Q. Is there a joining fee for a credit card?

Yes, a one-time joining fee of **₹499** is applicable.

Q. What are the late payment charges for a credit card?

Late payment fees range from **₹250 to ₹1,200**, depending on the outstanding amount.

Q. What is the interest rate on outstanding balances for a credit card?

The interest rate is **3.5% per month** (42% annually).

4. Rewards & Benefits

Q. What are the main benefits of this credit card?

Our card includes:

- **Airport lounge access** (2 visits per quarter)
- **Reward points** on every transaction
- **Cashback** on online spends
- **Dining discounts up to 15%**
- Fuel surcharge waiver

Q. How do I earn reward points for a credit card?

You earn **2 points per ₹100 spent**, and **5 points per ₹100** on online transactions.

Q. Do reward points expire?

Yes, reward points are valid for **2 years** from the date they are earned.

5. Usage & Limit

Q. How is my credit limit decided for a credit card?

Your credit limit is based on your income, credit score, and banking relationship.

Q. Can I increase my credit limit later for a credit card?

Yes. Based on your repayment history, you may be eligible for a **limit enhancement** after 6 months.

Q. Is international usage allowed for a credit card?

Yes, this card supports international online and POS transactions. You can enable or disable foreign transactions through our app.

6. Billing & Payment

Q. When is the bill generated for Credit card?

Your bill is generated **on the 5th of every month**, and the due date is **18th** of each month.

Q. What if I pay only the minimum amount due for Credit card?

You can, but interest will be charged on the remaining amount from the date of the transaction.

Q. How can I make payments for Credit card?

You can pay via:

- Net banking
- UPI
- Auto-debit (recommended)
- NEFT
- Mobile app

7. Application Process

Q. How can I apply for the credit card?

You can apply online via our chatbot or app. The process takes less than 2 minutes.

Q. How long does approval take for Credit card?

Approvals typically take **24–48 hours**, subject to verification.

Q. Do you offer instant virtual credit cards?

Yes, once approved, you can start using your **virtual card instantly** through our app.

8. Security & Fraud Protection

Q. What should I do if I lose my credit card?

You can block your card instantly via app, helpline, or chatbot. Replacement cards are dispatched within **3 working days**.

Q. Is the card protected against fraud for Credit card?

Yes, we offer **Zero Liability Protection** for unauthorized transactions if reported within 24 hours.

9. EMI & Additional Features

Q. Can I convert purchases into EMI using Credit card?

Yes. Any transaction above **₹2,500** can be converted into EMI from the app or chatbot.

Q. What is the processing fee for EMI?

A nominal processing fee of **₹99** may apply.

Q. Can I withdraw cash using this credit card?

Yes, you can withdraw cash from ATMs. Cash withdrawal charges and interest apply from the date of withdrawal.