

Most Important Terms and Conditions (MITCs) For Credit Cards

(A) FEE AND CHARGES

i)	Joining fees for Primary Cardholder	NA
	Joining fees for Supplementary Cardholder	NA
ii)	Annual membership fees for Primary Cardholder	Rs. 6,000 in the 1st year and then 2nd year onwards
	Annual membership fees for Supplementary Cardholder	NA
iii)	Cash Advance fee	2.50% on advanced amount. Subject to a minimum of Rs. 300
iv)	Service charges levied for certain transactions	Dial a Draft transaction fee – 3% of the draft value amount, subject to a minimum of Rs. 300 Railway booking surcharge - 1.80% for internet transactions and 2.5% for other bookings.
v)	Interest free (grace) period – Illustrated with example	18 - 48 days (applicable only on retail purchases and if previous month's balance outstanding is paid in full).
vi)	Finance charges for both revolving credit & cash advances	2.75% (monthly) on the ICICI Bank Singapore Airlines Credit Card
vii)	Overdue interest charges – to be given on monthly & annualised basis	NA
viii)	Charges in case of default	Late Payment Fee - 30% of minimum amount outstanding subject to a min of Rs. 400 and a max of Rs. 600
ix)	Cash Deposit Charges in ICICI Bank Branches	Rs. 100
x)	Duplicate Statement Request	Rs. 100
xi)	Cheque / ECS return Fee	Rs. 250
xii)	Non ICICI Bank ATM access charges	Free Balance Enquiry Charges
xiii)	Outstation Cheque Processing Fee	1% on the cheque value (subject to a minimum of Rs. 100)
xiv)	Overlimit charges	5% on over limit amount (subject to a minimum of Rs. 500)
xv)	Replacement Card Fee	Rs. 100
xvi)	Foreign currency transaction fee	3.5%
xvii)	Service Tax	10.30% (Applicable on interest, fee and other charges)

(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 on a monthly basis by post and/or by e-mail.
- ii) Minimum Amount Payable: 5% of the total amount due or such other amount as advised by the Bank in the Billing Statement.
- iii) Method of payment: (1) By depositing cash at any ICICI Bank's branches from 8 a.m to 8 p.m. (2) Drop cheque or draft favoring "ICICI Bank Credit Card No. XXXX XXXX XXXX XXXX" at any ICICI Bank branch/ATM/Skypak drop boxes. (3) By online payment using ICICI Bank account; (4) By giving auto-debit instructions.
- iv) Billing Dispute Resolution: The Cardholder 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 centers of card issuer:

Ahmedabad	6630 9878	Hyderabad	2312 8921
Bangalore	4125 8800	Kolkata	98313 78800
Chennai	4201 8800	Mumbai	2830 7921
Delhi-Mobile	98181 78800	Pune	98150 38800

- 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.

viii) Toll free number for customer care services: 1800228100

(D) DEFAULT AND CIRCUMSTANCES

- i) Procedure including notice period for reporting a cardholder as defaulter: If the Cardholder 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 as 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 – Reasonable care is taken to ensure that the default reports submitted after payment/settlement of dues does not contain the name of the defaulting credit cardholder.
- iii) Recovery procedure in case of default – Recovery procedure against the defaulting credit cardholder shall be in accordance with the applicable laws/regulations 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.
- v) Available insurance cover for cardholder & date of activation of policy - 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 the 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 may at any time choose to terminate the Card Account with or without giving any 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 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 is advised to file FIR with the local police station so that the cardholder can produce a copy of the same whenever requested by the Bank.

Liability of cardholder in case of (i) above – Cardholder shall be held primarily responsible for the security of the Card and for the transactions using the Card. Cardholder 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, repayment history etc., to credit information bureaus or such other agencies approved by law.

(H)

The Bank may, and at its sole discretion, make a credit assessment of the credit-card account. On the basis of such assessment, the Bank may increase or decrease the credit limit of the credit cardholder without prior notice to the credit cardholder. Subsequent usage of the credit card will be deemed as acceptance of the changed credit limit. If an increased credit limit is not acceptable to the credit cardholder, the Bank shall reinstate the cardholder's credit limit to the original credit limit, upon receipt of such a request from the cardholder.