

## FAQS

### **PLEASE NOTE THAT CREDIT CARDS ISSUED UNDER CENT ASPIRE SCHEME AND CREDIT CARD ISSUED TO STAFF MEMBERS ARE NOT ELIGIBLE FOR THE MORATORIUM.**

Q1. What is the RBI moratorium on loan repayment? What is the scope of RBI's moratorium? What kind of loans does the moratorium cover?

- RBI, vide its guideline dated May 23, 2020, has announced certain additional measures whereby it has permitted Banks / NBFCs to extend the moratorium for the period Mar-May 2020 by another three months up to August 31, 2020.
- The RBI policy statement explicitly mentions term loans, which includes home loans, personal loans, education loans, auto and any loans which have a fixed tenure. This also includes consumer durable loans, such as EMIs on mobiles, fridge, TV and credit card dues etc.

Q2. What is the extended moratorium period?

- The moratorium extension period is for 3 months for making payment of Credit Card outstanding balance / EMIs falling due between 1 Jun 2020 and 31 Aug 2020. For EMI payments, there is no extension of tenure.
- All dues including applicable interest (as per Cardvariant Terms & Conditions) and the entire outstanding amount, including the applicable interest and charges (other than Late Payment Charge) during this period, need to be made as per your September 2020 payment due date.  
For EMI payments, there is no extension of tenure.

Q3. Am I eligible for the extended moratorium?

- Any account which was in current status (no- delinquent i.e. with no overdue) as on 29 February 2020 shall be eligible for the extended moratorium. PLEASE NOTE THAT CREDIT CARDS ISSUED UNDER CENT ASPIRE SCHEME AND STAFF MEMBERS NOT ELIGIBLE FOR THE MORATORIUM.
- It is clarified that for accounts where there is auto debit/Standing Instruction/Mandate, the same shall be executed as usual. However, in case of dishonor of the instructions, the account would be auto enrolled for the moratorium and the dishonor (bounce) charges shall be reversed accordingly.

Q4. Should I hold my Credit Card payments during the extended moratorium period?

- In case you opt to avail the moratorium extension of your credit card dues, you may hold the payment during moratorium period. However, kindly note that the moratorium merely defers the payment. Your credit card dues will continue to accumulate interest, other applicable charges (other than Late Payment Fee) and residual GST. Hence, we advise you to make your card payments regularly:
- To lessen your burden from accumulation of outstanding amount;
- To avoid interest which will continue to accrue on the outstanding amount at applicable interest rate associated with your card account

Q5. If I have availed for the moratorium extension in June, will it automatically be applicable for July & August too?

- Yes, it will continue. In case the card holders desire to withdraw the same, mail to be sent from registered mail id to

[cbicards@mtnl.net.in](mailto:cbicards@mtnl.net.in), [smcentralcard@centralbank.co.in](mailto:smcentralcard@centralbank.co.in) & [mgrcardbilling@centralbank.co.in](mailto:mgrcardbilling@centralbank.co.in), giving details and linked mobile number

Q6. Is this a waiver of EMIs / Credit Card Outstanding Balance or a deferment of EMIs / Outstanding Balance payment?

- This is not a waiver, but a deferment or moratorium from making payment of installments / outstanding balance falling due between 1 Jun 2020 and 31 Aug 2020. You will have to pay the entire accumulated outstanding (including EMIs) together on your next payment due date, i.e. during September 2020 billing cycle, along with the interest that shall continue to accrue on the outstanding balance of your credit card during the moratorium extension period.
- Please note, in the case of EMIs, there is no extension of tenure.
- Hence, we advise you to make card payment regularly to lessen your burden from accumulation of outstanding amount which will also include interest and GST charges and also to keep your card active for usage during the moratorium extension.

Q7. Does the extended moratorium cover both principal and interest?

- Yes. It does. Installments will include the following payments falling due between 1 Jun 2020 and 31 Aug 2020:
  - (i) principal and/or interest components;
  - (ii) Equated Monthly installments;
  - (iii) Credit card dues.
- As per RBI guidelines, interest will continue to accrue on your credit card outstanding balance.

Q8. Will there be Late Payment Charges (LPC) and Interest charges along with GST on my Credit Card if I miss to pay Minimum Amount Due?

- RBI moratorium guidelines clearly says, "Interest shall continue to accrue on the outstanding portion of the term loan during the moratorium period". While there will not be any LPC (Late Payment charges) and its residual GST, but a non-payment will accrue interest on your outstanding amount and applicable charges (as per Card variant Terms & Conditions).

Q9. What will happen to my credit score on non-payment of outstanding due to three months Extended moratorium?

- Credit bureau score is calculated based on proprietary models of individual credit bureaus and we will not be able to comment on the impact of the moratorium extension on the credit score. As per RBI, rescheduling of payments, including interest, due to moratorium extension will not qualify as a default for the purposes of supervisory reporting and reporting to Credit Information Companies (CICs).

Q10. Will the extended moratorium impact my card services?

- The card services will be active. We advise you to make card payment regularly to lessen your burden from accumulation of outstanding amount which will also include interest and GST charges (as per Card Terms & Conditions).

Q11. Will my credit card statement get generated?

- Yes, your credit card statement will continue to get generated and will be sent to you. The statement will include past dues, EMIs and new charges (including usage, interest levied due to the deferral of payment during the moratorium). The interest will be calculated from the date of individual transactions till the statement date.