

# Key Fact Statement - Mool Credit Builder Card

Last updated 1st August 2022

The Mool Secured Credit Card (“Mool Credit Builder Card or Mool Card”) is a secured credit card issued by SBM Bank (India) Limited (the “Bank”) against a balance maintained in the bank account associated with the card.

- The Mool Credit Builder Card is issued only with an active bank account created with SBM Bank (India) Limited via the Mool Mobile app (“Mool App”)
- The user is required to create and maintain an active bank account with the Bank to apply for the Mool Credit Builder Card
- Your bank balance in the active bank account is used to fund your Mool Credit Builder Card

The Terms and Conditions (the “Terms”) apply to and regulate the Mool Credit Builder Card issued by the Bank and are in addition to and not in derogation of the Terms and Conditions governing the Credit Card facilities of the Bank and Terms and Conditions governing Bank’s Virtual Accounts (the “Primary Terms and Conditions”) as available on the bank’s website. To the extent of any inconsistency between these Terms and Primary Terms and Conditions, these Terms shall prevail.

The Key Fact Statement is to be read along with the detailed [Most Important Terms and Conditions](#), and are subject to changes from time to time. The most recent version will always be available on the Mool website.

The Mool Credit Builder Card is a VISA powered secured credit card so that you can use it for any online or mobile application-based transactions or purchases. The security parameters are set as per industry standards.

Further, the Mool Credit Builder Card is a contactless card and for making payments, the user needs to only tap the card with the merchant’s point of sale unit. The user can use the card to withdraw money that is present in the bank account associated with the card across any ATM in India or internationally.

## **Fees and Charges**

<b>A</b>	<b>Fees and Charges</b>	
1	Joining fee for Primary cardholder	INR 199
2	Annual Membership fee for Primary or Add-on cardholder	Nil
3	Issuance Fee (Add-on cardholder)	Not Applicable
4	Card Cancellation Fee	Nil
5	Cash Advance Fee	Nil
6	ATM withdrawal Fee: <ul style="list-style-type: none"> <li>● Domestic ATM Withdrawal Fee</li> <li>● International ATM Withdrawal Fee</li> </ul>	INR 21 A flat cost of INR 360 inclusive of taxes as applicable
7	Funds Loading Charges	Nil
8	Funds Transfer Charges	Nil
9	Service Charges levied for transactions: <ul style="list-style-type: none"> <li>● Rewards Redemption Fee</li> <li>● Forex Markup Fee</li> <li>● Over Limit Fee</li> </ul>	As per network charges 3% As per network charges
10	Interest Free Period**	Not Applicable
11	Interest Rate	Not Applicable
12	Late Payment Charges	Not Applicable
13	Repayment Charges <i>(Levied to offset any higher charges imposed by payment gateways for processing transactions via select card BINs.)</i>	Not Applicable
14	Minimum Amount Date (MAD)***	Not Applicable
15	Card based dispute fee on disputes escalated with VISA  <i>*This is not for normal queries or disputes raised by customer with Mool or SBM Bank</i>	INR 250
16	ATM Balance Enquiry Fee <ul style="list-style-type: none"> <li>● Domestic</li> </ul>	INR 10

	<ul style="list-style-type: none"> <li>International</li> </ul>	A flat cost of INR 30 inclusive of taxes as applicable
<b>B</b>	<b>Drawal Limits</b>	
1	Card Limit	Upto Account Balance
2	Credit Limit	Not Applicable
3	Cash Withdrawal Limit	Upto Account Balance

- Please note that Goods and Service Tax is applicable on all fees, interest and other charges
- Bank has a revenue sharing arrangement with the Non co-brand partner for per customer sourcing for marketing and servicing activity.

**Bank Account Statement:** Your bank account statement (passbook) will be generated every month (currently on 30th). It will contain a break-up of all purchases, repayments, fees, interest charges, refunds and taxes. In case the card was not used in a month, the statement will mention there were no spends in that month.

**Mode of sending statement:** The bank statement will be shared over email, on a monthly basis to you, and will also be available on your Mool mobile app.

**Method of payment available on the App:** You can pay your outstanding dues, make payments, transfer money from the Mool App itself. The following modes are available: Mool Credit Builder Card b) IMPS/NEFT.

**Billing Disputes Resolution :** In case of any query or a dispute on any transaction, you must inform us within 10 days of receipt of the statement, by using any of the contact particulars stated below. We will assist you by providing information in relation to charges to the card account. A temporary suspension would be applied on the disputed transaction while under investigation. This would be resolved within a maximum of 14 days.

**Complete Postal Address of card issuer:** SBM Bank (India) Limited, 1st Floor, Raheja Center, Free Press Journal Marg, Nariman Point, Mumbai, Maharashtra, India, 400021

### **Grievance Resolution**

*Level 1 - addressed to Mool Team*

- Customer accesses FAQ to address common questions/ queries
- All required information regarding redressal is detailed in the FAQ section of the “Help and Support” section of the Mool app
- If customer is not satisfied with the response provided as part of the FAQs in the Help and Support section of the app, customers can directly reach out to Mool customer support agents via
  - Toll-free number: +91 82870 00800
  - Email address: [care@mool.one](mailto:care@mool.one)
  - In-app chatbot support: available under “Help and Support” section of the app

- WhatsApp chatbot support: Whatsapp message “Hi” to 7827543110

Officer in charge in case adequate support is not provided to customers:

- Name: Abhijit Bhaduriya
- Email ID: [abhijit@mool.one](mailto:abhijit@mool.one)
- Mobile number: +91 95700 09274

Please note that you (customer/ card holder) can directly reach out to representatives of SBM Bank, by-passing Mool’s Customer Support team (level 1)

*Level 2 - addressed to SBM Bank*

If you are not satisfied with the response from regular channels, you can escalate the issue by sending an email to [customercare@smbank.co.in](mailto:customercare@smbank.co.in)

For any escalation beyond this level, you can reach out to the bank at [nodal.officer@smbank.co.in](mailto:nodal.officer@smbank.co.in) or at 1800 1033 817 or you can contact the Nodal Officer at +91 2240071500

For further details on the grievance redressal mechanism followed by SBM Bank, please [click this link](#).