

CREDIT CARD FAQ(s)

1. I have applied for a credit card. When will I get it?
Answer: It takes 07 working days (based on approval) getting a Credit Card.
2. Can I use my Credit Card as soon as I receive it?
Answer: All Chip cards are sent in a deactivated state and need to be activated. A card has been sent to you in a deactivated state, you can activate the card: signed on the Acknowledgement slip and send it to nearest SBL branch or signed Acknowledgement slip send us from your registered e-mail.
3. What is the interest free Credit period on the SBL Credit Card?
Answer: Interest free credit period is provided up to 45 days. Please note that the interest free credit period is not valid, if any balance of the previous month's bill is outstanding.
4. How many additional Cards can I request for on my credit card?
Answer: You can apply for up to 2 additional (depends on SBL card policy) cards in addition to the primary card. The supplementary card(s) can be issued to immediate family members. The credit limit assigned to the primary card is shared between/among the primary and supplementary Cardholder(s) and the primary Cardholder is responsible for the payment of outstanding against these cards.
5. Can I use my SBL Credit Card at an ATM to withdraw cash?
Answer: You will be able to withdraw cash at an ATM, provided the withdrawal amount is within your cash withdrawal limit. Cash withdrawal limit is communicated to you at the time of delivery of the card and is also indicated in your monthly card statement.
6. What is the Insurance facilities provided by SBL Credit Card(s)?
Answer: Protecting you and your Family from any unforeseen consequences due to loss of your life or permanent total disability at the time of emergency. Your family need not to be burdened by the outstanding amount left in your credit card, however, will enjoy other benefits that linked with Credit Shield protection.

In addition to the above, the VISA Gold Cardholders will also enjoy a valuable Accidental Death coverage of BDT600, 000. For VISA Platinum Cardholders this benefit is BDT1, 200,000.
7. What is the minimum monthly repayment on my SBL Credit Card?
Answer: Your monthly payment should cover at least the minimum amount due. Minimum Payment Due (MPD) is the sum of 5% of the total payment due and the previous month's minimum due amount and over limit amount (if any).
8. How do I pay my Credit-card bill?
Answer: You can pay off your credit card bill by payment cheque/cash/ provide auto debit instruction from your SBL CASA account. Moreover, you can use SBL internet banking and pay off your credit card bill.
9. How do I update my personal details address?
Answer: To update your personal information either you can visit your nearest SBL branch (es) or send us your request including your signature to execute the same from your registered email.
10. Can I use my Credit Card for expenses on E- Commerce?
Answer: Yes, You can use your dual currency card for the purchase of legitimate goods and services but not more than USD 300 in a month. Beside these, Hotel Booking, Medical purpose. Conference fees, Indian Visa Fees and educational fees can be paid by your credit card.
11. What should I do if my Card is lost or damaged?
Answer: Inform SBL Card Customer Service immediately and request to block the lost card. They will block your lost card instantly and a new card will be delivered to you within three working days upon written request received at card division.
12. How long does it take for a Cheque payment to clear on my credit card?
Answer: Your cheque payment deposited will takes maximum 3 working days to reflect in your card account.
13. Will I automatically receive a new SBL Credit Card, if my existing Credit Card is about to expire?
Answer: Yes, you will receive a new SBL Credit Card within 5 working days prior to expiry of the Credit card. Card which is in blocked state will not renew.
14. How can I increase my Credit limit?
Answer: You can apply for an increase in credit limit by filling up the 'Credit Limit Enhancement Form' and provide necessary documents with the credit limit enhancement form. In such case, SBL request you for financial documents and SBL has its sole discretion approve or decline the request.
15. What if I Cross my credit limit?
Answer: If you make a transaction that exceeds your approved Credit limit then an over-limit fee will be imposed into card account.
16. When do I start paying interest on new purchases if I am already revolving Credit?
Answer: If you are revolving credit receiver, fresh purchases attract interest from their respective dates of purchase.
17. When will the interest Charge stop?
Answer: If all outstanding charges are paid at any time, the interest charges will cease to apply immediately.
18. What happens if my Cheque gets delayed in the post beyond the payment due date?
Answer: If your payment is not received by the Payment Due Date, a late fee is applicable and the outstanding amount attracts interest for the number of days by which the payment has been delayed.
19. What happens if I pay more than the total amount due?
Answer: The excess amount shows up in your monthly statement and is adjusted against future purchases.
20. What happens in the case of a disputed card transaction?
Answer: In case of a disputed card transaction, provide us your request including transaction details and signature. In this case VISA/NPSB guidelines will be followed.
21. What happens if I lost my Card/Cheque/PIN?
Answer: If you lost Card/Cheque/PIN get in touch with the bank as soon as possible. Provide us written application for Card/Cheque/PIN replacement, the bank will replace your Card/Cheque/PIN and issue a Card/Cheque/PIN. This replacement process comes at a cost and gets billed in your next statement.