

Most Important Terms and Conditions (MITCs) For Commercial Credit Cards¹

(a) Fees and Charges

	Corporate Card	Purchase Card
Joining fees for primary card holder & for add-on card holder	NIL for All Gold (Insurance Premium) Card: Rs 100 + Service tax	NIL
Annual membership fees for primary & add-on card holder	Annual Membership: <ul style="list-style-type: none"> • Platinum: Rs. 999+ Service tax • Gold&Silver: NIL • Add-on card: Not Applicable 	<ul style="list-style-type: none"> • Annual Membership: NIL • Add-on card: Not Applicable
Cash advance fee	<ul style="list-style-type: none"> • Platinum: 1% subject to a min of Rs 100 • Gold&Silver: 2.5% subject to a min of Rs 300 • Gold (Insurance Premium) Card – No Cash Advance 	Not Applicable
Service charges levied for certain transactions	<ul style="list-style-type: none"> • 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: 1% of cheque value subject to a minimum of Rs 100 • Railway booking surcharge- 1.80% for internet transactions and 2.5% for other bookings. • Dial a draft transaction fee: 1.00% of the value, Minimum of Rs100 	<ul style="list-style-type: none"> • Duplicate Statement Fee: Rs 100 • Cheque/ ECS Return Fee: Rs 250 • Foreign Currency Transactions (Conversion Charge): 3.5% of transaction amount • Chargeslip 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.
Interest free (grace) period illustrated with examples below*	<ul style="list-style-type: none"> • Silver: Up to a maximum of 50 days of interest free credit. • Gold & Platinum: Up to a maximum of 52 days • Gold (Insurance Premium) Card: Up to a maximum of 40 days <p>* (applicable only on retail purchases and if previous month's balance outstanding is paid in full)</p>	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	<ul style="list-style-type: none"> • CCCL/CCSL & On Gold (Insurance Premium) Card: No revolving credit facility, • Platinum(CCIL):2.75% (monthly) • Gold (CCIL) : 2.95% (monthly) • Silver (CCIL) :3.15% (monthly) • Cash Advance : 2.5% (monthly) across all Corporate Cards. <p>Cash Advance Not Applicable for Gold (Insurance Premium) Card</p>	No revolving credit facility,
Overdue interest charges on a monthly and annualized basis.	Not Applicable	Not Applicable
Charges in case of default	<p>CCCL/CCSL & Gold (Insurance Premium) Card : 3% of the overdue amount (subject to a minimum of Rs 400)</p> <p>CCIL: 30% of Minimum Amount Due (subject to min of Rs 400 and maximum of Rs 600)</p>	3% of the overdue amount (subject to a minimum of Rs 400)
Fuel Surcharge	2.5% or Rs.10 whichever is higher (Nil on selected cards). 0% at select HPCL pumps on select cards (max of Rs.3000 per transaction).	
Replacement Fee	Rs 100 (w.e.f September 16, 2008)	Rs 100 (w.e.f September 16, 2008)
Fee on Cash payment at Branches	Rs 100 (w.e.f September 16, 2008)	Rs 100 (w.e.f September 16, 2008)
Service Tax	As may be applicable from time to time, presently @ 10.30% (Applicable on all fees, interest and other charges only)	As may be applicable from time to time, presently @ 10.30% (Applicable on all fees, interest and other charges only)

***Example - Corporate Cards:** 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 for Silver cardholders and 27 days for Gold/Platinum cardholders. If he makes a transaction on October 16, you would have enjoyed the maximum Interest-free Credit Period of 50 and 52 days for Silver and Gold/Platinum cards respectively.

***Example - Purchase Cards:** 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:

- i) Credit Limit: Maximum limit up to which the Cardholder can spend on the Card.
- ii) Available credit limit: Difference between the Credit Limit and the amount spent on Card.
- iii) 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:
 - (i) Corporate Card: 5% of the total amount due for CCIL and 100% of Total Amount Due for CCCL/ CCSL or such other amount as advised by the Bank in the Billing Statement.
 - (ii) Purchase Card: 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:
 - (i) Corporate Card: Ahmedabad-66309890, Andhrapradesh-9849578000, Assam-9954108000, Bangalore-41131877, Bihar & Jharkhand-9934008000, Chandigarh-5055700, Chattisgarh&Madhyapradesh-9893208000, Chennai-42088000, Cochin-9895478000, Coimbatore-4358000, Delhi 41718000/9818178000, Gujarat-9898278000, Haryana-9896178000, Himachal Pradesh-9816608000, Hyderabad-23128000, Indore-4022005, Jaipur-9829222292, Jammu&Kashmir-9906518000, Karnataka-9845578000, Kerala-9895478000, Kolkata-9831378000, Lucknow-9936218000, Maharashtra & Goa-9890478000, Mumbai-28307777, North East-9862408000, Orissa-9938488000, Pune-9890478000, Punjab-9815558000, Tamilnadu-9894478000, Uttarpradesh(West)-9897818000, Uttarpradesh(East)-9936218000, Uttaranchal-9897308000, West Bengal-9933008000, Non-Metros-18003459999.
 - (ii) Purchase Card: Toll Free: 1800 22 11 77 (for BSNL / MTNL lines)
Hyderabad: 040-2312 8926 (local/ STD charges applicable)
- vi) Grievances Redressal Escalation contact particulars of officers to be contacted: Mr. Harshil Mehta, Nodal Officer, ICICI Bank Ltd., Phone Banking Centre, 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.
- v) Available insurance cover for cardholder & date of activation of policy (Corporate Card) - The free cover on the particular card is activated from the date of card activation. The liability to settle insurance claims shall be exclusively on the said insurance company (ies) and ICICI Bank shall not be responsible in any manner, whatsoever. The insured shall be governed by the terms and conditions of the insurance policy issued by the Insurance 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.

- CCIL Corporate Card with Individual Liability
- CCCL Corporate Card with Corporate Liability
- CCSL Corporate Card with Sole Liability

Disclaimer:

*ICICI Bank may, at its sole discretion, utilise the services of external service provider/s or agent/s and on such terms as required or necessary, in relation to its products