

## MOST IMPORTANT TERMS AND CONDITIONS

### (a) Schedule of Fees and Charges

#### 1. Joining Fee, Annual Fees, Renewal Fees

Currently ICICI Bank (erstwhile The Bank of Rajasthan Ltd.) hereinafter called "the Bank" is not charging any of the above fees. However, in future, if any charges are applied, the same will be communicated to the Card member at the time of applying for the "credit card".

#### 2. Cash Advance Fees

The Card member can use the Card to access cash in an emergency from ATMs in India or abroad. A transaction fee of 2.5% (Minimum ₹ 250 for eBOR and ICICI Bank ATMs, ₹ 350 for other ATMs) would be levied on the amount withdrawn and would be billed to the Card member in the next statement. The transaction fee is subject to change at the discretion of "the Bank". All cash advances also carry a finance charge of 2.95% per month (APR 41.75% per annum) from the date of withdrawal until the date of full payment. The finance charge is subject to change at the discretion of "the Bank".

#### 3. Charges

Charges and fees, as may be applicable from time to time, are payable by Card members for specific services provided by "the Bank" to the Cardmember or for defaults committed by the Card member with reference to his card account.

- i. "The Bank" retains the right to alter any charges or fees from time to time or to introduce any new charges or fees, as it may deem appropriate, with due intimation to customer.

Cash advance – transaction fee	2.50% on advanced amount, subject to a minimum of ₹ 250
Overdue interest on extended credit	2.95% per month (APR 41.75% per annum)
Dial-a-draft – transaction fee	On all Cards - 3% of the draft value amount subject to a minimum of ₹ 300
Late payment charges	30% of Minimum Amount Due (subject to a minimum of ₹ 300 and a maximum of ₹ 600)
Over-limit charges*	5% on the over-limit amount (subject to a minimum of ₹ 300 and a maximum of ₹ 600)
Return of cheque	₹ 250 per returned cheque
Outstation cheque processing fee	1% of the cheque value, subject to a minimum of ₹ 100
Duplicate statement request (beyond 3 months)	₹ 100
Card replacement fee	₹ 200
Cheque / Cash pick-up fee	₹ 100 per pick-up
Chargeslip request	₹ 200 per chargeslip
Services charges – utility bill payment	NIL

Foreign currency transactions**	3.5% of transaction value (subject to a minimum of ` 250) + applicable interest
Railway booking – surcharge	Railway surcharge will be applicable @ 2.5% on the transaction amount subject to a minimum of ` 30 (Service tax extra)
Fuel surcharge	Fuel surcharge shall be charged by the respective oil companies subject to minimum of ` 10
Service Tax	As may be applicable from time-to-time, presently @ 10.30% (applicable on all fees, interest and other charges)

\*Over-Limit Fee: Bank may approve certain transactions attempted by the Card Member which can breach the credit limit, as a service gesture. Please note that if the outstanding amount exceeds the credit limit, an over-limit fee of 2.5% of the over-limit amount (subject to a minimum of ` 300) will be levied. Over-limit status may also happen because of fees or interest charges.

#### 4. Finance Charges / Interests

- i. Finance charges are payable at the monthly percentage rate on all transactions from the date of transaction in the event of the Card member choosing not to pay his balance in full, and on all cash advances taken by the Card member, till they are paid back. Finance charges, if payable, are debited to the Card member's account till the outstanding on the card is paid in full.
- ii. Finance charges on cash advances are applicable from the date of transaction until the payment is made in full.
- iii. When the customer carries forward any outstanding amount or avails of Cash Advance, a finance charge calculated by average Daily Balance Method, will apply to balances carried forward and to fresh billings.
- iv. If a Cardholder avails the revolving credit facility of erstwhile The Bank of Rajasthan Ltd. Credit Card and hence chooses to pay an amount less than the total amount due reflected in the monthly billing statement, the entire outstanding amount would attract finance charges and all new transactions will also attract finance charges till such time as the previous outstanding amounts are repaid in full.
- v. Late Payment charges will be applicable if Minimum Amount Due is not paid by the payment due date, and are applicable at the rate of 30% of the minimum amount due subject to a minimum of ` 300 and a maximum of ` 600.
- vi. Over limit charges are applicable on total outstanding exceeding the Credit Limit at the rate of 5% of the over limit amount subject to minimum of ` 300 and maximum ` 600.

Please refer annexure A below for illustration of method of calculating various charges Assumed that previous dues in full have been paid and do not have any amount outstanding in the Card Account. The statement date is 3rd of every month.

Annexure A:

**Example I : Customer A**

**Statement Date : 03.02.07**

Transaction Date	Details	Amount	
		Debit	Credit
05/01/07	Veg - Bazar	2000	
07/01/07	Cash Withdrawal	5000	
07/01/07	Cash Withdrawal Fee	250	
30.01.07	Cash Payment		1000
03/02/07	Interest Charges @ 2.95%	130.93	
03/02/07	Service Tax @ 12.36% of Rs. 250+130.93	47.08	
	TOTAL	7428.01	1000

Total Amount Due : ` 6428.01

Minimum Amount Due : ` 321.40 (5% of total amount due)

**CALCULATION OF CHARGES**

Transaction Details from 03.01.07 to 02.02.07

Statement Date : 03.02.07 Due Date : 18.02.07

1. Interest on cash withdrawal ` 5000 for 27 days from 07.01.07 to 02.02.07 @2.95% = 130.93

2. Service Tax at prevailing rate @12.36% of ` (250 + 130.93) = ` 47.30

Cash withdrawal charges @2.50%

Minimum ` 250 (eBOR ATM)

**Statement Date : 03.03.07**

Transaction Date	Details	Amount	
		Debit	Credit
	Previous Balance	6428.01	
10/02/07	BBB Cafe	2000	
16/02/07	Chq. Payment		1000
03/03/07	Interest Charges	251.82	
03/03/07	Service Tax	31.12	
	TOTAL	8710.95	1000

Total Amount Due : ` 7710.95

Minimum Amount Due : ` 385.54 (5% of total amount due)

**CALCULATION OF CHARGES**

Transaction Details from 03.02.07 to 02.03.07

Statement date : 03.03.07 Due Date : 18.03.07

1. Interest on cash withdrawal ` 5000 for 28 days from 03.02.07 to 02.03.07 @ 2.95% = 135.78

2. Interest on ` 2000 for 25 days 05.01.07 to 29.01.07 @2.95% = ` 48.49

3. Interest on ` 1250(2000+250-1000) for 17 days from 30.01.07 to 15.02.07 @2.95% = 20.60

4. Interest on ` 428.01(250+130.93+47.08) for 15 days from 16.02.07 to 02.03.07 @2.95% = ` 6.22

5. Interest on ` 2000 for 21 days from 10.02.07 to 02.03.07 @2.95% = ` 40.73

Total Interest = (135.78+48.49+20.60+6.22+40.73)

= ` 251.82

Service Tax on ` 251.82 @12.36% = ` 31.12

### **Example II : Customer B**

**Statement Date : 03.02.07**

Transaction Date	Details	Amount	
		Debit	Credit
07/01/07	Provisions Store	1670.6	
10/01/07	R B stores	3000	
15.01.07	Food-In restaurant	930	
	TOTAL	6600.6	

Total Amount Due : ` 6600.00

Minimum Amount Due : ` 330.00 (5% of total amount due)

Statement Date : 03.02.07

Due Date : 18.02.07

**Statement Date : 03.03.07**

Transaction Date	Details	Amount	
		Debit	Credit
17.02.07	Provisions Store	1370.6	
21.02.07	Cash Payment		6600.6
03/03/04	Interest	233.79	
03/03/07	Late Payment charges	300	
03/03/07	Service Tax	71.37	
	TOTAL	1975.76	6600.6

Total Amount Due : ` 1707.68 Minimum Amount Due : ` 100.00 (5% of total amount due or 100, whichever is minimum)

### **CALCULATION OF CHARGES**

Transaction Details from 03.02.07 to 02.03.07

Statement Date : 03.03.07 Due Date : 18.03.07

1. Interest on ` 1670.60 for 45 days from 07.01.07 to 20.02.07 @ 2.95% = ` 72.91

2. Interest on ` 3000.00 for 42 days from 10.01.07 to 20.02.07 @2.95% = ` 122.20
  3. Interest on ` 930.00 for 37 days from 15.01.07 to 20.02.07 @2.95% = ` 33.37
  4. Interest on ` 1370.60 for 4 days from 17.02.07 to 20.02.07 @2.95% = ` 5.31
- Total Interest = (72.91+122.20+33.37+5.31)= ` 233.79

Note : Late payment is charged to the account because the cardmember has made the cash payment on 21.02.07, which is three days after the due date.

Interest Calculation method :

(Outstanding amount x 2.95% pm x 12 months x no of days ) / 365

## 5. Interest Free Period

The grace period could range from 15 to 45 days.

**Illustrative Example for the calculation of grace period:** For a statement for the period from April 15,2009 to May 15,2009 the payment due date would be June 2, 2009. Assuming that you have paid your Total Amount Due of the previous month statement by the payment due date, the grace period would be:

1. For a purchase dated April 24,2009, the interest-free grace period is from April 24, 2009 to June 2, 2009, i.e. 40 days.
2. For a purchase dated May 14, 2009, the interest-free grace period is from May 14, 2009 to June 2, 2009, i.e. 20 days.

Thus, the grace period can vary depending upon the date of purchase. However, if the Total Amount Due is not paid by the payment due date, then there will be no interest-free period. For cash advances, interest is charged from the date of the transaction until the date of payment.

### (b) Drawal Limits

"The Bank" at its sole discretion will determine the Card member's Credit limit and cash withdrawal limit. (Add-on Card members share the same limit). These limits are communicated to the Card member at the time of card delivery and in the monthly statements. The available credit limit at the time of the statement generation is provided as a part of the monthly statement. "The Bank" will review the Card member account periodically, and increase or decrease the Card member credit limit based on internal criteria. Card members seeking to have their credit limit increased can do so by writing to the Bank and providing financial documents declaring their income. The Bank, at its sole discretion and based on such new documents provided, may increase the Credit Limit of the Card member.

### (c) Billing and Statement

**1) Billing Statements – periodicity and mode of sending:** "The Bank" will send the Card member a monthly statement showing the payments credited and the transactions debited to the Card member's account since the last statement. The Bank will mail a statement of transactions in the card account every, month on a pre-determined date, to the mailing address on record with the bank through post and/or by email. There may be no statement generated for the period in which there has been no outstanding due and no transaction on the account in the past month.

**2) Minimum Amount Payable:** Erstwhile The Bank of Rajasthan Ltd. Credit Cards offers the Card member the facility of revolving credit. The Card member may choose to pay only the minimum amount due printed on the statement. The balance outstanding can be carried

forward to subsequent statements. The Card member can also choose to pay the total amount due or any part of the amount above the minimum amount due. Such payment should be made before the payment due date. Any unpaid minimum amount due of the previous statements will be added to the Card member's current minimum amount due in addition to the outstanding exceeding the Card member's Credit Limit and the fee applied in the current statement.

Payments made towards the Card outstanding are acknowledged in subsequent statements. Payments received against the Card member's card outstanding will be adjusted against all fee and other charges, interests and taxes, cash advances and tours and travels & purchase in that order.

**3) Method of Payment:** Payments towards the card account may be made in any of the following ways:

i. Make a cheque or draft favouring ICICI Bank Credit Card No. XXXX XXXX XXXX XXXX and drop it into the collection box at any ICICI Bank branch / erstwhile The Bank of Rajasthan branch/ Skypak drop boxes / ATM locations where drop boxes are available.

ii. In case the Card member has a erstwhile The Bank of Rajasthan Ltd. account, he can opt for a Standing Instruction facility(auto-debit), where funds can be automatically transferred from the Card member's erstwhile The Bank of Rajasthan Ltd. account to the Card member's card account before due date.

iii. In case the Card member has a erstwhile The Bank of Rajasthan Ltd. account, he can also make the payment through Netbanking. Through Cash Payments at any of erstwhile Bank of Rajasthan branches or ICICI Bank branches.

iv. **Click to Pay/NEFT:** Pay your Credit Card dues from any of your other bank Savings Accounts using Click To Pay/NEFT.

#### 4) Billing Disputes:

In the event the Card Member disagrees with the charges indicated in the statement, it should be communicated in writing to the correspondence address of ICICI Bank within 60 (sixty) days of receipt of the statement, failing which it would be construed that all charges indicated in the statement are in order.

**5) Contact Particulars of ICICI Bank 24-hour Customer Care Centres:** The Card Member may contact ICICI Bank at any of the following 24-hour Customer Care numbers and/or at such other Customer Care numbers as may be notified by ICICI Bank from time-to-time.

States / Cities	Contact numbers	States / Cities	Contact numbers
Ahmedabad	079 66309890	Jammu & Kashmir	990696 8000
Andhra Pradesh	984957 8000	Karnataka	984557 8000
Assam	995410 8000	Kerala	989547 8000
Bengaluru	080 4113 1877	Kochi	989547 8000
Bihar & Jharkhand	993400 8000	Kolkata	983137 8000
Chandigarh	0172 505 5700	Lucknow	993621 8000
Chattisgarh & Madhya Pradesh	989320 8000	Maharashtra & Goa	989047 8000
Chennai	044 4208 8000	Mumbai	022 2830 7777
Coimbatore	0422 435 8000	North East	986240 8000
Delhi	981817 8000/ 011	Orissa	993848 8000

	4171 8000		
Gujarat	989827 8000	Pune	989047 8000
Haryana	989617 8000	Punjab	981555 8000
Himachal Pradesh	981660 8000	Tamil Nadu	989447 8000
Hyderabad	040 2312 8000	Uttar Pradesh	993621 8000
Indore	0731 402 2005	Uttaranchal	989730 8000
Jaipur	982922 2292	West Bengal	993300 8000

**6) Grievances Redressal/Complaints/Escalations:** In the event that you are not satisfied with our services, you may register your grievance by (i) visiting “Complaint Form” at [www.icicibank.com](http://www.icicibank.com) or (ii) calling at our Customer Care number or (iii) writing to Mr. Shiva Kumar Tadikonda, Nodal Officer, ICICI Bank Limited (erstwhile The Bank of Rajasthan Ltd.), ICICI Phone Banking Center, ICICI Bank Tower, 7th floor, Survey no: 115/27, Plot no. 12, Nanakramguda, Serilingampally, Hyderabad – 500032, India. In all your communications with us, please indicate your complete Credit Card number.

**7) Complete Postal Address of the Bank:** ICICI Bank Limited, (erstwhile The Bank of Rajasthan Ltd.) ICICI Phone Banking Center, ICICI Bank Tower, 7th floor, Survey no: 115/27, Plot no. 12, Nanakramguda, Serilingampally, Hyderabad – 500032, India.

**8) Toll-free Number for Grievance Redressal:** In the event you are not satisfied with our services, you may register your grievance by dialling our toll-free number 1800 102 4242 between 9 a.m. to 6 p.m. from Monday to Friday, press 1 and then enter the Service Request Number (numeric digits only) which should not be more than 2 months old.

**(d) Default and Circumstances:**

i) If the Card Member fails to pay the Minimum Amount Due by the date indicated in the billing statement, it shall be treated as default. In case of default, the Bank can forward the default report to the Credit Information Bureaus or to such other agencies as approved by law. The time period between the payment due date and the billing date indicated on the billing statement is considered as the notice period for reporting a Card Member as a defaulter.

ii) Procedure for withdrawal of default report and the period within which the default report would be withdrawn after settlement of dues:

\*The Bank submits the Card Member's data to CIBIL - Credit Information Bureau (India) Limited every month in the format prescribed by CIBIL. This data includes the repayment status of all Cardholders, both defaulters and current, for the previous month. CIBIL uploads the submitted data onto their server in another thirty days.

iii) Recovery of dues in case of death/permanent incapacitation of the Card Member: It shall be in accordance with the applicable laws after giving sufficient notice for payment of dues and all information regarding the outstanding dues, to the successors/nominees /legal heirs of the Card Member.

iv) ICICI Bank (erstwhile The Bank of Rajasthan Ltd.) offers free insurance cover on certain cards through a tie up with ICICI Lombard General Insurance Company Limited or any other Insurance Company as may be decided by ICICI Bank from time to time. For insurance details, cardholders are advised to go through the brochure in the welcome kit or refer to [www.icicibank.com](http://www.icicibank.com).

**(e) Termination/Revocation/Surrender of Card membership:**

The Card Member 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 strip are destroyed permanently. The Card Member may terminate the Card membership at any time by writing to "ICICI Bank Limited (erstwhile The Bank of Rajasthan Ltd.), ICICI Phone Banking Center, ICICI Bank Tower, 7th floor, Survey no: 115/27, Plot no. 12, Nanakramguda, Serilingampally, Hyderabad – 500032, India" by indicating the complete Card number. The termination will only be effective when ICICI Bank receives the payment of all amounts due and outstanding in respect of the said Card Account.

In the event of a credit card program closure or at the time of renewal of credit card, ICICI Bank Limited at its sole discretion reserves the right to provide a card type that is different from the existing card type held by the card member. The credit limits and cash limits on any credit card at any point in time are as per sole discretion of ICICI Bank Limited (erstwhile The Bank of Rajasthan Ltd.).

The card application shall continue to be valid for any replacement card provided at the time of closure/renewal.

**(f) Loss/Theft/Misuse of Card:**

In case of loss/theft/misuse of the Card, it must be reported immediately to the ICICI Bank Customer Care. The Bank shall thereupon suspend the Card. The Card Member is advised to file an FIR with the local police station so that the Card Member can produce its copy whenever requested by the Bank.

The Card Member shall be primarily responsible for the security of the Card including theft and for the transactions using the Card. The Card Member 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 transactions made on the Card post reporting of the loss/theft/damage/misuse, the Bank reserves the right to ascertain such time and or the authenticity of the disputed transactions.

**(g) Credit shield**

The insurance privilege provides a waiver of payment of outstanding, on Credit card amount up to Rs. 30,000 and Rs. 20,000 on Gold Card and silver Card respectively in case of death of card member, known as Credit shield. Credit shield is payable subject to settlement of insurance claim. If the Credit card member has two or more Credit cards insured under this Credit Shield Extension, the total maximum amount of insurance cover that he can enjoy shall not exceed limits mentioned above. Eligible Credit card members must be aged 18-69 years at entry and cover ceases at the age of 70. Insurance is the subject matter of solicitation.

**(h) Disclosure:**

The Bank shall part with all available information about the Card Member, repayment history etc. to Credit Information Bureaus or to such other agencies approved by law.

**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.