

## Scapia Federal Credit Card Key Fact Sheet

issued by

**FEDERAL BANK**

Sr. No	Fees and Charges	Fee Details														
1	Card Name	Scapia Federal Credit Card														
2	Issued by	Federal Bank														
3	Joining Fees	Nil														
4	Annual Membership Fees	Nil														
5	Interest Free Grace Period**	Up to 48 days														
6	Interest Rate for Revolving Credit	45% p.a. (3.75% per month) from date of transaction														
7	Interest Rate for Cash Advances/ Withdrawals	45% p.a. (3.75% per month) from date of withdrawal (No Interest Free period for Cash)														
8a	Interest Rate for Post Purchase EMI Transactions	16% p.a. (applicable for 3, 6, 9, 12, 15, 18, 21 and 24 months tenure; tenure might vary based on the amount)														
8b	Interest Rate for In- Store EMI Transactions (at the time of purchase)	<p>Offline In-store EMI:</p> <p>-Pinelabs 16% p.a. (applicable for 3, 6, 9, 12, 15, 18, 21 and 24 months tenure; tenure might vary based on the amount)</p> <p>Emi on Online Platforms:</p> <p>-PayU 15.99% p.a. (applicable for 3, 6, 9, 12, 15, 18, 21 and 24 months tenure; tenure might vary based on the amount)</p>														
9	Card Reissuance/Replacement Fees	Rs. 200/- + GST														
10	Joining/Annual Fee for Add-on Card	NA (Currently Add-on facility is not offered)														
11	Cash Advance Fees/ATM Withdrawal Fees	2.5% of amount withdrawn or Rs. 500/- whichever is higher														
12	Late Payment Charges/ Charges in case of Default	<table border="1"> <thead> <tr> <th>Statement Balance</th> <th>Late Payment Charge Rs.</th> </tr> </thead> <tbody> <tr> <td>Less than Rs. 100</td> <td>0</td> </tr> <tr> <td>Rs. 100 – Rs. 500</td> <td>100</td> </tr> <tr> <td>Rs. 501 to Rs. 5000</td> <td>500</td> </tr> <tr> <td>Rs. 5001 to Rs. 10000</td> <td>600</td> </tr> <tr> <td>Rs. 10001 to Rs. 25000</td> <td>750</td> </tr> <tr> <td>Rs. 25001 to Rs. 50000</td> <td>950</td> </tr> </tbody> </table>	Statement Balance	Late Payment Charge Rs.	Less than Rs. 100	0	Rs. 100 – Rs. 500	100	Rs. 501 to Rs. 5000	500	Rs. 5001 to Rs. 10000	600	Rs. 10001 to Rs. 25000	750	Rs. 25001 to Rs. 50000	950
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		More than Rs. 50000	1000	
13	Minimum Amount Due	5% of purchases (POS, E-com) + cash withdrawals subject to minimum of Rs. 200/ + 100% of EMIs due, charges, interest & fees.		
14	Cash Advance Limit	Up to 10% of Card Limit		
15	Overlimit charges	2.5% of the overlimit amount subject to a minimum of Rs. 500/-		
16	Fuel Transaction Surcharge	1% surcharge waiver for transactions up to Rs.5000 (max waiver Rs.500 per month)  Fuel spends over Rs.50,000 in a month will attract a convenience fee of 1% + applicable GST (max Rs.3,000 per transaction)		
17	Utility Transaction	Spends over Rs.50,000 in a month will attract a convenience fee of 1% + applicable GST (max Rs.3,000 per transaction)		
18	Rent and Wallet load	Spends on rent, wallet load will attract a convenience fee of 1% + applicable GST (max Rs.3,000 per transaction)		
19	Dishonour of Auto Debit*	2% of payment amount subject to a minimum of Rs. 450/-		
20	Service charges levied for transactions	Nil		
21a	Post Purchase EMI Processing Fee and Pre-closure charges	There would be a processing fee of Rs. 99/- + GST for EMI conversion. A foreclosure charge of 2% + GST (subject to a minimum of Rs. 100/-) on the remaining principal as applicable will be charged if closed before the chosen tenure. Free cancellation period for foreclosure is 30 days. There will be no free cancellation period for EMIs availed post statement generation. If an EMI offer was availed during transactions, there will be no free cancellation period.		
21b	In- Store EMI Processing Fee and Pre-closure charges	Offline In-store EMI: -Pinelabs There would be a processing fee of Rs. 99/- + GST for EMI conversion A foreclosure charge of 2% + GST (subject to a minimum of Rs. 100/-) on the remaining principal as applicable will be charged if closed before the chosen tenure. Free cancellation period for foreclosure is 30 days. If an EMI offer was availed, there will be no free cancellation period.		

		<p>EMI in Online Platforms: -PayU There would be a processing fee of 1% or Rs. 99/- (Whichever is higher) + GST for EMI conversion</p> <p>A foreclosure charge of 3% + GST (subject to a minimum of Rs. 100/-) on the remaining principal as applicable will be charged if closed before the chosen tenure.</p> <p>Free cancellation period for foreclosure is 7 days. If an EMI offer was availed, there will be no free cancellation period.</p>
22	Foreign Currency Mark-up	0% (Nil)
23	TDS on withdrawals above Rs 1 crore	TDS will be deducted at a rate of 2.00% on cash withdrawals in excess of ₹ 1 crore if the person withdrawing the cash has filed income tax return for any or all three previous AYS. TDS will be deducted at 2% on cash withdrawals of more than ₹ 20 lakh and 5% for withdrawals exceeding ₹ 1 crore if the person withdrawing the cash has not filed ITR for any of the preceding three AYS.
24	Goods and Services Tax (GST)	<p>Goods &amp; Service Tax (GST) will be applicable on all fees, interest and other charges at rates as notified by the Government of India from time to time The applicable GST would be dependent on the location of the supplier (Credit Card Issuer i.e. Federal Bank) and place of supply. If the place of supply (customer communication address) is in Kerala, then it would be CGST and SGST (Intra state), else IGST (Inter state). In case of non-availability of customer registered mailing address in the system, intra state GST rates would be levied.</p> <p>Card Holder would be responsible for providing correct and timely information for enabling Credit Card Issuer to undertake appropriate GST compliances which would in turn enable card holder to take input tax credit of supplies (credit card service) made by the Credit Card Issuer. Credit Card issuer shall not be responsible for any loss of input tax credit or delay in availing of input tax credit to the Card Holder on account of</p>

		incorrect information provided by card holder or due to any act or omission by Card Holder.  GST collected will not be reversed on any dispute on fee & Charges/interest or on any other concession/waiver.
25	Drawal Limits	<ul style="list-style-type: none"> <li>i. Credit limit – As approved and displayed at the time of onboarding.</li> <li>ii. Available Credit Limit - As approved and displayed at the time of onboarding.</li> <li>iii. Cash Withdrawal Limit – 10% of Credit Limit.</li> </ul>

**\* Auto Debit feature is currently under development, and it will be applicable once the feature goes live.**

**Mode of sending statement:**

The link to download billing statement and summary will be shared over email, monthly, and will also be available on your Scapia app or through such other means as may be decided by Federal Bank.

**Method of payment:**

You can pay the outstanding dues from the Scapia App itself, through the following modes:  
a) UPI b) Net banking c) NEFT/IMPS

**Billing Disputes Resolution:**

In case of any query or a dispute on the charges indicated in the statement, it should be communicated to the Bank within 30 days of receipt of the statement, by using any of the contact modes stated below, failing which it would be construed that all charges indicated in the statement are accepted by you. Upon contacting the Bank, the Cardholder will be provided information related to charges levied on the card account and a temporary suspension would be applied on the disputed transaction under investigation, if required. The Bank shall resolve such disputes within a maximum of 60 days.

**I. GRIEVANCE REDRESSAL**

In the event that you are not satisfied with our services, kindly contact us as per the level below

**Level 1**

Customer can Call Banks 24-hour customer care on **1800-296-1199**.

Customers calling from abroad can call on **0484- 6925000**.

Email: [scapiafederalcards@federalbank.co.in](mailto:scapiafederalcards@federalbank.co.in)

Customer can submit complaint using the [Customer Grievance form](#)

## **Level 2**

If you have not received a satisfactory response at Level 1 within 10 working days, please send an email to escalate to our Nodal Officer.

Email - [creditcardescalation@federalbank.co.in](mailto:creditcardescalation@federalbank.co.in)

### **Ms. Minimole Liz Thomas**

Nodal Officer  
Service Quality Department  
The Federal Bank Ltd.  
Federal Towers, Aluva, Kerala.

Tel: 0484-6754111

## **Level 3**

If you have not received a satisfactory response at Level 2 within 5 working days, please send an email to escalate to our Principal Nodal Officer -

Email - [support@federalbank.co.in](mailto:support@federalbank.co.in)

### **Ms. Shalini Warriar**

Executive Director and Principal Nodal Officer  
CEO's Secretariat, The Federal Bank Ltd.  
Federal Towers, Aluva, Kerala.

Tel: 0484-2626366

## **Level 4**

If the customer is still not satisfied with the resolution the customer can approach Banking Ombudsman. Please take note that the first point for redressal of complaints is the bank itself. The complainants may approach Reserve Bank Integrated Ombudsman through the link below.

[Click Here](#)

For more information on aspects such as defaults, termination/withdrawal of Card services, loss/theft/Misuse of Cards and the terms applicable thereof, please see the General Credit Card Terms available here.

You hereby agree and acknowledge that by submitting the application form for availing Credit Card facility from the Federal Bank through Scapia, you agree to be bound by the General Card Terms.

*Version (4) 21.03.2025*

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