

# Nations Trust Bank PLC – Key Facts Document

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 / Fax Please call on our 24 hour customer service hotlines  
For American Express Credit Cards : (011) 4414141 / For MasterCard Credit Cards : (011) 4414155 or Fax us on (011) 4414142  
For American Express Credit Cards : americanexpress@nationstrust.com / For MasterCard Credit Cards : creditcards@nationstrust.com  
Email www.nationstrust.com / For American Express Credit Cards only: www.americanexpress.lk  
Website  
Letters Manager – Service Quality,  
Nations Trust Bank PLC – PQ 118, 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.

## 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 pre set 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

- American Express Platinum Credit Card
- SriLankan Airlines Platinum American Express Credit Card
- American Express Gold Credit Card
- American Express Credit Card
- American Express Corporate Gold Credit Card
- American Express Corporate Green Credit Card

### Product range under MasterCard Credit Cards

- Platinum MasterCard Credit Card
- World MasterCard Credit Card (Sapphire World and Ruby World MasterCard Credit Card)

### 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.
- Statements through e mails if requested.
- 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 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 – Onetime fee
- \* Annual fee – Charged annually

### Penalty fees

- \* Over limit fee – Charged if the allowed credit limit is 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.

### Account maintenance fee

To refer the full list of account maintenance fees applicable for the card please refer;

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

- \* For MasterCard 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 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 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 auditor 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

1. Collect an application from any of our branches.
2. Please deliver the completed form to your nearest Nations Trust Bank branch or mail to:

Nations Trust Bank PLC – PQ 118  
256, Srimath Ramanathan Mawatha,  
Colombo 15

3. You may also apply online via www.americanexpress.lk (only for American Express Credit Cards)

### 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). All local / country limits and restrictions of each respective mode would be applicable.

#### Credit limit

The cover letter accompanying the card as well as the statement will show the initial credit limit applicable to the card member's account.

The Bank will determine the credit limit and notify the same to the card member from time to time through the statement or by letter.

#### Payments

The card member shall pay to the Bank upon receipt of the statement 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. If the payment due date falls on a holiday, card member is required to make the payment on the previous working date. Payment methods are available on the reverse of the credit card statement.

#### Recoveries

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.

On failure of the above attempts, on the fourth month, the Bank will handover the account to external debt collection agencies appointed on contact basis to recover the outstanding. Furthermore the Bank in 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.