

## **CANCELLATION POLICY**

### **Termination/Revocation/Surrender of card membership:**

A Card Customer may terminate the Card membership with IOB at any time by writing to the Bank or sending an email or by calling the helpline number. The entire card outstanding dues and EMI facilities linked to credit card (if availed) will immediately become due.

IOB may also cancel the card membership at any time under notice to customer, if it considers it necessary for business or security reasons, which may include delay in payments, improper use of credit card (for Foreign Exchange trading, business use, etc.), misleading or incorrect information/documents given along with card application or otherwise, failure to furnish information or documents as required by relevant laws/regulations (including identification documents) as may be required under the Bank's/ RBI's Know Your Customer (KYC)/ Anti Money Laundering (AML)/ Combating of Financing Terrorism (CFT) guidelines, if the Card Member is involved in any civil litigation or criminal offence / proceedings by any authority, court of law or professional body or association, etc.