
**Darik Elwan: In COVID-19
pandemic bank waive off
credit card charges**



I was hospitalised in an Abu Dhabi clinic on May 2 as I was COVID-19 positive. I got discharged on May 31. During this period I was in ventilator for almost 17 days.



Due to this, I could not pay my credit card dues to some banks including Samba bank, for the bill generated during April 2020.



When I got discharged from the hospital, I saw late payment charges and finance charges in May statements by all the banks.



I made payments of all the banks, and requested for a reversal of the late payment charges, and finance charges. Most of the banks reversed the charges. Some banks are in the process.



But, I got a call from Samba saying they will reverse the late payment charges, but not the interest charges of Dh949.44.



Till date, I have never delayed the payment for Samba, and have been a loyal customer for more than 10 years. But this kind of treatment by a bank to a COVID-19 patient is unimaginable.



Could Gulf News please help me to
get the finance charges reversed?

From Mr Pradeep Kumar Sahu

Abu Dhabi



The management of Samba responds: Please note that client's claimed late payment fee was reversed in client's card on June 10, 2020.



As for finance charge and based on given hospital report, please be aware that we successfully reversed 50 per cent of the total amount, considering client's humanitarian case. Client was contacted and informed about the same.



Mr Sahu responds: Thanks a lot Gulf News, because of your intervention I could manage to get at least half of it, although other banks reversed it full.

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I had to accept it as I don't have any other option. Again, thanks a lot for the help.

(Process initiation: June 18. Response from organisation: June 24. Reader confirmation: June 25.)