

Dear Customer,

Pursuant to a requirement under the Customer Charter issued by the Central Bank of Sri Lanka, we have prepared a series of Key Fact Documents [KFDs] which are intended to assist you to choose the banking products/services we offer, that are required and are appropriate for you.

This KFD gives you a broad outline of the credit card products and services available at Nations Trust Bank PLC. If you wish to know further information please contact us in the following manner.

Phone: Please call on our 24-hour customer service hotlines – For American Express Credit Cards: (011) 4414141 / For Master Card Credit Cards: (011) 4414155

Email: For American Express Credit Cards: americanexpress@nationstrust.com / for Master Card Credit Cards: creditcards@nationstrust.com

Website: www.nationstrust.com / for American Express Credit Cards only: www.americanexpress.lk

Letters: Manager – Service Quality,

Nations Trust Bank PLC – PQ118, Credit Card Center, 256, Srimath Ramanathan Mawatha, Colombo 15

In case you have any complaint relating to credit cards, please forward us a brief written statement containing the notice of the complaint to the above address or contact us by telephone on the above contact numbers and we will respond to you within 3 working days. Complaint Handling Procedure are outlined in – <https://www.nationstrust.com/we-value-your-feedback>

Description: Credit Cards

What is a credit card?

A credit card is a plastic card issued to users as a mode of payment. It allows the holder to buy goods and services based on the holder's promise to pay for these goods and services on a later date (on credit). The borrowing limit of each card is preset by the Bank. Customer has the option to settle in full or its minimum due amount. Credit cards charge interest on reducing balance method.

Supplementary credit cards

Supplementary cards are issued only to immediate family members and individuals recommended by the primary card member and share the credit limit of the primary card. Primary and supplementary card members are jointly and severally liable for all charges/transactions on the card. Any action pertaining to the supplementary cards will be carried out only on the request of the primary card member.

Product range under American Express Credit Cards

For American Express Credit Cards – www.americanexpress.lk

Product range under Master Card Credit Cards

For Master Card Credit Cards – www.nationstrust.com

Benefits to customers including incentives/ promotions

- Purchase of goods and services worldwide on credit terms.
- Ability to obtain cash advances using a credit card.
- 24-hour operating call center and emergency assistance. Digital Channel service – Mobile Banking Service/ Online Banking Service/ SMS alerts / E- statement
- Ability to settle credit card bills through internet.
- 0% installment plans available at selected merchants.
- Loyalty points awarding schemes available for all products excluding American Express Corporate Cards. (Offered schemes may vary based on the product)

Fees/charges/commission/ interest charged from customers Credit period and charging of interest

A card member can enjoy a credit period of minimum 20 days and maximum 50 days for purchases made using the card.

In the event the card member pays the full outstanding on or before the due date, there will not be any interest charged on the card account for that cycle.

If only the minimum payment or part payment from the outstanding is made, interest will be charged.

The formula used for interest Calculation = Capital amount × Interest rate × (No. of days/365)

Interest is calculated daily on the reducing balance method. Date indicated under the "Post Date" on the statement will be considered as the starting date for interest calculation of each transaction.

Card fees

- *Joining fees – One time fee
- *Annual fee – Charged annually

Penalty fees

- *Over limit fee – Charged if the allowed credit limits exceeded
- *Late payment fee – Charged if the minimum payment is not made on or before the due date.

Financial fees

- *Cash advance fee – Charged on cash withdrawals

All government charges in force (inclusive of Stamp Duty) will be levied as applicable.

Other fees

To refer the full list of other fees applicable for the card please refer cards tariff under below websites

*For American Express Credit Cards – www.americanexpress.lk

*For Master Card Credit Cards – www.nationstrust.com

Procedure to be followed to obtain the product/service

Eligibility and documents required
Should be at least 18 years of age

If employed

- Credit card digital application form
- A copy of the National ID/Passport
- Salary slip
- Letter from the employer confirming the salary
- Billing proof (i.e. Telephone bill, water bill or electricity bill)

If self employed

- Credit card digital application form
- A copy of the National ID/Passport
- Certificate of Business Registration / Form 20 (if the company is limited liability)
- Tax returns for the last 2 years
- Letter from audit or confirming the annual income for the last 2 years
- Bank statements for the last 3 months (Both company and personal)
- Proof of other income (if applicable)
- Billing proof (i.e. telephone bill, water bill or electricity bill)

The customer should also enter into a written agreement with the Bank, which sets out the terms and conditions on the use of credit cards.

Procedure

Credit card can be applied through any of Nations Trust Bank branches
Or
You may also self-apply through online via – Digital Self on-boarding – <https://direct2you.nationstrust.com/>

Major terms and conditions

Terms and conditions include the following among other things.

Use of the card

The card is valid worldwide; however card member shall not use the card for commercial/business purposes. It shall be used only for personal requirements. The card member shall at all times keep His PIN confidential and separate from the card. The card member will be liable for all transactions incurred on the card until the Bank's Card Center in Sri Lanka is notified of a loss or theft.

Cash advances

Card member can obtain cash advances up to the assigned cash limit of the credit card from automated teller machines (ATMs) Or Bank branches or cash disbursing merchants (machines/agents) or Digital channel services. All local /country limits and restrictions of each respective mode would be applicable.

Credit limit

The credit limit applicable to the card member's account can be viewed on your credit card statement or digital Apps.

Payments

The card member shall pay to the Bank at least the "Total Minimum Payment Due" Amount described in the statement. Each supplementary card member is also liable to pay the Bank either jointly with the primary card member or separately. Payment methods are available on the reverse of the credit card statement.

Recoveries

If the credit card is overdue for 30 days the card will be blocked for transactions until the overdue amount is paid. During first 3 months of delinquency, reminders will be made via Letters, calls, text messages and customer visits if required, to recover the payments. The referees will be contacted if the Bank fails to establish contact with the customer. Further the bank may recover any overdue outstanding by debiting any customer account maintained with the bank.

On failure of the above attempts, on the fourth month, Bank may handover the account to external debt collection agencies appointed on contract basis to recover the outstanding. Furthermore the Banking its right shall initiate legal actions against the card member and all supplementary card members (if any) to recover the overdue outstanding.

As per governing regulations, periodic reporting of credit card outstanding amount and arrears will be done to Credit Information Bureau of Sri Lanka (CRIB) for reference of all financial institutions

- In addition to the specific Terms & Conditions contained herein, all general terms and conditions applicable to the Credit Card and the complaint handling procedure are outlined in the General Business Conditions on <https://www.nationstrust.com/images/pdf/general-business-conditions.pdf>.
- Fees/charges/commission/ interest charged from customers and any other applicable fees which may be subject to change from time to time are published on the official website of the Bank.
- In the event of any inconsistency between the English, Sinhala and Tamil texts of this document, the English text shall prevail.