



# Key Fact Statement

## SimpliFi Fi-Federal Credit Card

### I. Charges & Fees:

Joining Fee	Nil												
Renewal Fee	Nil												
Card re-issuance Fee	Rs 250 Waived off if card was blocked due to suspected fraud or at Bank's discretion												
Cash advance Fee	2.5% of amount withdrawn or min Rs 250 Upto 20% of the credit limit can be withdrawn as cash												
Interest free period	Upto 48 days												
APR on credit and cash advances	3.75% per month 45% annually												
Late Payment Charges	<table> <tr> <td>Rs 0 - Rs 100</td><td>Nil</td></tr> <tr> <td>Rs 101- Rs 500</td><td>Rs 100</td></tr> <tr> <td>Rs 501 - Rs 1000</td><td>Rs 300</td></tr> <tr> <td>Rs 1001 - Rs 3000</td><td>Rs 400</td></tr> <tr> <td>Rs 3001 - Rs 5000</td><td>Rs 500</td></tr> <tr> <td>Rs 5001 - Rs 10000</td><td>Rs 750</td></tr> </table>	Rs 0 - Rs 100	Nil	Rs 101- Rs 500	Rs 100	Rs 501 - Rs 1000	Rs 300	Rs 1001 - Rs 3000	Rs 400	Rs 3001 - Rs 5000	Rs 500	Rs 5001 - Rs 10000	Rs 750
Rs 0 - Rs 100	Nil												
Rs 101- Rs 500	Rs 100												
Rs 501 - Rs 1000	Rs 300												
Rs 1001 - Rs 3000	Rs 400												
Rs 3001 - Rs 5000	Rs 500												
Rs 5001 - Rs 10000	Rs 750												

	Rs 10000 – Rs Rs 25000	Rs 1000
	More than Rs 25001	Rs 1500
	Charges may be applied on each statement based on the total amount due at that time, if at least the minimum amount due is not paid every month	
Service charges for transactions	Forex markup: 3.5% Service charges are not applied for any other transactions	
Overlimit charges	Nil, Overlimit spend not allowed on Simplifi Fi-Federal Credit Card	
Auto debit reversal	Rs 250	
Minimum amount due	5% of purchases + 100% of EMIs due, interest, charges , fees	
Card cancellation fee	Rs 200 if the card is canceled within 12 months (customer initiated cancellations only)	
Pre-closure charges for premature withdrawal of linked Fixed Deposit (FD)	1% of the interest rate on FD	

Note:

1. Add-on credit card and overlimit facilities are not available as of now. Any charges applicable to avail the facilities will be communicated to you when this service is activated
2. GST at 18% will be applicable on the fees & charges as applicable
3. Fuel surcharge (usually around 1%) is levied by the acquiring bank that provides the payment terminal to the merchant and will be applied on the Simplifi Fi-Federal Credit Card. The rate can vary depending on the fuel station and their acquiring bank. This surcharge is applied post the fuel transaction and will appear as a separate entry on the Credit Card Statement and on the Fi app. This surcharge cannot be waived.

a. Interest Free Period: Payment due date on your card is 18 days after the statement date and thus, interest free period from the start of the billing cycle date shall not exceed 48 days. From the date of expenditure, the interest free period on a purchase can range from 18-48 days depending on the payment due date. For instance, if statement is generated on 01 May (for spend period 01 April – 30 April), and due date is on 18 May – interest free period will be 30 days for a purchase made on 18 April (18 April – 17 May) and 20 days for a purchase made on 28 April (28 April – 17 May).

If Total Amount Due is not paid by the payment due date, then there will be no interest free period.

b. Finance Charges: Interest charges are paid at a monthly percentage rate on all transactions from the date of transaction when you choose not to pay your balance in full. On all cash advances, interest charges are applied till they are paid back. Interest charges, if payable, are debited to your credit card account till the outstanding on the card is paid in full.

## **II. Credit Limit, Available Credit Limit and Cash Withdrawal Limits**

Credit Limit is the maximum limit up to which you are authorized to spend on the card. The available credit limit at any point of time is the remaining limit that is available for you to spend. Credit limit utilized at the time of generation of each monthly statement is provided as a part of the said statement. Cash limit forms a subset of your credit limit. The Bank will review your card account periodically and may decrease your credit and cash limits based on its internal criteria.

### III. Billing

a. Statement Periodicity and Mode of Sending: Bank will send a monthly statement via email showing details of purchases and dues as on that date. The exact date of statement generation depends on the billing cycle of each customer and can be seen in the Fi app at any time. Statements will also be available via the Fi app.

b. Minimum Amount Due (MAD): Minimum amount due is calculated as 5% of Total Amount Due + EMI debits for the month + any over limit spends + all applicable, unpaid charges and fees including interest charges + GST

If you deposit part of the Total Payment Due or the MAD (not less than the MAD under any circumstance), the balance outstanding amount payable shall be carried forward to subsequent statements. This amount will attract interest charges until the date of full and final payment. Please note that paying only the MAD every month will result in the repayment stretching over a long period with consequent interest payment on your outstanding balance.

c. Methods of Payment: You can pay outstanding dues on your credit card via the following methods:

- Send money from your Federal Bank savings account opened via Fi app
- Use third party applications that allow repayment for the credit card
- Any other modes of payment provided on Fi app

d. Billing Disputes Resolution: In the event that you disagree with the charges indicated in the statement, it should be communicated to the Bank or any of its outsourced service providers by calling customer care on [080-47485490](tel:080-47485490) or email us at [help@fi.care](mailto:help@fi.care) within 30 days of receipt of the statement, failing which it would be construed that all charges indicated in the statement are accepted by you.

**IV. Postal address of the issuer:** This credit card is a co-branded credit card issued by the Federal Bank Ltd, 2nd Floor, Parackal Towers, Federal Bank, Operations Department, Parur Junction, Aluva, Ernakulam, Kerala- 683102

### V. Customer Services and Grievance Redressal

## **Level 1**

Telephone – You can reach Fi Money customer care at 080-47485490.

App – Message us through the in-app chat feature if you're a Fi Money user.

Email – Reach us at: [help@fi.care](mailto:help@fi.care) and mention the ticket number in the subject line.

If unsatisfied, you may reach out at [escalationsdesk@fi.care](mailto:escalationsdesk@fi.care)

## **Level 2:**

If you are not happy with the resolution, please contact the Nodal Officer.

Email: [grievanceescalations@federalbank.co.in](mailto:grievanceescalations@federalbank.co.in)

Nikhil A

Associate Vice President

The Federal Bank Ltd. 2nd Floor, Municipal Building, Aluva, Ernakulam, Kerala, India, 683101

Phone: 0484-2866511

## **Level 3:**

If your complaint has not been handled properly or there has been a delay in resolving the issue to your satisfaction, please escalate to our Principal Nodal Officer

Email: [support@federalbank.co.in](mailto:support@federalbank.co.in)

Minimole Liz Thomas

Head – Service Quality Department

The Federal Bank Ltd. Federal Towers, Aluva, Ernakulam, Kerala, India, 683101

Phone: 0484-2626366

## **Level 4:**

If you are still not satisfied with the resolution of your complaint you can approach the Banking Ombudsman. Please take note that the first point for

redressal of complaints is the Bank itself. The complainants may approach Reserve Bank Integrated Ombudsman through the link below.

<https://cms.rbi.org.in/>

OR

Write to CRPC in the below address: Reserve Bank of India, 4th floor,  
Sector 17, Chandigarh, 160017 RBI Contact Centre – 14448

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