

**FREQUENTLY ASKED QUESTIONS (FAQs)**  
**COVID 19 Ex Gratia to borrowers for difference in interest**

**Date 29th October 2020**

- 1. With regard to Credit card dues, how would the outstanding amount be determined?**

Credit card dues outstanding as on 29.2.2020 would be considered for giving relief to the borrowers and the benchmark rate applicable for such relief would be the contract rate (WALR), as on 29.2.2020, which is used by the credit card issuers for the purpose of EMI loans.

- 2. What is settled amount for credit card dues?**

Settled amount in case of credit card dues is the amount outstanding against the actual transactions.

**For illustration:** Authorisation amount locked at the time of hotel check-in (which is released at the time of check-out) would not be considered as part of the settled amount for calculation of credit card dues.

- 3. Whether crop loans and other agriculture loans are covered under the scheme?**

Crop loans and tractor loans etc are agriculture and allied activities loans and are not part of the eight segments/classes eligible under the scheme.

- 4. Whether two-wheeler loans are covered under the scheme?**

Automobile loans including two-wheeler loans are eligible under the scheme.

- 5. Whether eligible accounts foreclosed during the period of 1.3.2020 to 31.8.2020 are covered under the scheme?**

Yes. Eligible accounts foreclosed during the said period are covered under the scheme.