How to read GST entry in your Credit Card statement

GST Entry	GST Type	Invoice Number	GST Rate %	State Code
SGST-VPS************ - RATE 9.0 -33****	SGST	VPS************	9.0	33

Settling dues on your HDFC Bank Credit Card Statement

1. For easy understanding of your monthly transactions, we have segregated them into International and Domestic. However, the total amount indicated on your statement refers to the sum total of your Domestic and International transactions. In case you have availed of any of our EMI programs, the EMI will be included in your Minimum Amount Due and will not be shown separately.
2. The billing statement that you have received is usually generated on the "Statement Date" of every month (please refer overleaf for the data applicable to you), and is sent to you by post / courier. If there is no further transaction pending billing since the last statement and there are no other outstanding charges or transactions from any previous months' bills, then no statement will be issued for that particular month.
3. You can avail of the Revolving Credit facility on your Credit Card by simply paying the Minimum Amount Due or any higher amount thereof, as shown on your statement before the payment due date and carry forward the balance to subsequent statements. Making only the minimum payment every month would result in the repayment stretching over months/years with consequential compounded interest payment on your outstanding balance.
4. The Minimum Amount Due is Calculated currently at 5% of Retail Balance / Cash Advance Balance and finance charges and 100% of Charges, Loan EMI billed under cards, levies, and taxes, previous month outstanding and rounded to the next higher 10th digit For Paytm HDFC Bank Digital Credit Card - 10% of Retail Balance / Cash Advance Balance and finance charges and 100% of Charges, Loan EMI billed under cards, levies, and taxes, previous month outstanding and rounded to the next higher 10th digit. Incase you have availed any of our EMI programs, the EMI amount will be added the minimum amount due. **Finance charges will be applicable on the balance out standing after payment of Minimum Amount Due.**
5. **Any previous unpaid Minimum Amount Due will be added to your current Minimum Amount Due along with any outstanding amount exceeding your credit limit*.**
NOTE : If you incur only retail spends with the outstanding for the month amounting to Rs 5,000/- and you pay back exactly the minimum amount due every month, then it may result in repayment stretching upto 4 years with consequent interest payment on the outstanding amount(considering an interest rate of 3.6 % pm) assuming that you do not incur any fresh spends.Therefore, you should, whenever your cash flow allows, pay back substantially more than your minimum due.This will also help open up your available credit limit.
6. **When you carry forward any outstanding amount or avail of Cash Advance, a finance charge, calculated by Average Daily Balance Method, will apply to balances carried forward and to fresh billings.**
7. **Any credit amount arising out of refund/failed/reversed transactions or similar transactions, before the Payment Due Date and for which payment has not been made by the cardholder, shall be adjusted against the 'payment due' under intimation to the cardholder.**
8. "Statement Date" is the date on which your statement is generated every month. In the rare event of you not receiving your statement within 7working days of generation, please call your nearest call centre to receive your billing information. Non receipt of the statement would not affect the cardholder's obligation and liability and he/she shall be liable to pay the outstanding balance on or before payment due date.
9. A purchase and subsequent cancellation are two separate transactions. Please do not withhold payment for reasons of non-credit as delays in the credit process can cause your account to become irregular.
10. Payment made by you will be acknowledged in the subsequent statement.
11. It is the cardholder's responsibility to notify the Bank in case of non receipt or discrepancy in his monthly statement within 30 days from the statement date. In case the cardholder doesn't notify the Bank of any such event, the statement will be deemed to have been delivered and conclusive.
12. The banks also reserves the right to include your name in the list of defaulters and share the conduct of your credit card account with other banks/financial institutions, Credit Information Companies and statutory bodies in accordance with the Credit Information Companies(Regulation) Act,2005, as amended from time to time.

Regular information For International Usage.

Usage of internationally valid cards outside India must be in accordance with the Exchange Control Regulation of RBI. In the event of any failure to do so, the Cardholder is liable for penal action under the Foreign Exchange Management Act, 1999. The onus of ensuring compliance with the regulations is entirely on the cardholder.

Finance Charges - Illustration

If a Cardholder avails the revolving credit facility on HDFC Bank Credit Card and hence chooses to pay an amount less then the total amount due reflected in the monthly billing statement, the entire outstanding amount would attract finance charges and all new transactions will also attract finance charges, till such time as the previous outstanding amounts are repaid in full.

The following would serve as an example for this. (Please note that the actual calculation would vary from one cardholder to another based on the Cardholder's purchase and revolve behaviour).

Assume that you have paid all previous dues in full and do not have any amount outstanding in your Card account.

Date	Transaction	Amount
10 April	Goods purchase	₹15,000
15 April	Garments purchase	₹5,000
15 April	Statement Date	Total Amount due = ₹20,000 Minimum Amount Due = ₹1,000
12 May	Payment into card account (Late payment charges will be applicable here)	₹2,000 (Credit)
14 May	Groceries purchase	₹1,000
15 May	Card Payment	₹15,000

Thus, on the statement dated 15th May, following will reflect as the component of the total amount payable by you.

Interest calculated = (outstanding amount* 3.75% per month (i.e., 45% per annum) * No of days) / 365. Therefore,

a) Interest on ₹15,000 @ 3.75% per month (i.e., 45% per annum) from 10 Apr to 11 May (i.e. for 32 days) = ₹591.75
Interest on ₹13,000 @ 3.75% per month (i.e., 45% per annum) from 12 May to 14 May (i.e. for 3 days) = ₹48.08
Interest on ₹5,000 @ 3.75% per month (i.e., 45% per annum) from 15 Apr to 14 May (i.e. for 30 days) = ₹184.93
Interest on ₹3,000 @ 3.75% per month (i.e., 45% per annum) from 15 May to 18 May (i.e. for 4 days) = ₹14.79
Interest on ₹1,000 (fresh spends) @ 3.75% per month (i.e., 45% per annum) from 14 May to 18 May (i.e. for 5 days) = ₹6.16
Total interest = ₹845.75

b) Late Payment Charges = **₹900** (excluding Infinia)

c) GST@ 18% of interest and late payment charges = **₹314.23**

d) Total principal outstanding amount = ₹4,000 (₹1,000 fresh spends + balance ₹3,000 outstanding from last month's billing period)
Hence Total Amount Due = (a) + (b) +(c) + (d) = **₹6059.99**

* Please note that the finance charges and other charges are subject to change at the discretion of HDFC Bank. Also please note that if the cardmember exceeds the credit limit of the account overlimit charges will be levied on the account.

For an exhaustive list of charges that may be levied for specific instances, please refer to the MITC in www.hdfcbank.com

PhoneBanking Numbers

1800 1600 / 1800 2600
If you are not in India: +91 22 61606160

Write to us at : HDFC Bank Cards Division, P.O. Box No. 8654, Door No.94 SP, Estate Bus Stand, Wavin Main Road, Mogappair West, Chennai 600058. For any query, Pls visit - www.hdfcbank.com/query.
In the rare event of not being satisfied with the responce from any of the above contacts, you can call us on : 044-6108 4900 between 9.30 am and 5.30 pm Monday to Friday

(OR)

Write to : Our Grievance Redressal Officer Deepa B. at HDFC Bank Cards Division, Door No.94 SP, Estate Bus Stand, Wavin Main Road, Mogappair West, Chennai 600058. or E-mail at grievance.redressalcc@hdfcbank.com
Alternatively, you can call our grievance cell at Tel : 044-6108 4900.

For Credit Card services like Checking Your Reward Points, Converting Eligible Spends to EMI and Reporting Credit Card Disputes through SMS, please send an SMS to 7308080808.There are no pre-defined keywords, and you can type your own query to use this facility.

Kindly quote your last 4-digit credit card number in all communication from your mobile number or Email ID as registered with the bank for quicker resolution.

Loss / Theft / Misuse of Card

In case of loss / theft / misuse of the card, customer can immediately hotlist / block the card by raising a request through Netbanking, Mobile Banking, MyCards PwA, EVA, PhoneBanking / IVR, WhatsApp Banking / SMS. For step-by-step process on blocking the card, please refer MITC

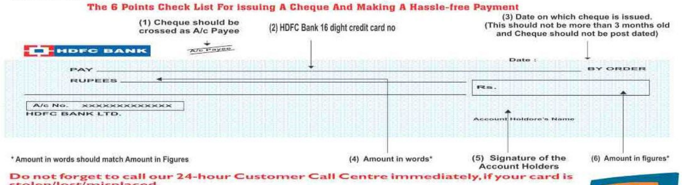
Convenient Payment Options

- NetBanking/ ATM fund transfer
- Standing Instruction on your HDFC Bank account - Auto Debit
- Bill Desk: In case the Cardmember does not have an HDFC Bank account, cardmember can make the Payment through Bill Desk facility using other bank account.
- Cash Payment: Through Cash Payments at the bank branches.
- Through NEFT (Use IFSC Code HDFC0000128)
- Visa Money Transfer only for Visa Card holders
- Local Cheques/ demand drafts at HDFC Bank ATMs/ Drop Boxes

Some Do's & Don'ts

1. **Ensure verification of your card is done in your presence.Also remember to get your card back after every transaction.**
2. **Please drop only cheques or drafts in the drop boxes. Please do not drop Cash/Post-dated cheques in the drop boxes. HDFC Bank will not be liable/responsible for Cash deposited in the drop boxes.**
Please fill your Cheque as illustrated below- ensure to mention your contact number (Mobile or Landline with STD code) on the reverse side of the cheque.

The 6 Points Check List For Issuing A Cheque And Making A Hassle-free Payment



3. **Do not forget to call our 24-hour Customer Call Centre immediately, if your card is stolen/lost/misplaced.**
4. **Please do not authorize lottery/gambling/foreign currency trading transactions on your credit card as it is prohibited by RBI**
5. **Separate clearing session for Non-CTS cheques has been discontinued from December 31, 2018 as per RBI guidelines.**
6. **If you do not wish to be called about our products and services, kindly log on to our website: www.hdfcbank.com and register yourself in our Do not Call Registration option.**
7. **HDFC Bank will never ask for your password, customer id, credit/debit card PIN,CVV,DOB,Bank Account details,Net & Mobile Banking services and any other confidential information via text message, e-mail, phone or any other way. Such sensitive information should never be divulged to anybody, even if he/she claims to be from the Bank. We advise our customers to completely ignore such communications.**
8. Please refrain from making payments through modes other than those authorized by the bank.

SCHEDULE OF CHARGES

Description of charges	Applicable Charges
Interest Free Credit Period	Upto 50 Days
Minimum Repayment Amount	5% of Retail Balance / Cash Advance Balance and finance charges and 100 % of charges, Loan EMI billed under cards, levies and Taxes and rounded to the next higher 10th digit. For Paytm HDFC Bank Digital Credit Card - 10% of Retail Balance / Cash Advance Balance and finance charges and 100% of Charges, Loan EMI billed under cards, levies, and taxes, previous month outstanding and rounded to the next higher 10th digit.
Charges on Revolving Credit	Variant — Charges (excluding GST) Monthly / Annually: Infinia, Infinia (Metal Edition), Diners Black Metal Edition, Diners Black, BizBlack Metal Card, H.O.G Diners Club — 1.99% / 23.88% All other variants — 3.75% / 45.0%
Auto EMI conversion charges	Applicable on all transactions (Excluding Fuel, Gold, and Jewellery) of Rs 10,000/- or more done on Easy EMI Credit Card. EMI conversion will be done for a tenure of 9 months, at an ROI of 20% per annum, and processing fee of Rs 99 + GST for all loan amount.
Cash Advance Charges (excluding Infinia)	2.5% of amount withdrawn or 500 whichever is higher
Late Payment Charges: Basis Credit Card bill amount (excluding Infinia (Metal edition))	Outstanding Balance — Late Payment Charges (Excl. GST) Less than ₹100 — Nil ₹101 to ₹500 — ₹100/- ₹501 to ₹1,000 — ₹500/- ₹1,001 to ₹5,000 — ₹600/- ₹5,001 to ₹10,000 — ₹750/- ₹10,001 to ₹25,000 — ₹900/- ₹25,001 to ₹50,000 — ₹1100/- More than ₹50,000 — ₹1300/-
Charges on overlimit account (excluding Infinia)	2.5% of overlimit amount, subject to a min. of ₹550 (Not applicable for Paytm HDFC Bank Digital Credit Card as no over limit facility is provided)
Payment Return Charges	2% of Payment amount subject to minimum of ₹450
Cash Processing Fee	Rs. 100/- (for all card payments made by depositing cash in HDFC Bank branches or ATMs)
Duplicate PhysicalStatement charges(excluding Infinia, Diners Black andJet Diners)	₹ 10 per duplicate physical statement w.e.f.1st Sep 2020
Foreign Currency Transactions	Product — FCY Infinia Metal | Infinia | Diners Black | Diners Black Metal |BizBlack|Regalia Gold | BizPower | TATA Neu Infinity — 2.00% 6E Rewards Indigo XL — 2.50% Rest of the Cards — 3.50%
Goods and Services Tax (GST)	Applicable on all Fees, Interest and other Charges. *The applicable GST wouldbe dependent on place of provision (POP) and place of supply (POS), If POP andPOS is in the same state then applicable GST would be CGSTand SGST /UTGST else, IGST. * GST For FEE & Charges / Interest transactions Billed on statement date will reflect in next monthe statement. *GST levied will not bereversed on Any dispute on Fee & Charges / interest.
Service charges levied for transactions	Fuel Transaction Surcharge — Up to 1.5% which may vary depending on the fuel station and their acquiring bank Railway Ticket Purchase Fee — 1% of the transaction amount + GST On all cards except IRCTC HDFC Bank Credit Card(Refer IRCTC website for detailed fee structure) (*) Service changes may be levied at Hospitals, Education or government sites.
Dynamic currency conversion Markup Fee	Markup fee of 1% will be levied on all transactions carried out in Indian Currency at an international location or at merchants which are located in India but registered overseas.
Rent Pay Transactions	Rent Pay Transactions: W.e.f. 1st January 2023, 1% fee on transaction amount will be levied on rental transactions done on any applicable merchant from the second transaction for the month.
Fuel Charges	1% fee will be levied on Fuel transaction exceeding - Rs 15,000 for consumer cards Rs.30,000 for business cards Fee will be applied on the total transacted amount
Utility Charges	1% fee will be levied on utility transactions exceeding Rs 50,000 for consumer cards per transaction Rs.75,000 for business cards per transaction
Education Charges	1% fee will be levied on Education transactions done through third party applications like (but not limited to) CRED, PhonePe, No-broker, Cheq etc.

Annual / Joining fees:

Card variant	Joining / Annual membership Fee
Infinia (Metal Edition)	₹12,500
Infinia, Diners Black	₹10,000
Shoppers Stop Black HDFC Bank	₹4,500
Regalia Gold, Regalia, Business Regalia, Diners Privilege, Diners Club Premium, Doctor's Regalia	₹2,500
6E Rewards Indigo XL	₹1,500
Tata Neu Infinity HDFC Bank	₹1,499
Times Platinum, Regalia First, Business Regalia First, Diners ClubMiles, Diners Club Rewardz, Millennia, Equitas Elegance, Superia, Paytm HDFC Bank Select, AllMiles, Doctors Superia, Paytm HDFC Bank Select Business, Best Price Save Max, Pine Labs HDFC Bank Pro	₹1,000
Rest of the Cards	₹500
Pine Labs HDFC Bank, Retailio HDFC Bank, Flipkart Wholesale, Tata Neu Plus HDFC Bank	₹499
Business Platinum	₹299
HDFC Bank UPI RuPay Credit Card, HDFC Bank UPI RuPay Biz Credit Card, Small Business Moneyback	₹250
Paytm HDFC Bank Digital Credit Card	₹149
Paytm HDFC Bank	₹49 / Month
Paytm HDFC Bank Mobile	(₹500 per annum from April 1, 2023) ₹29 / Month
Shoppers Stop HDFC Bank	(₹149 per annum from April 1,2023)Free

W.e.f. 1st August 2024, 1% fee on transaction amount will be levied on rental transactions done on any applicable merchant for the month. Fee capped at Rs 3000

Card account levied with late payment charges in the latest generated statement will be exempted from the cash processing fee.

You will receive SMS or email alerts for all HDFC Bank Credit Card transactions. The amount mentioned in the alerts will be exclusive of any applicable surcharge/ mark-up fee(for international transactions) & the surcharge/mark-up fee etc will reflect in the statement.

Billing Disputes Resolution

Disputes on transactions debited to the card account need to be reported promptly by the Cardmember in writing within 30 days from his statement date in which the transaction under dispute was charged to enable the bank take it up for investigation.

The rules applicable under the Credit Card Franchise Operating Regulations impose time limits on reporting disputed transactions. If the Cardmember does not report / inform the Bank within time in writing, it would make it difficult for the bank to gather information about the transactions and this may work to the cardmember's disadvantage.

The bank is not liable or responsible for any transactions incurred on the card account prior to the time of reporting of the loss of the card and the cardmember will be wholly liable for the same. After the receipt of the proper notification of the loss by the bank, the subsequent transactional disputes would be taken up by the bank as above.

Upon receipt of dispute from customers, within a maximum period of Thirty days, Bank would provide necessary documents, wherever applicable as received from the Member Bank, subject to operating guidelines laid down by the respective franchisee like Visa / Master Card / Diners Club / Rupay, etc. GST levied will not be reversed on any dispute on Fee & Charges / interest.

Credit Limit and Interest Free Period

Credit limit on any card account may by reviewed as per the Bank policies specified from time to time and the Bank reserves the right to decrease and / or unconditionally cancel the limit assigned on a Card. In Such an instance the Bank will inform immediately including the reason thereof, by SMS / e-mail followed by confirmation in writing.

- The interest free credit period could range from 20 to 50 days subject to the scheme applicable on the Credit Card
- However, this is not applicable if the Previous month's balance has not been cleared in full or if the Cardmember has availed of cash from ATM

For instance, the HDFC Bank MoneyBack+ Credit Card has an interest-free credit period of up to 50 days.This means that a customer who has a billing date of 4th of the month can spend on his Card from 5th April to 4th May, his bill will be generated on 4th May and his Payment Due Date will be 24th May. Hence, a purchase made on 14th April will have a credit free period of 41 days, while a purchase made on 2nd May will have a credit free period of 23 days.

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https://www.hdfcbank.com/personal/pay/credit-cards/MITC