



CARD USER'S GUIDE

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Welcome!

You are now the proud owner of a LIC VISA Credit Card. The LIC Credit Card has been specially designed taking into account the conveniences and privileges you are used to by LIC Cards Services Ltd [LICCSL] and Corporation Bank. It has been our continuing endeavor always to provide the best of services and provide remarkable benefits and thus take care of your needs. The LIC Credit Card will be marketed and distributed by LICCSL and managed by Corporation Bank. In addition to the various services available from LICCSL/Corporation Bank, you will also have access to the benefits, privileges and extensive reach of the global VISA network.

To maximize the benefits of the card, we request you to carefully read this usage guide which contains information on features and benefits of the card and tips for safe and smart use of the card. Please make sure you read the Most Important Terms & Conditions (MITC) annexure enclosed with this guide. To keep yourself updated on the host of benefits available to you as a LIC Credit Card member, please visit us at www.liccards.com. If you have any queries please feel free to contact us at our 24 hour Customer Care Centre. We eagerly look forward to a cherished relationship with you as our privileged LIC Cardholder.

1. KNOW YOUR CARD

Front of the Card:

- **Your Name:** Only you are authorized to use your card. Please check that the name on the card matches with your name. If there are any discrepancies, call the Banks Customer Care Centre immediately.



- **Card Number:** Your card carries an unique 16 digit card number. Please write down the Card number and keep it in a safe place, this will help you in notifying us in case of theft or loss of your card. You should quote the card number in all your communications with the Bank so that we can attend to it quickly.
- **Validity Period:** Your card is valid from the date you receive it till the last day of the month embossed on the card.
- **VISA Hologram & Logo:** Your card is backed by the international reputation and the extensive network of VISA and are accepted at all merchant establishments accepting VISA cards worldwide. You can also withdraw cash through VISA member bank ATMs.
- **Chip:** This special embedded feature in your LIC Credit Card allows you to transact with ease besides providing additional security to your card.

Back of the Card:

- **Signature Panel:** You must sign on the signature panel on the back of the card immediately on receipt, with a non-erasable ballpoint pen (preferably in black ink). This will ensure that no one else will misuse the card at Merchant Establishments.
- **Magnetic Stripe:** This stripe has built in security features. You should not stretch, bend or expose the card to magnetic fields as this may prevent the stripe from functioning properly.



2. CHIP CARD:

The Chip Card is the new global payment standard. It offers the highest level of security. The embedded chip in your credit card helps in protecting against counterfeiting and skimming card frauds. The chip card as compared to a normal magnetic stripe card has to remain in the terminal until the transaction is authenticated. Thus, there will not be any opportunity for foul play till the transaction is completed. The chip card also uses encryption algorithms for authentication of the card, thereby making it hard to counterfeit.

CHIP CARD OPERATION:

A chip card is just like a normal credit card, but with the addition of an embedded microchip. The same is to be inserted into a Point-of-Sale [POS] card reader as opposed to a regular swipe. The chip cards process data securely and make it virtually impossible to copy or tamper with the data. More and more merchants these days have the equipment that accepts the chip cards.

The Chip card is not swiped but dipped. i.e., inserted in the chip reader in the POS machine. Hence, the card has to be dipped and you have to enter the PIN for completing the transaction. The Chip Card will also have the magnetic strip just in case some merchants are yet to make a transition to a terminal capable of reading the chip and also for use in ATM. Therefore, cardholders will still be able to use their cards everywhere they use them today.

How does the chip Card work?

1. The merchant dips the Card into the card reader, in the POS Terminal.
2. The merchant enters the amount to be paid by you.
3. Entry of PIN.



4. On verifying the amount, the receipt will be printed.
5. The merchant hands over the receipt along with the Chip Card.



Dip your
Swipe
CardChip
at Chip
non



Chip
your
card at

enabledChip enabled terminalterminals

CHIP CARD DO'S AND DON'T'S:

- In case the merchant's terminal supports chip, ensure that the card is dipped in the POS terminal during purchase and not swiped.
- There are merchants with older technology terminals and also ATMs and hence your card can also be swiped as usual.
- In case the chip is not working, please call our customer care centre.
- Never bend the card or damage the card.
- Do not expose your card to magnets and magnetic fields such as handbag clasps, electronic items, speakers etc.

3. SAFETY TIPS FOR USING YOUR CARD:

Please follow these simple security steps to keep your card out of harm's way and protect yourself against any inconveniences with unauthorized transactions.

General Safety Tips

- Write down your card number in a safe place at home. This will make it easier for you to quickly report a lost or stolen card.
- Always sign your card at the signature panel in the back in black ink as soon as you receive it. Take care not to bend or scratch the card.
- At home keep your card in a safe place that won't be obvious to burglars. No one should have access to the card except you. Please notify us at our

Customer Care Centre in case your card is lost / stolen/captured in any ATM

- Note down the contact numbers of Customer Care Centre for reporting the loss or theft of your credit card and keep the number at home, in your purse or wallet and at your office so that you will be prepared to call immediately if required.
- Keep track of when new and re-issued cards should arrive, and call the Call Centre if they don't come in time.
- Never leave your card with anyone or leave behind as security deposit.
- Never give your card number to strangers or tele-marketers who call you on phone.
- Before you send your card back to the Bank for canceling the same, please get it blocked by calling customer care centre and cut the card into two pieces.

Precautions at Merchant Establishments:

- Always ensure that you get your card back after the transaction is over.
- Don't let merchants write down your card number as confirmation on bills or vouchers.
- Take all card receipts and carbons with you, especially from places like supermarkets and self service gas pumps.
- Keep receipts from all your card purchases for verification in case of dispute.
- At the time of discarding the receipts, make sure to tear the receipts into tiny pieces.

Precautions while using at ATMs:

- Avoid using the ATM if you sense suspicious persons or circumstances, particularly at late night hours.
- Enter your PIN carefully without mistake. For reasons of security, on exceeding 3 attempts with a wrong PIN, your card will be blocked by the ATM. (For unblocking the card, please call the Customer Care center).
- Always take your transaction receipts with you to keep your account information confidential. The transaction slip should be scrutinized for any discrepancies. Any dispute in this matter can be verified and the Bank will take corrective action only on producing the transaction slip.

Safety of Personal Identification Number (PIN):

- PIN is a secret four digit code, which is assigned by the Bank to you. You are required to enter this PIN to avail the ATM services and to complete the POS transaction using your card.

- Memorise your PIN. Please don't write down your PIN in any place which may enable a third party to use the Card. (e.g. on the back of the card or in the wallet).
- Don't use the same PIN for all your cards, and don't choose an easily identifiable number such as your birth date or address. Change the PIN periodically and frequently at your convenience but specifically if you believe that someone else knows your PIN.
- **Do not disclose the PIN to any person, including the officials of the Bank under any circumstances.**
- Please take all precautions to prevent anyone else seeing your PIN, while entering the same in an ATM/POS terminal.
- The security of PIN is very important. If you fail to observe these security requirements, the card is liable for any unauthorized use. Any transactions using the LIC Credit Card and the PIN shall be deemed to be instructions given by you and the Bank shall be entitled to assume that those transactions were undertaken by you.
- You can change the PIN [to a 4 digit number of your choice] through Corporation Bank ATM's.

Verified By VISA [VBV]:

Verified by VISA is a service from VISA and Corporation Bank that lets you shop online securely with your existing VISA credit card by means

of a password to protect your online transactions just like you use your PIN at ATM/POS. Registration for verified by VISA is mandatory for online transactions with the merchants located in India. Visit www.corpbank.com/jCards to register.

Do make full use of these very essential security features that have been put in place to help you transact better, safer and without any agony. In case, you happen to have any query regarding the same, do feel free to contact the customer care centre for assistance.

4. USING YOUR CARD:

- Your LIC Credit Cards is dispatched in deactivated mode. Kindly contact our customer care centre to get it activated. Please note to sign on the signature panel in the back of the card to prevent any misuse and / or financial losses.
- If your card is EMV Chip card, it will be inserted into a chip reader and will be visible to you till the transaction is complete. In case the Merchant Establishment [ME] does not have a chip reader, the card can still be used with the help of the magnetic stripe. The chip is embedded into the card to process your transaction in a more secure manner.

- You will be receiving your PIN mailer within seven days from the receipt of the card. If you do not receive the PIN mailer within this period, please call up our Customer Care Center. The PIN is a 4 digit number, used to complete the transaction at POS terminal [in case of EMV Chip Card] and also to draw cash at Corp Bank ATMs and all VISA ATMs in India as well as globally.
- Your card can be used at merchant establishment or ATM displaying the VISA logo. You can use the card upto your credit limit/daily transaction limit sanctioned to your credit card account.
- On making your purchase or on availing services at a Merchant Establishment (ME), present your LIC Credit Card. The ME will dip the card [in case of EMV Chip Card] in a terminal and once the transaction amount is entered by ME, it will prompt for PIN entry. Once the PIN is entered and the transaction goes successful, ME will present you a charge slip containing the details of your card number, amount of the bill and transaction date. Make sure that the card is always used in your presence during the transaction. If you wish to add a tip or any extra charge, you can do so on the same charge slip. Please confirm that the details filled in the charge slip are correct and that it is totalled to prevent any alteration in future.
- Your signature on the charge slip must match the signature on the reverse of your card. After signing the charge slip, the ME will hand over a copy of the charge slip along with the bill. Remember to retain the charge slip and verify the amount in the charge slip against the amounts mentioned in your card billing statement.
- At CorpBank and other VISA ATMs, you can withdraw cash upto cash limit sanctioned for your card.
- If you suspect any fraud, contact our customer care centre immediately and get the card hotlisted.
- Ensure to pay atleast minimum amount due for every statement to enjoy seamless usage of the credit card.
- Your card can also be used to make purchases through Internet at various websites. Ensure that the sites you are using are secured and have a security policy.
- Your card is valid for foreign exchange transactions in all countries except Nepal & Bhutan. All transactions with the card outside India are governed by the Foreign Exchange Management Act 1999 rules / guidelines issued by RBI / Govt. of India from time to time. It is your sole responsibility to use the LIC Credit Card overseas for bonafide expenses within the foreign exchange entitlement as stipulated by RBI from time to time, and to get the amount drawn endorsed on your passport by an authorized dealer upon return to India.

5. FEATURES:

- 5.1 **Acceptance:** LIC Credit Card is introduced in association with VISA International. As such the card will be accepted at all VISA member establishments across the world. As on date there are over 30 million outlets, which accept VISA cards, of which there are more than 1.1 million in India. In addition, the card can also be used at over 19 lakh VISA ATMs globally, of which there are more than 1.6 lakh VISA ATMs are in India, including 2260+ CorpBank ATMs. The Credit Card has a secured CVV number and 3D secured password through “Verified by VISA” for purchases through Internet and other media.
- 5.2 **Cash withdrawal facility:** Customers will also have the facility to withdraw cash from his/her credit card account through CorpBank ATMs or any VISA ATMs worldwide upto the cash limit fixed on the card. The cash limit will be 20% of the credit limit for Gold cards and 30% of the credit limit for Platinum Cards. For withdrawal from credit card account transaction fees and interest for the period the amount is used will be charged. Interest free period for purchases at ME’s will also not be applicable in case of cash withdrawal from credit card account.
- 5.3 **Add – on Cards:** Card Member shall have the facility to avail add-on cards for immediate family members i.e., parent, spouse, children and siblings above the age of 18 years but below 65 years. The number of add-on cards per account is restricted to 3. Only one magstripe add on card is free whereas second and third magstripe add on card would be charged at Rs. 100.00 per card under both Gold and Platinum card variant. In case of EMV chip card every add on card would be charged at Rs. 100.00
- 5.4 **Photo Card:** All LIC Credit Cards shall have the photo of the Card Member and signature digitally imprinted on the card. This provides extra security at ME’s and you can also use it as an identity card.
- 5.5 **Predefined Credit Limits:** Card Member shall have the option to predefine lower credit limits on their card than what they are eligible for. Any transactions over the specified spend limit shall be declined. This facility will also be applicable on the add-on cards issued against the account. The predefined limits can be changed on request and will be effective from the next billing cycle.
- 5.6 **Temporary Credit Limit Enhancement:** Card Member shall have the facility to temporarily increase their credit limit. Maximum enhancement can be up to 30% of the original credit limit. The temporary enhanced credit limit shall be restored to the original one at the start of the next billing cycle. This facility will be available to Card Member only after 1 year of membership and based on the credit history. The credit card should be active and there should not be any over dues or default in payment during the last six months. The Card Member should have been prompt in making payments (atleast Minimum Amount Due) during the previous 6 months at the time of making request for the enhancement.

5.7 Revolving Credit facility: On receiving the credit card statement, Card Member shall have the flexibility of opting for any of the below mentioned payment options:

- Pay the total amount outstanding
- Pay only the Minimum Amount Due and carry forward the balance to next statement
- Pay any amount ranging from the Minimum Amount Due to the total amount due

The Minimum Amount Due for a billing cycle shall be 5% of the total outstanding amount or Rs. 250.00 whichever is more. Interest shall be levied on the amount revolved into the next billing cycle by the Card Member from the date of purchase and all subsequent purchases made on the card will also attract interest charges from the date of purchase till all outstandings are cleared.

5.8 Free Credit Period: All Card Member shall have a free credit period ranging from minimum of 15 days to a maximum of 45 days for both the card variants, provided the outstanding payments are made in full.

5.9 Balance Transfer facility: The Card Member can transfer their balances from other Bank credit card to their LIC Credit Card. This facility will be available to Card Member only after 1 year of membership and based on credit history. The card holder should have been prompt in repaying the dues during this period. The Balance transfer would not be permitted from other card accounts where there is an overdue status and where the credit limit has been exceeded. The balance transfer would not be done from another LIC/Corporation Bank Credit Card account. The minimum amount that can be transferred is Rs.2500/- and the maximum amount would be restricted to Rs.1,00,000/- or 75% of the credit limit sanctioned, whichever is less. The amount transferred would not be in excess of the outstanding balance in the other credit card account.

To avail this facility, the Card Member should furnish at least 2 months statement of the other Bank credit card which they wish to transfer. The Bank would send a Demand Draft /Pay Order favouring the other Bank credit card number and would be mailed to the customer's mailing address registered with the Bank. The credit limit would be blocked to the extent of the transferred amount immediately on issuing a Demand Draft/Pay Order and this would be released only when the payment is received in full.

The Card Member would be charged interest at the rate of 1.50% per month on the balance transferred for a period of 90 days. This preferential rate of interest would start from the date of issuance of the Demand Draft/Pay Order favouring the other Bank Credit Card. On expiry of this period, applicable interest rates shall be levied. All transactions (fresh purchases)

would be levied applicable rate of interest from the date of purchase for all Card Member who have a balance transfer in their account. These Card Member would not be eligible for free credit period till the outstanding balances are cleared in full.

The Bank at its sole discretion may permit the balance transfer amount to be repaid in EMIs.

The Bank reserves the right to accept or reject balance transfer requests and the Balance transfer request once approved cannot be reversed. If there is one balance transfer request, the Card Member cannot opt for another balance transfer request till the outstanding balances are cleared in full.

The Bank would charge processing fees at 1% of the transferred amount subject to a minimum of Rs.100/-.

5.10 EMI Payment Option: The Card Member has the option to convert any single retail transaction on the card above Rs. 2500 for payment as EMI's in 6 or 12 or 24 month periods. Customer can opt for the same by sending an email/fax to the Credit Card Division within 7 days of making the purchase and before the billing date. Maximum amount permitted under EMI is 50% of the Credit Card Limit. The interest rate for the amount would be 16% p.a. for tenor less than 6 months and 18% p.a. for tenor more than 6 months. The interest would be charged based on reducing balance method. Processing fee of 1% will be charged on the transaction amount, subject to a minimum

of Rs.100. In case of pre-payment, a 2% cancellation fee will be levied on the amount outstanding along with recovery of full interest.

The minimum Amount Due would be the EMI payable by the cardholder plus 5% of the outstanding amount. In case the cardholder defaults in paying the minimum amount due for three consecutive months, the EMI option would be revoked and the entire amount would fall due for payment during the next billing cycle

5.11 Insurance Cover:

Accident Insurance: Cardholders would be entitled for personal accident insurance cover of Rs.2,50,000/- for Platinum Cards and Rs.1,00,000/- for Gold Cards. This would cover only accidental death [accident caused by external, violent and visible means] and to be eligible for insurance cover, the card should have been activated and the cardholder should have carried out one transaction using the card. Inactive cards would not be eligible for insurance cover and the effective date of insurance cover would be the 01st of succeeding month of the transaction.

Purchase Protection: Any durable goods of value of Rs. 1,000/- or more purchased through LIC Credit Cards would be insured against accidental damage or loss due to fire or theft. The cover shall be valid for 60 days from

the date of purchase subject to production of invoice in favour of the insured/ card holder and the maximum value of cover shall be Rs.50,000/-.

Credit Shield: Credit shield enables the cardholders to protect against accidental death and disability and the enrollment process is simple that no medical checkup is required. The insurance cover available would be restricted to a maximum of Rs.50,000/- in the event of accidental death or due to loss of employment arising out of permanent total disability following an accident.

All the claims would be settled by the Insurance Company and the Bank would not be responsible for rejection of any claims by the Insurance Company from the legal heirs/dependents of the cardholder. The Bank does not hold any warranty and/or make representation about delivery of the cover, claims processing or settlement of the claim by the Insurance Company, in any manner whatsoever.

The Bank reserves the right to discontinue the insurance facility so offered at any time. In such an event Cardholders shall be informed about the cut-off date. Any decision of Bank in this regard shall be final.

The insurance coverage is provided to Cardholders is as per Insurance Company's terms, conditions and decisions, for which Bank is not liable.

5.12 Rewards Programme: All Card Member shall be eligible for reward points for purchases made through the credit card at merchant establishments. Both Gold and Platinum Card Member shall earn 1 point for every Rs. 150 spent. Amounts under cash withdrawal, balance transfer will not be eligible for earning reward points. Card Member can redeem reward points at 1 point = Rs.0.25 for Gold Card and Rs. 0.50 for Platinum card variant on attaining a minimum of 500 reward points. Amounts under cash withdrawal, balance transfer, EMI's will not be eligible for earning reward points.

The Card Member would be entitled for double reward points for payment of LIC Premium through their LIC Credit Cards.

Reward points earned during the financial year shall expire on completion of three months from the close of financial year.

5.13 Statement by E-mail and Mobile Alerts: Card Member shall also have the facility to get their credit card statement by e-mails and information regarding the card by way of SMS alerts. The Card Member shall have to register his/her e-mail id and mobile number to subscribe for the facility.

5.14 VISA Bill Pay facility: Credit Card Member shall also have the facility for paying utility bills and payments to various other services through their credit card using the VISA bill pay facility. Card Member will have to register for the facility at <http://www.visabillpay.in> and can make payment to over 120 billers as on date. VISA International offers this service to all its Card Member.

5.15 **Additional features for Gold/Platinum Cards:** Offers/Discounts as announced from time to time by VISA International will be available for Platinum Card Member. For details visit <http://www.visa.co.in> for details.

5.16 **Access to Card Transactions:** Online viewing of bill details and statements is enabled for the benefit of Card Member through the website <https://www.corpbankcards.in>.

6. MONTHLY STATEMENTS:

- Your monthly card statement summarises your transactions for the previous month. Please check the amounts in the statement with the charge slip / bills and make sure they are correct. Any errors should be immediately brought to our notice by calling our 24-hour call center. The important terms used in the monthly statement are:
- **Statement Date:** The date on which statement was generated.
- **Payment Due Date:** The date by which payment needs to be received by the Bank, to avoid penalties.
- **Total Amount Due:** The total bill amount to be paid.
- **Minimum Amount Due:** The minimum amount that has to be paid.
- **Previous Balance:** The amount which has been carried forward from the previous month.
- **Purchases & Other Charges:** The sum total of all retail transactions incurred during the statement period including various fees and service charges levied.
- **Cash advances:** The amount withdrawn as cash from the credit card account.
- **Payments & Other Credits:** The sum total of all payments made and credits received during the statement period.
- **Transaction Details:** This section provides you the details of all transactions, date, place, amount, etc., carried out during the statement period.
- **Credit Limit:** The maximum amount you can avail on your credit card account.
- **Cash limit:** The maximum amount that can be withdrawn as cash from your credit card account.
- **Available Credit Limit:** The amount available for purchases. This is the difference between the Credit Limit and Total Amount Due.
- **Available Cash Limit:** The amount available for Cash withdrawal. This is the difference between the Cash Limit and Cash Advances drawn.
- **Payment Slip:** The slip which needs to be attached to your cheque / DD / Cash while making the payment.

7. PAYING YOUR CREDIT CARD BILL:

Cash: You can deposit cash at any of the Branches of Corporation Bank towards your LIC Credit Card Payment. Mobile Number has to be furnished in the challan.

Cheque / DD: You can make a cheque / DD favouring LIC Credit Card a/c No: 4806 xxxx xxxx xxxx and deposit at any Corporation Bank Branch.

Auto Debit: If you are having an account with Corporation Bank, you have an option to give instructions to debit the payment from your account every month on the due date. In case due date is a holiday / Sunday, amount would be deducted on the next working day. You can opt to pay either the Total Amount Due or the Minimum Amount Due.

By **VISA Money Transfer** to your Credit Card account.

Corp-I-Net: If you are having an account with Corporation Bank, Corp I –Net users can make payments through net payment system of our Bank.

8. LOST/STOLEN CARDS:

- In case your card is lost / stolen or you have reason to believe that the card has been used unauthorized, please inform the Bank at its Call Centre immediately. Your card will be hot listed and all operations in the card will be stopped. Also file a FIR with the local police. Be sure to follow-up your call with a letter to the Credit Card Division of the Bank with a copy of the FIR.
- If you lose your card overseas, you may report the loss through the VISA Global Customer Assistance Service [GCAS] help lines. In case you use the GCAS services, then the charges for usage of such services shall be borne by you.
- In India Call our 24 hours Call Centre Number: 1800-22-6606 [Toll Free].
- In Abroad Call at VISA Call Centre number +1-303-967-1096
- You are protected from any financial liability, after the card has been reported lost to the Bank, arising from any purchase transactions done on your Credit Card from the time you reported loss of card to the Bank. However, no such coverage will be provided on cash withdrawals done through ATMs as such transactions are governed by a PIN, which is confidential and known to you only.
- Once a card reported as lost / stolen is subsequently found, the same should be promptly be cut into two pieces to prevent its misuse and return it to our Credit Card Centre.
- Provided that you have complied with the terms & conditions in all respects, a new card will be issued in lieu of the lost / stolen card, upon a request from you and on payment of the requisite fee.

9. SURRENDER OF CARD/CLOSURE OF ACCOUNT:

In case you wish to cancel your credit card account with us, please cut your card into two pieces and drop it in our drop boxes at Branch or to the Branch along with a request letter for cancellation. You should also have cleared all dues pertaining to the credit card account for the closure of the account to come into effect.

10. Contact Us:

Call us at our 24 hours Customer Care Number

Toll Free Helpline 1800-22-6606

Charged call 022 4042 6009

Write to us at:

The Chief Manager,
Credit Card Division, Corporation Bank
Corporate Office, Mangla Devi Temple Road, Pandeshwar,
MANGALORE – 575 001. Fax us at 91-824-2444103
Email us at query.liccards@corpbank.co.in,
Visit us at: www.liccards.com



Marketed & Distributed by:

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