

## **Q1. What is a Moratorium/ Deferment?**

As per RBI guidelines, Moratorium/ Deferment is a temporary extension for three months given by the Bank, for EMI/ payment of Interest/ Principal falling due during the period from March 01, 2020 to May 31, 2020. However, please note Interest will continue to be applied on the Loan/ Cash Credit/ Overdraft/ DCB Payless Credit Card.

## **Q2. Will I get Moratorium/ Deferment automatically?**

Yes. All customers are automatically eligible for Moratorium/ Deferment. Moratorium/Deferment, applies only for EMI/ payment of Interest/ DCB Payless Credit Card/ Principal falling due during the period from March 01, 2020 to May 31, 2020. If you have unpaid dues prior to March 01, 2020, Moratorium/Deferment does not apply to such dues. Customers must clear their overdue EMI/ DCB Payless Credit Card/ Interest at the earliest, in order to avoid being classified as NPA. During the Moratorium/Deferment period, no delay payment charges or penal interest will be applied for EMI/ payment of Interest/ DCB Payless Credit Card/ Principal falling due during the period from March 01, 2020 to May 31, 2020.

If your cash flows are not majorly impacted, then you may opt out of Moratorium/ Deferment and continue paying your EMIs/ Interest/ DCB Payless Credit Card/ Principal. In case, you do not want the Moratorium/ Deferment, you may contact DCB Customer Care and convey your willingness to continue with your existing payment schedule.

## **Q3. Is the Moratorium/ Deferment on principal or interest or both?**

Moratorium/ Deferment is for both principal and interest.

## **Q4. Do I need to submit any documents for the Moratorium/ Deferment?**

No document is required for Moratorium/ Deferment.

## **Q5. What will happen to my loan, on Moratorium/ Deferment?**

On Moratorium/ Deferment, your next EMI/ Interest/ Principal will start from the month of June 2020. Interest will continue to apply on your loan during the Moratorium/ Deferment period.

A revised repayment schedule will be generated by suitably increasing the remaining loan tenure. This will be sent to you in due course. Due to Covid – 19, we are operating with less number of staff, therefore please bear with us in case of any delay

## **Q6. What will happen to my Working Capital Facility, on Moratorium/ Deferment?**

Only the interest levied from March 01, 2020 to May 31, 2020 (Moratorium/ Deferment period) will be deferred. The deferred interest for the Moratorium/ Deferment period will become due immediately and payable in the month of June 2020.

## **Q7. Will my EMIs be waived or do I have to pay it later?**

EMIs are **not** waived, these have to be paid. The tenure of your loan is suitably increased and the revised repayment schedule will be made available in due course.

## **Q8. Does availing Moratorium/ Deferment affect my Credit Bureau score?**

No, the Credit Bureau score will not be affected by Moratorium/ Deferment. However, once the Moratorium/ Deferment is over, please continue to pay your EMIs/ DCB Payless Credit Card/ Principal/ Interest on time in order to maintain your credit standing.

## **Q9. I have EMIs already overdue can I apply for Moratorium/ Deferment?**

Please refer to Q2 above.

## **Q10. My loan was disbursed in March 2020; will this benefit be applicable on my loan?**

Yes, you will get the benefit of Moratorium/ Deferment.

**Q11. Do I need to call the Bank in case I do not wish to avail the Moratorium/ Deferment?**

Yes. In the event you do not wish to avail the Moratorium/ Deferment, you may:

1. Write to us from your registered email ID to [loans@dcbbank.com](mailto:loans@dcbbank.com) . Please mention your DCB Loan account number. For DCB Payless Credit Card write to us on [customercare@dcbbank.com](mailto:customercare@dcbbank.com) please mention your DCB Payless A/c no. or the 16 digit DCB Payless Credit Card number.
2. Call DCB Customer Care from your registered mobile/ telephone number.
3. Give a missed call to 8367797039 (not applicable to for DCB Payless Credit Card)

As you have decided to opt out of the Moratorium/ Deferment, please continue to honor your NACH/ ECS/ SI etc. and ensure payments are made on time.

**Q12. How will reduction in margin for Drawing Power be computed?**

1. The Bank may consider reduction in the margin currently being charged on the inventory/ receivables/ other eligible collateral for the purpose of computation of drawing power.
2. The above will be solely based on the merits of the case and at the discretion of the Bank
3. The above benefit will be allowed only till May 31, 2020 or as guided by any subsequent circular, if any, post which the margin for computation of drawing power will be reverted back to the margins as per the existing norms of the Bank.

**Q13. How will be Re-assessment of working capital cycle done?**

1. The Bank may reassess the working capital cycle basis the changes on account of Covid-19.
2. In case the working capital arrangement is under a Consortium, the reassessment of limits will need to be harmonized with the assessment of the Lead Bank of the Consortium. In case of Multiple Banking Arrangement, while the assessment will be done by banks individually, our terms and conditions could be in alignment with major banks in the arrangement.
3. The above benefit will be allowed only till May 31, 2020 or as guided by any subsequent circular, if any, post which the assessment of working capital cycle will be reverted to the assessment as done prior to the relief period.

**Note:** The above are only broad guidelines, which will be followed; the Bank reserves the right to take the final decision on grant of moratorium or any other benefit on a case-to-case basis

**Q14. Do I need to pay my DCB Payless Credit Card outstanding during the moratorium period?**

No payment needs to be made during the moratorium period. During the moratorium period, as per the billing cycle dates, interest charges (at standard interest rate as per the card variant in accordance with the applicable terms and conditions) will be levied.

**Q15. For all purchases made on the DCB Payless Credit Card during moratorium period, will I be charged interest?**

Any unpaid dues in moratorium period will also attract interest charges (as per standard interest rate of the card variant as mentioned in applicable terms and conditions) if not paid within its interest-free period (Grace period) i.e. by the respective payment due date. For an understanding of interest-free period (Grace period) and calculation of interest charges, kindly refer the below table:

Finance Charges (Interest Charges):

1. Interest will be charged from the date of transaction, until the date of settlement, if you (the words "you" and "your" refers to the DCB PayLess Card member or Account Holder) do not pay back the previous bill in full.
2. If a part payment is made, there would be no interest free period and interest charges would be applicable (including on fresh purchases, if any) via an average daily balance method.

## Covid 19 – Moratorium and Deferment Frequently Asked Questions:

3. Your rate of interest initially is 2% per month (i.e. 24% annualised). This is linked to DCB Bank Limited (DCB Bank) Base Rate. DCB Bank can choose to revise the rate periodically, based on DCB Bank's revision of Base Rate. Your rate of interest can also vary based on your spend, payback and utilisation patterns.

4. All charges are dynamic and are subject to change based on DCB Bank's periodic review.

Illustrative example for interest calculation:

Assume you have received the Card on January 01. You spent ₹5,000 on the January 15. You repaid ₹500 on February 25 (after the payment due date). You spend another ₹10,000 on February 25 and repay ₹14,000 on the March 16. You make no further payment till March 31. In this example, the interest and charges are calculated as follows:

Narration	Date	Amount in INR	Interest in INR	Outstanding balance in INR
Opening balance on Jan 01	1-Jan	-	-	-
Spend on Jan 15	15-Jan	5,000	-	5,000
Bill on Jan 31	31-Jan			5,000
Repayment on Feb 25	25-Feb	(-500)		4,500
New purchase on Feb 25	25-Feb	10,000		14,500
Interest calculation on Feb 28	28-Feb		173	14,673
Late Payment Charges (LPC) on Feb 28	28-Feb	100		14,773
Bill on Feb 28	28-Feb			14,773
Repayment on March 16	16-Mar	(-14,000)		773
Interest calculation on March 31	31-Mar		154	927
LPC on Mar 31	31-Mar	100		1,027
Bill on Mar 31	31-Mar			1,027

### Q16. Will my DCB Payless Credit Card statement be generated during the moratorium period?

Yes, the DCB Payless Credit Card statements will be generated and shared during the moratorium period, but no payment needs to be made against the same if you have Opt for Moratorium.

In case of non-payment of total statement dues by the respective payment due dates, interest will be accrued at standard interest rate (as per standard interest rate of the DCB Payless Credit Card variant as mentioned in DCB Payless Credit Card Most Important Terms and Conditions in Q9) and levied in statements generated during the moratorium period also, which will need to be paid after the end of moratorium i.e. by payment due date of June 2020 statement.

### Q17. When do I need to make the payment of DCB Payless Credit Card after Moratorium period is over?

The payment for all unpaid balances as on date of Moratorium application, all new transactions done between Moratorium start date till May 31, 2020 and interest charges levied during the period need to be made as per your Jun 2020 billing cycle's payment due date. The amount mentioned in your June 2020 statement would include all previous outstanding against which payment is not done, principal amount on transactions done during Moratorium period and interest levied on these transactions.

### Q18. What is the impact if I do not opt in for moratorium on my DCB Payless Credit Card?

If you do not opt for moratorium on your DCB Payless Credit Card; regular statement would be generated on your DCB Payless Credit Card as per your existing billing cycles and all existing terms and conditions with respect to credit fee period, applicable fees and interest will apply as mentioned in DCB Payless Credit Card Most Important Terms and Conditions (MITC).