

Credit Cards – FAQs

How to apply for a credit card?

Submit a duly completed and signed application form to the Branch. Make sure your KYC documents are verified.

Am I eligible for Credit Card?

The criteria for issuing Credit Card are –

It can be issued to any individual of Indian origin

Any individual of Indian origin Resident / Non Resident Indians/persons of foreign origin residing in India on employment.

The CIBIL credit score should be acceptable to the Bank i.e. you should not have defaulted for payment of the dues to our Bank or any other Bank.

You should have completed KYC formalities.

You should be having a steady income which is to be verified from Income Tax returns / Salary Certificates.

Are Minors eligible for Credit cards?

Minors are not eligible for Credit Cards.

What are the various types of credit cards?

India card

India Gold Card

International Card

International Gold card

Platinum Privilege card

What types of Billing Options are available to me?

Two types of Billing are available –

Branch Billing cards wherein the bill amount for the usages are debited to the charge account on the due date of bill by the Bank.

Direct Billing card wherein the card holder is permitted to make payment of the bill for his card usages on his own on or before the due date.

What is a corporate card?

A corporate credit card is a credit card issued at the request of a Company/ Firm to their promoters/employees. It will not be in the name of the company. Name of the individual to whom the company wants the card to be issued, will be embossed on the card. Card usages will be debited to Company's account.

What is the procedure to obtain a Corporate Card?

For issuance of corporate card you should submit the following:

The Board resolution of the company having the following three points mentioned clearly (in case of

Company):

To whom it should be issued - with the name and designation Aggregate spending limit for corporate with break-up of limits for each card separately to be given on the card. Any number of cards can be issued as per the choice of the corporate, within overall spending limit.

Undertaking to debit the company's account towards the usages of the card so issued. (i.e. the charge account of the card is Company's account and not that of the individual). The company should have earned net profit for last 2 financial years.

Aggregate spending limit should be within 20% of Net profit of the company.

For firms (other than the company) Application should mention the following:

To whom it should be issued - with the name and designation The spending limit to be given on the card Undertaking to debit the Firm's account towards the usages of the card so issued. (i.e. the charge account of the card is Firm's account and not that of the individual).

What is the spending limit of a credit card?

The spending limit of a credit card is the limit to which the credit card can be used.

Can I be issued Add-On card on my Principal Card?

Yes, we issue Add-on Cards on Principal Cards.

How many Add-on Cards can be issued?

We issue up to 2 Add-on cards to a principal card.

Who can be an Add-on Card be issued to?

Add-On cards can be issued to close relatives of the Principal card holder such as parents, spouse, major children, brother and sister. Verification of Add on Card Holder's KYC compliance is to done as well. For Add-On card, the charge account will be that of the Principal card holder. The total limit of the Principal card and Add-on cards should not exceed the spending limit of the principal card holder.

Can the card holder change his address, mobile number and e-mail id as per his request?

Yes. In case of Branch Billing, request your Branch In case of direct billing cards, send your request through mail/e-mail to Card Products Deptt (CPD), HO along with the supporting documents.

What is the billing cycle of a card?

For India Card, the billing cycle is from 16th of the current month to 15th of next month and bill will be generated on 16th and will be dispatched to the card holder before 20th with instructions to pay the bill on or before 6th of succeeding month. For all other cards the billing cycle is from 1st day of the month to last day of that month and the bill will be dispatched on or before 5th of next month instructing the card holder to pay the bill on or before 21st of the next month/

Whether any reward point is there for usages and if so how it can be redeemed?

Yes, there are reward points for usages of credit card. It is calculated at the rate of one point per Rs.100/= spent each month. The points will be accumulated for up to one year. These points will be redeemed @ Rs.1/- per point at the time of renewal and it will be adjusted towards the renewal fees and balance points, if any, will be converted @ Rs/0.50 and will be credited to the card account of the card holder. Apart from this, the card holder can redeem the points accrued at any time as per his/her wish.

What is the procedure of Renewal of credit card?

Annual Renewal –

Automatic, until cancellation advised to Bank, 2 months prior to expiry of existing Card For branch billing credit cards, the Card holder needs to collect the Card from his Branch. In case of direct billing the renewed cards are be sent to the card holder directly to the address available on the system.

Can the charge account of the card be changed?

Yes, please contact your Branch for the same.

What are the special features we have in Bank of India credit card?

Maximum 51 days interest free credit period

Revolving credit: Here, by availing this revolving credit facility the card holder need to pay only 10% of the bill amount on or before due date and he will be charged interest @1.70% per month only on the outstanding 90% balance. If the entire amount is overdue then he will be charged @2.5%p.m

EMI facility: The card holder can convert his billing into E.M.I (up to maximum 36 E.M.I) provided the value of the transaction is Rs.5000 or more and the request is given to Card Products Department, through the Branch, with recommendations within 20 days of purchase. Cash withdrawals are excluded from EMI facility and only transactions for purchase of goods/services allowed for EMI.

The card holder can withdraw cash from any branch of Bank of India as well as through any ATM.

BOI's balance Transfer Scheme - Cardholder shall be eligible to transfer outstanding balance on his existing Credit Card of another Bank to his Credit Card from our Bank Maximum upto 75% of spending limit. The minimum amount eligible for availing the balance transfer scheme is Rs.5,000/- in case of India Card and Rs.10,000/- in case of other cards.

Concession in the premium of Medi-Claim policy up to Rs. 5.00 lakhs, under tie-up with National Insurance Co. Ltd.

Renewal fee is not applicable for me, but it has been debited to my account erroneously.

The system will debit the renewal fees as applicable on the due date to your card account and it will appear on your statement. If you are exempted for this annual fee (Diamond Customer etc.) and system has applied these charges, contact the branch for reversal of charges. The branch will reverse the charges as per Bank guidelines.

Whom to contact in case of failed transactions with credit cards wherein card account is debited but no service is received?

For failure in ATM transactions and POS transactions with MEDR remarks, send e-mail to Card Products Department. For failure in Internet Banking transactions with remarks STPB and PGMNT, card holder has to approach the StarConnect Cell at Data Centre (e-mail to Boi.Starconnect@bankofindia.co.in).

What are the charges that are leviable on credit card usages?

Service Charges on Cash Advances –	
At Branch	2.50% minimum Rs. 50/-
At our Bank's ATM	2.00% minimum Rs. 50/-
At other Bank's ATM	2.50% minimum Rs. 75/-
It would be automatically billed to you.	
Charges for Balance Enquiry –	
At BOI ATM	NIL
At other Bank's ATM	Rs. 20/-

What are the Service Charges applicable?

Upcountry cheque collection – commission – as per latest Service Charges applicable

Cheque Return Charges - as per the latest Service Charges applicable.

PIN replacement - Per occasion Rs.50/-

Usage over spending limit - Rs. 10 per transaction

Retrieval of Charge slip - Rs.100/- or Actual charges whichever is higher (now w.e.f 19/04/2013 this has been enhanced to US\$25.00 by VISA/Master Card) Duplicate copies of bills (after 3 months) - Rs.50 per quarter.

Railway Ticket / Petrol Purchase - Commission as per Industry practice. Presently it is 2.5% of transaction amount minimum

Issue of replacement of Credit card - Customers – Rs. 200/-

(Service Tax – As applicable from time to time)

Can I get cash at branch?

Yes, with the help of a POS machine in the branch or by manual cash.

Can I withdraw cash at ATMs with my Credit Card?

Yes, you can by using the Pin

How to increase the spending limit of the card?

Submit your request for the increase in spending limit with the proof of latest income (latest I.T, return or salary slip) or earmarking lien on the deposit. If the card is a corporate card, then Board resolution to that effect is also essential.

I have not received the PIN / My PIN is not working. How do I get a re-pin?

Send a request through post or e-mail or through branch for issuance of re- pin to CPD, quoting the card number and the reason. Then the re -pin will be issued and sent to the address to which the monthly bill is being sent.

Will any SMS alerts be sent to me upon Card usage?

Yes, SMS alerts are being sent immediately after every successful transaction to your registered mobile number.

I do not get the alerts. What should I do?

If you do not get the SMS Alerts, it may be either your mobile is not registered at the Card Master or it has not been updated after change in mobile number. Immediately inform your Branch about your mobile number updation.

What do I do if I receive alerts on my mobile, for the transactions I have not done?

Immediately hotlist / block the card and file the charge back. Request for the charge back should be sent to HO-CPD through e-mail, giving complete details of the transaction like date, amount, card number etc.

Charge Back VISA Cards: HeadOffice.visachargeback@bankofindia.co.in

Charge Back MasterCards: HeadOffice.masterchargeback@bankofindia.co.in

How can I use my Card for E-Commerce transactions?

Register for your Card through Bank of India's web site, in the following steps BOI web site => Cards=> select type of the card=> select option for Registration=> give information required=>create Password as per guidelines. It is recommended that you change the password on regular intervals If you have forgotten the password, you can re-generate it by using Forgot password option. Use this password for e-commerce transactions.

What is the contact number for Hot-listing cards in case they are lost/ stolen?

The Contact number/ E-mail ID for Customer Care / Hot-listing of Cards:

- Toll free 24/7/365 Helpline – 1800 220088

Landline No.022-40426006

Credit Cards queries : HeadOffice.CPDcreditcard@bankofindia.co.in

EDC/POS Machine :HeadOffice.CPDedc@bankofindia.co.in

Charge Back VISA : HeadOffice.visachargeback@bankofindia.co.in

Charge Back Master : HeadOffice.masterchargeback@bankofindia.co.in

All other matters : HeadOffice.CPD@bankofindia.co.in

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