

## HBL CreditCard – Basic Information & Charges Sheet (Summary Box)

Welcome to the world of possibilities. Experience freedom, flexibility and round-the-clock convenience with HBL CreditCard. Whether it's shopping, dining or traveling, HBL CreditCard makes everything more rewarding. Accepted at millions of merchants worldwide, HBL CreditCard is packed with amazing benefits, exclusive offers and exciting rewards.

### a) Basic Charges

|  |                     |                |               |
|--|---------------------|----------------|---------------|
| <b>Annualised Percentage Rate (APR)</b>  | <b>42% (Fixed)</b>  |                |               |
| APR will be applicable in case of no or minimum or partial payment, from the transaction date, until paid in full. |                     |                |               |
| <b>Interest Rate</b>   | <b>Introductory</b> | <b>Monthly</b> | <b>Annual</b> |
| Service Charges (Retail Transactions)  | Not Applicable      | Maximum 3.5%   | Maximum 42%   |
| Service Charges (Cash Advance)   | Not Applicable      | Maximum 3.5%   | Maximum 42%   |
| Service Charges (Balance Transfer Facility)  | Not Applicable      | 2.0%           | 24.0%         |
| Service Charges (HBL Installment Plan)   | Not Applicable      | 2.0%           | 24.0%         |

| Basic Charges<br>(FED applicable as per law) | HBL VISA / Mastercard CreditCard                                |                        |                        | HBL FuelSaver CreditCard |                      |
|--|---|------------------------|------------------------|--------------------------|----------------------|
|  | Green Card  | Gold Card              | Platinum Card          | Green Card               | Gold Card            |
| Joining Fee                                  | There is no Joining Fee or Card Issuance Fee for HBL CreditCard |                        |                        |                          |                      |
| Annual/Monthly Fee*                          | Rs. 6,000<br>(Annual)   | Rs. 12,000<br>(Annual) | Rs. 20,000<br>(Annual) | Rs. 350<br>(Monthly)     | Rs. 700<br>(Monthly) |
| Supplementary Annual/<br>Monthly Fee         | Rs. 3,000<br>(Annual)   | Rs. 6,000<br>(Annual)  | Rs. 10,000<br>(Annual) | Rs. 175<br>(Monthly)     | Rs. 350<br>(Monthly) |

\*Annual/Monthly Fee will be levied within 45/30 days, respectively, from issuance of your card, irrespective of card activation.

Call HBL Contact Centre at 111-111-425 to avail annual fee reversal on spend\*\* of Rs. 40,000/- on HBL Green CreditCard, Rs. 200,000/- on HBL Gold CreditCard, Rs. 500,000/- on HBL Platinum CreditCard within 60 days of statement generation date in which annual fee is levied.

Note – Annual Fee waiver is not applicable for HBL FuelSaver Card.

For existing HBL Customers, Direct Debit Instructions (for either minimum or full payment option) is mandatory to avail spend based annual fee waiver. For New to Bank (NTB) customers, condition of Direct Debit Instructions is not valid.

|                             |  |
|-----------------------------|--|
| BTF Processing Charges      | Rs. 500 or 3% of transferred amount, whichever is higher           |
| Late Payment Fee            | Rs. 2,000  |
| HIP Processing Fee          | Rs. 1,000  |
| Card Replacement Fee        | Rs. 1,000  |
| Cash Advance Issuance Fee   | Rs. 1,000 or 3%, whichever is higher                               |
| Return Cheque Charges       | Rs. 1,000  |
| Utility Bill Payment Fee    | Nil  |
| Duplicate Statement Fee     | Nil  |
| Foreign Transaction Charges | 4% of the transaction amount                                       |
| SMS Alerts Fee              | Nil  |
| Cash Payment Charges        | No charges for cash payment at any HBL Branch counter              |
| Cancellation Charges        | No cancellation charges  |
| Renewal Charges             | No renewal charges. Only annual fee applicable, as mentioned above |

Other charges stated in HBL CreditCard Schedule of Charges (SOC) will be provided to you with your HBL CreditCard upon approval of your application. Changes, if any, will be communicated via Schedule of Charges (Credit Card section only) that will be sent to you, along with Credit Card Welcome Pack and/or statement. You may also visit our website at [www.hbl.com](http://www.hbl.com) for updated Schedule of Charges.

\*\*HBL offers fee waivers, discounts, promotional offers and incentives that are discretionary and the card members are not entitled to claim the same as a matter of their right. HBL is entitled at any time without any liability to cardmember in any manner whatsoever to terminate or withdraw or change the criteria and conditions for these fee waivers, discounts, promotional offers and incentives.

## b) Other information

|                      |   |                       |                    |
|----------------------|---|-----------------------|--------------------|
| Interest Free Period | Minimum 21 days and maximum 51 days<br>Note: In case of minimum or partial payment, there will be NO interest free period.  |                       |                    |
| Interest Charging    | No interest would be charged on new purchases (Retail Transactions) if the payment is made in full within the due date for each billing cycle and no balance is carried forward from the previous months. Otherwise, the period over which interest is charged will be as mentioned below:  |                       |                    |
|                      | Service Charges (Retail Transactions)   | From Transaction Date | Until paid in full |
|                      | Service Charges (Cash Advance)  | From Transaction Date | Until paid in full |
|                      | Service Charges (Balance Transfer Facility)   | From Transaction Date | Until paid in full |
| Payment Allocation   | All payment received by the Bank from the Cardmember or Supplementary Cardmember may be applied in and towards payments of unpaid fees, Cash Advances, Charges, Liabilities, HIP and other costs and expenses in previous or current Statements of Account in the following order of priority or otherwise as the Bank may deem fit:<br>a) all outstanding service charges and other fees shown on any previous Statement of Account;<br>b) all outstanding amounts of the Card Transactions shown on any previous Statement of Account;<br>c) all outstanding amounts of the Card Transactions shown on the current Statement of Account; and<br>d) all outstanding amounts of the Card Transactions not yet shown on the current Statement of Account.<br>All payments and credits shall, unless otherwise decided by the Bank, be applied by the Bank first to the outstanding amount that has been billed to the Card Account for the longest period of time. |                       |                    |
| Minimum Payment      | <b>5% of the outstanding balance or Rs. 500 whichever is higher.</b><br>The Minimum Payment may also include all fee(s), Service Charges, Installments, Overdue Amount if any.<br>Minimum Payment received from customer will first adjust the Service Charges, Bank Fee(s), Installments and the remaining payment will settle the principle outstanding.  |                       |                    |
| Limit(s)             | - Green Card: Minimum Rs. 20,000 & Maximum Rs. 349,999; Cash Advance Limit: 50% of Total Limit<br>- Gold Card: Minimum Rs. 350,000 & Maximum Rs. 999,999; Cash Advance Limit: 75% of Total Limit<br>- Platinum Card: Minimum Rs. 1,000,000 & Maximum Rs. 3,000,000; Cash Advance Limit: 75% of Total Limit  |                       |                    |
| Expiry               | 3 years from the date of card issuance (for both New & Renewal)   |                       |                    |

## c) Insurance

Following insurance plans are offered on HBL CreditCard. For details/premium and/or enrollment of insurance facilities upon receipt of your HBL CreditCard, please call our 24-hour HBL Contact Centre at 111-111-425. Bank's role in these products will be of a Distributor/Corporate Agent. Bank will debit the premium amount from your credit card on behalf of insurance company. All documentation and/or claims, etc. will be handled directly by the insurance company.

| S. No. | Plan Name                | S. No. | Plan Name            | S. No. | Plan Name              |
|--------|--------------------------|--------|----------------------|--------|------------------------|
| 1      | Credit Shelter           | 3      | Total Assurance Plan | 5      | Secure Wallet Plan     |
| 2      | Income Continuation Plan | 4      | Triple Health        | 6      | Family Protection Plan |

## d) Product Category

The selection of product category given in the application form i.e. Green or Gold or Platinum is taken as a preference. However, the same is subject to the credit limit assigned at the time of approval; and may be changed accordingly.

## e) Direct Debit Facility

Direct Debit Facility is mandatory for existing HBL AccountHolders; however, selection of "Minimum Payment" or "Full Payment" is completely your choice.

## f) New Promotions/Services

HBL offers new promotion/services on HBL CreditCard for which we contact our customers to inform them of the same. If you do not wish to be contacted for such offers/promotions, please select/tick on the given checkbox:  (Do not call)

Note: You may also call our 24-hour HBL Contact Centre at 111-111-425 and have your details updated upon issuance of HBL CreditCard.

## g) Customer Contact Point

Please feel free to call our 24-hour HBL Contact Centre at 111-111-425 for any complaint/query.

## h) Islamic Banking Customers

Customers having an Islamic Banking Account in HBL have declared that they clearly understand that the HBL CreditCard is a conventional product and also declare that the Islamic Banking Account can be debited for (minimum /partial/full) payments of HBL CreditCard which is a conventional product.

## Information Update

For existing HBL Account Holders, the information given in the credit card application form may be updated in the Bank records associated with the HBL deposit account number mentioned for Direct Debit Instructions in the credit card application form, upon approval of the credit card facility.

For existing HBL Credit Cardholders, the information given in the new credit card application form may be updated in the Bank records associated with the existing HBL CreditCard, upon approval of the new credit card facility.

The Bank reserves the right to standardise and maintain one set of customer address under each category of residence, mailing and office addresses across all delivery channels. Similarly, if a request for change of address is received from the customer the same will be updated for all delivery channels that are being availed. The Bank will not be liable for wrong delivery, in case the customer fails to notify/provide the Bank with the updated/change of address.

In accordance with instructions of the State Bank of Pakistan (SBP) as per BC&CPD Circular No. 06, 2021 dated June 22, 2021, we are required to advise you that any history of overdue payments / late payments ("Default") and / or any financial relief in the form of write-off and/or reversal of mark-up etc. in respect of such Default, will continue to be reported and reflected in your e-CIB report for a period of two (2) years from the date of adjustment of such Default. In case of any queries or complaints in relation to e-CIB reporting beyond a period of two (2) year, please contact us.