

Some Important Key Facts to know



Myfirst SuperCard

Element/Key Facts

Remarks/Description

Joining Fee

NIL for primary & add-on cardholder

Membership Fee (annual)

Rs.999 + GST

Cash Advance Fee

2.5% of the cash amount
(min Rs.500)

Service Charges

GST rate as prescribed by Govt.
(18% as applicable)

Interest free (grace) period

20-50 days (subject to conditions stated in MITC)

Finance Charges for both Revolving Credit & Cash Advances

Varies with different card categories as stated in MITC; ranges from 3.33% to 3.99% per month

Overdue interest charges

NIL (both on monthly & annualized base)

Charges in Case of Default

Late payment fee charged depending on the customer's Total outstanding amount; ranges from Rs. 5-1300

Element/Key Facts

Remarks/Description

Credit Limit	Disclosed in the Welcome letter & Monthly Statements
Available Credit Limit	Disclosed in the Monthly Statements
Cash Withdrawal Limit	Disclosed in the Monthly Statements
Billing Statements- Periodicity & Mode of Sending	Physical/E-statements sent monthly (mode as per chosen preference)
Minimum Amount Payable (Minimum Amount Due)	Total GST + Current month EMI Debits + 100% of Fee/Charges + [Max of (5% of (Retail Spends, Cash Advance, Interest) or INR 200)] + previously unpaid MAD (if any)
Method of Payment	Periodic payment through Standing Instruction (NACH) OR One time payment via NEFT/Cheque/ MyCard App/Online
Billing Disputes Resolution	Card member may email or send RBL Bank signed dispute form available on website within 30 days of issuance of statement (http://www.rblbank.com/download-forms/creditcards)

Advisory: Do not share your one-time password (OTP) with anyone.

Happy to help you 24x7



Scan and Download
MyCard App



Chat with us at
www.rblbank.com/rblcares



WhatsApp Banking
Say 'Hi RBL' on 8433598888 from
your registered mobile number



**Complete postal address
of card-issuer**

Card Services, RBL Bank Ltd., Unit
306-311, 3rd floor, JMD Megapolis,
Sohna Road, Sector-48, Gurugram,
Haryana- 122018



**Contact details of
Customer Care Service**

Toll free number: **022-7119 0900**
Email us at
supercardservice@rblbank.com



**Contact details of Grievance
Redressal Official**

Mr. Vikas Nigam- Call
at **022-71432700** or Email at
principalnodalofficer@rblbank.com