



SMA & NPA

Special Mention Account (SMA):

In furtherance to regulatory requirements, Bank is required to identify incipient stress in the account by creating a sub-asset category viz. 'Special Mention Account ("SMA") with the three sub - categories as given in the table below.

Credit Cards are treated as "Loans other than revolving facilities."

SMA Sub-categories	Basis for classification (Principal or interest payment or any other amount wholly or partially overdue)
SMA - 0	Up to 30 days from Payment Due Date (PDD)
SMA - 1	More than 30 days & up to 60 days from PDD
SMA - 2	More than 60 days & up to 90 days from PDD

Example regarding classification of SMA:

If Payment Due Date of a Credit Card account is 31st March 2021, and Minimum Amount Due (MAD), is not received before this date then after the due date, the account will be mentioned as SMA-0. If the account continues to remain overdue beyond 30 days from PDD i.e. beyond 30th April 2021 then the account will be tagged as SMA-1.

Similarly, if the account continues to remain overdue, beyond 60 days from PDD i.e. beyond 30th May 2021 then this account shall be tagged as SMA-2.

Non-Performing Asset ('NPA'):

A credit card account will be treated as non performing asset ('NPA') if the Minimum Amount Due, as mentioned in the statement, is not paid fully within ninety (90) days from the PDD mentioned in the statement. Further, any account where a settlement or restructuring arrangement has been availed will be classified as NPA. An account continues to be classified as NPA till the entire arrears of interest and principal are paid. Settlement and restructured account do not qualify for an upgrade. Finally if any customer has a credit card tagged as NPA, all the credit facilities of the customer will be classified as NPA.

Example regarding classification of an account as NPA:

If Payment Due Date (PDD) of a Credit Card account is 31st March 2021, and Minimum Amount Due as mentioned in the statement has not been fully paid by the customer within a period of 90 days from the PDD i.e. till 29th June 2021, then the lender shall consider the Credit Card account as NPA.

In case of any transaction dispute please intimate us within 25 days from the date of transaction.

No new statement will be sent, in case of credit balance and no new transaction on account within 30 days of the last statement.

Bank may not approve High Risk Transactions to prevent misuse or potential fraud on your card.

Bank discloses information regarding your account to credit information companies on regular basis, as mandated by RBI.

In the event of non-payment of at least the Minimum Amount Due by the Payment Due Date, your card account will be reported as 'Default' to Credit Information Companies.