

Most Important Terms and Conditions (MITCs) For Visa e Marketplace Virtual Credit Cards

(a) Fees and Charges:

	Purchase Card
Joining fees for primary card holder & for add-on card holder	NIL
Annual membership fees for primary & add-on card holder	Annual Membership: 10,000 Add-on card: NA
Cash advance fee	NA
Service charges levied for certain transactions	Duplicate Statement Fee: Rs 100 Cheque/ ECS Return Fee: Rs 250 Foreign Currency Transactions (Conversion Charge): 3.5% of transaction amount Charge slip Retrieval Fee: Rs 100 Outstation Cheque Processing Fee: 0.5% of cheque value subject to a minimum of Rs 100 Railway booking surcharge- 1.80% for Internet transactions and 2.5% for other bookings. Cash payments at Bank branches for credit-card dues : Rs.100 per payment transaction. Replacement card fee: Rs 200
Interest free (grace) period – illustrated with examples below*	Up to 50 days from the purchase date and up to 20 days from the Billing Period
Finance charges for both revolving credit & cash advances	No revolving credit facility ,
Overdue interest charges on a monthly and annualized basis.	NA

Charges in case of default	3% of the overdue amount (subject to a minimum of Rs 400)

***Example:** If billing cycle is from October 16 to November 15 and the Cardholder makes a purchase of Rs. 3000 on November 10. the interest-free credit period is 25 days (November 10 to December 5). If he makes a transaction on October 16, you would have enjoyed the maximum Interest-free Credit Period of 50 days.

(b) Drawal Limits:

- 1.Credit Limit: Maximum limit up to which the Cardholder can spend on the Card.
- 2.Available credit limit: Difference between the Credit Limit and the amount spent on Card.
- 3.Cash withdrawal limit: Maximum cash that the Cardholder can withdraw on the Card.

(c)Billing:

i) Billing Statements–periodicity and mode of sending: Credit Card billing statement shall be sent to the Cardholder and/or Company on a monthly basis by post and/or by e-mail.

ii)Minimum Amount Payable: 100% of Total Amount Due or such other amount as advised by the Bank in the Billing Statement.

iii)Method of payment: (i) By depositing cash at any ICICI Bank’s branches from 8 a.m to 8 p.m. (ii) drop cheque or draft favouring “ICICI Bank Credit Card No. XXXX XXXX XXXX XXXX” at any ICICI Bank branch/ATM/Skypak drop boxes. (iii) By online payment using ICICI Bank account; (iv) By giving auto-debit instructions. (v) RTGS settlement.

iv)Billing Dispute Resolution: The Cardholder and/ or Company shall intimate any disagreement(s) about the charges mentioned in the Billing Statement to the Bank within 60 days from the Statement Date. Failing which it shall be construed that the billing Statement is in order.

v)Contact particulars of 24 hour call centres of card issuer:

- Toll Free: 1800 22 11 77
- Hyderabad: 040-2312 8926 (local/ STD charges applicable)

vi) Grievances Redressal Escalation – contact particulars of officers to be contacted: Mr. Shiva Kumar Tadikonda, Nodal Officer, ICICI Bank Ltd., C-Serve Phone Banking, 5th Floor, Md. Ilyas Khan Estate, Road No. 1, Banjara Hills, Hyderabad-500034, India. Please indicate your 16-digit credit card number in all your communications.

vii) Complete postal address of card issuing bank: ICICI Bank Ltd, C-Serve, Phone Banking, 5th Floor, Md ILLAYAS Khan Estate, Above Music World, Road No 1, Banjara Hills, Hyderabad 500034, India.

(d) Default and circumstances:

- i) Procedure including notice period for reporting a Cardholder as defaulter: If the Cardholder and/or Company fails to pay the Minimum Amount Payable on or before the date mentioned in the Billing Statement, the same shall be treated as default. In case of default, the Bank can forward default report to the credit information bureaus or such other agencies, as approved by law. The notice period for reporting a Cardholder and/or Company as a defaulter shall be the duration between the credit card Billing date and the payment due date mentioned in the Billing Statement.
- ii) Procedure for withdrawal of default report and the period within which would be withdrawn after settlement of dues – Post full and final settlement of dues, the name of the defaulting Cardholder and/or Company shall be removed from the default report.
- iii) Recovery procedure in case of default – Recovery procedure against the defaulting credit Cardholder and/or Company shall be in accordance with the applicable laws after giving sufficient notice for payment of dues & all information regarding the outstanding dues.
- iv) Recovery of dues in case of death/permanent incapacitation of Cardholder – It shall be in accordance with the applicable laws after giving sufficient notice for payment of dues & all information regarding the outstanding dues, including to the successors/nominees/legal heirs of the Cardholder and /or Company.

(e) Termination / revocation of card membership:

Procedure for surrender of card by card holder – due notice – Cardholder and/or Company may at any time choose to terminate the Card Account by providing 45 days prior notice. For avoiding misuse, it is advised to cut the Credit Card into four pieces ensuring that the hologram and magnetic stripe is destroyed permanently. Intention to terminate the card membership shall be intimated to: “ICICI Bank Limited, ICICI Bank Phone Banking Centre, P. O. Box No. 20, Banjara Hills P.O., Hyderabad 500 034, India” by mentioning the 16 digit card number. On termination, all outstanding dues shall be payable forthwith and the Cardholder and/or Company shall be liable to pay applicable interest till such time all monies are paid to the Bank.

(f) Loss / theft / misuse of card:

Procedure to be followed in case of loss/theft/misuse of card – mode of intimation to card issuer - In case of loss/theft/misuse of card, the same must be reported within 24 hours to ICICI Bank Customer Call Centre. The Bank shall thereupon suspend the Card. The Cardholder and/or Company is advised to file FIR with the local police station so that the Cardholder and/or Company can produce a copy of the same whenever requested by the Bank.

Liability of Cardholder in case of (i) above – Cardholder and/or Company shall be held primarily responsible for the security of the Card and for the transactions using the Card. Cardholder and/or Company shall not be liable for any transaction/s made on the Card post reporting its loss/ theft/ damage.

However, in case of any dispute relating to the time of reporting such loss/ theft/ damage and/ or transaction/s made on the Card post reporting of the loss/ theft/ damage/ misuse, the Bank reserves the right to ascertain such time and/ or authenticity of the disputed transaction.

(g) DISCLOSURE:

Type of information relating to Cardholder to be disclosed with and without approval of Cardholder – The Bank shall part with all available information about the Cardholder and/or Company, repayment history etc., to credit information bureaus or such other agencies approved by law.