

Terms & Conditions-Dial for Cash

1. This Dial for Cash programme ("Program") is made by the "RBL Bank Ltd. (Formerly: The Ratnakar Bank Ltd)" to certain RBL Bank Credit Card members ("Cardmembers"). The intended recipients shall receive the program through appropriate medium as chosen by RBL Bank. By availing this program and its benefits accruing thereto, the Cardmember explicitly agrees to be bound by all the terms and conditions herein.
2. This program carries a reducing rate of interest, and such reducing rate of interest shall be communicated to the Cardmember vide an amortization schedule duly recorded at the time of offering on Call by RBL BANK to the Cardmember. This Reducing rate of interest shall be charged to the Cardmember on the offered principal amount and for calculating all his financial obligations under this Offer and the same shall be the basis of drawing the appropriate amortization Schedule. In addition, the Cardmember shall also be charged one time Processing fee at the rate of 2.5% of the principal amount advanced but subject to a minimum amount of Rs.499 (Four Hundred and Ninety-Nine only).
3. RBL Bank will send the ROI and processing fee details to the cardmember's registered email id once the request is processed.
4. The Rate of Interest applicable for CASH facility is cardmember specific as decided by RBL Bank at its sole discretion and intimated to the cardmember prior to availing the facility. The rate of interest offered to a customer is determined by internal factors of the Bank and may vary from Cardmember to Cardmember.
5. Changes in factors mentioned above may result in upward or downward revision of the interest applicable on the CASH facility from time to time / from offer to offer at the sole discretion of RBL BANK. All fees / charges applicable to the facility may or may not be dynamic and are subject to modifications based on RBL Bank periodic internal review.
6. This program is also subject to a maximum limit on the amount that may be availed by the Cardmember. The limit on the Offer will be over and above the existing credit limit of RBL Bank Credit Card. In all events when CASH is offered over and above the credit limit, the maximum limit shall be contained and communicated by way of the proposed communication medium as made applicable by RBL BANK to the intended recipient.
7. Cardmembers are being offered the option of availing the benefits under this Offer by requesting for a NEFT transfer on the Bank account. RBL BANK shall require the Bank Name/ Bank account number/IFSC Code or bank branch details to transfer CASH to Cardmember account.
8. The monthly repayment amount is calculated as per standard reducing balance method. The interest charged is the reducing rate of interest and accordingly at any given month the portion of the monthly repayment amount applied towards interest is determined by multiplying the reducing interest rate with the principal outstanding after the deduction of the previous month repayment amount. In other words, the reducing rate of interest is the rate which when charged brings the outstanding principal to zero at the end of the tenor, where the interest charged is calculated on a reducing principal balance.
9. The monthly repayment schedule will begin from the Cardmember next billing statement and continue over the tenure period chosen for the Offer. Cardmember is required not to club the credit card payment with the loan account repayment. Cardmember is further advised to pay against their loan account as per the monthly statement.

10. Monthly Statement shall be sent on cardmember's registered email id. Cardmember is further required to update the e-mail id as per Bank's records.
11. The Minimum Amount Due (MAD) will be Monthly EMI amount + 5% of retail plan balance (Minimum of 200 rupees) + billed service tax. The retail plan would consist of finance charge and fees like processing fee, Late Payment charges or any other (Please refer [Credit Card MITC](#)). There will not be any overlimit on 'Dial for Cash.'
12. With effect from Feb 18, 2021, Non-Payment / Under-payment of Total Amount Due will attract penal interest at 3.35% per month/ 40.2% per annum (Reducing rate of interest) on the unpaid monthly repayment amounts.
13. RBL Bank Credit Card shall be entitled to demand immediate repayment on account of nonpayment/short payment for three successive months or 90 days. As a part of the Credit Card Account, this balance will now attract all the charges including finance charges at the credit card rate of interest.
14. Cardmember is supposed to pay the MAD in full to avoid getting delinquent.
15. Cardmember shall be levied a foreclosure fee amounting to 3% of the Principal amount outstanding in case of the Offer being voluntarily pre-closed by the customer prior to the maturity of the tenure period opted for. The principal outstanding is calculated basis reducing interest rate as communicated at the time of consent. Foreclosure charges will be rounded off to nearest integer (Taxes will be charged as per prevailing government laws).
16. Part repayment is not allowed on an active Dial For Cash Loan. You can only pre-close Dial For Cash loan by making full repayment including all outstanding amount in full. Customer is required to intimate the bank for pre-closure after full repayment (outstanding amount + pre-closure charges + any other applicable fee, charges, taxes) in order for the Dial For Cash loan to be closed.
17. In the event, a Cardmember puts a cancellation request, it is clarified that the applicable charges will not be reversed once the NEFT transfer to the Cardmember has been cleared and resulted in a clear credit to the Cardmember account. Also, in all cases of cancellations, the fees charged will not be reversible and the same shall be charged to the Cardmember.
18. No request for change in billing cycle will be entertained before all the repayment amounts have been cleared by the Cardmember.
19. Transfer from this program to any other offer will not be entertained. RBL BANK reserves its absolute right at any time to add, alter, modify, or change or vary terms and conditions herein after giving due notice to the Cardmember.
20. Cardmembers are not bound in any way to participate in this Offer. Any such participation is voluntary.
21. Government service tax shall be levied on all fees, interest charges etc. as applicable.
22. Any disputes or differences arising from the Offer shall be subject to arbitration within the meaning of the Indian Arbitration and Conciliation Act, 1996. A sole arbitrator appointed by RBL BANK for this purpose shall carry out arbitration of all such disputes and/or differences. The award of the arbitrator shall be final

and binding on the disputing parties. The place of arbitration shall be New Delhi and the language of arbitration shall be English.

23. By availing this program and by conducting a financial transaction (CASH Demand through NEFT), and/or by booking the Offer on phone, the Cardmember provides consent and acceptance to all terms and conditions herein including for sharing of all personal, transactional, and other related information for the purpose of this Offer (Please refer [Privacy Policy](#)).
24. No request from Add-on being additional Cardmember other than primary Cardmember will be entertained for booking of Offer or availing benefits under this offer. Copyright © RBL Bank Ltd.
25. RBL BANK may at its sole option and discretion withdraw this Offer any time before the CASH has been honoured/transferred.
26. This Offer ('Offer') from RBL Bank Ltd. ('RBL Bank') is open to select Cardmembers holding a valid and current RBL Bank Credit Card ('Card') with no outstanding payment pending for more than 30 days ('Cardmember').
27. If a Cardmember has more than one RBL Bank Credit Card, he/she must confirm the specific RBL Bank Credit Card number as specified in the communication for availing the said offer or by calling up the Customer Call Centre.
28. Note that this loan issued on your Credit card cannot be used for Business purposes, and/or purchase of gold/gold bullions/ gold coins/gold jewellery/ gold exchange traded funds/ gold mutual funds and for speculative or trading purposes such as shares and short term investments like KVP, PPF, NSC, Mutual Funds, fixed deposits, RBI bond, ULIP and for subscription into Citi offered wealth management, Insurance products or similar products. RBL Bank prohibits the usage of unsecured loans for investments into wealth management and insurance products.
29. In the event that the loan facility is utilized by you for the purposes other than what is confirmed by you and as prohibited above, RBL Bank shall be entitled to initiate lawful action against you and do all other acts and things as RBL Bank may deem necessary to comply with its policies, including but not limited to liquidating your holdings of Investments/Insurance at that time. You will be liable for all costs and expenses that RBL Bank may incur as a result thereof.
30. In the event of non-payment / short payment of the Minimum Amount Due for more than 60 days, the Dial For Cash EMI facility shall be closed/withdrawn on 61st day and the principal outstanding along with the outstanding interest and other associated charges accrued till the date of such closure shall be debited to the Loan Account. RBL Bank shall be entitled to demand immediate repayment of such consolidated outstanding amounts.
31. Cooling off/look-up period during which borrower shall not be charged any penalty on prepayment of loan is 3 days.