

## FAQs

on

### ICICI Bank announces relief package for loans/ credit facilities

The Corona virus pandemic has impacted our lives. At this extraordinary time, we at ICICI Bank, are committed to stand in solidarity with our customers to help them tide over the crisis.

As immediate relief measures, which are in line with the package announced by the RBI, we are offering customers the choice of opting for an EMI moratorium (postponement of EMIs) for loans and credit cards. We are also offering our customers an option to postpone the interest payable on working capital facilities. This moratorium is applicable for principal and interest falling due between March 01 to May 31, 2020.

Our efforts through these relief measures are directed towards helping you to focus on the well-being of yourself and your family in this challenging situation.

We have put all loans and credit facilities into two categories, depending on the impact of COVID-19 on them.

**Category A:** The customers will get relief from payments automatically for loans in this category. However, if you want to continue to pay, then you need to tick the box next to the respective loan / credit facility in the link available on [www.icicibank.com](http://www.icicibank.com). If you DO NOT respond on the given link, it will be considered as your willingness to continue availing the moratorium. The list of loans that are part of this category is given below:

- Commercial Vehicle Loan
- Construction Equipment Loan
- Two Wheeler Loan
- Consumer Finance
- Tractor Loan
- Self Help Group (SHG) Loan
- Joint Liability Group (JLG) Loan
- Cattle Loan
- Agri Term Loan (ATL)
- Govt. Sponsored Scheme (GSS)
- Auto Dealer Funding
- Cluster Program for Auto Dealers
- Insta Over Draft/CA Over Draft
- Small Business Loan/Roaming Protect
- Loan Against Credit Card Receivable (LACR)
- Commercial Business Logistic Program
- Gold Loan/Jewel Loan
- Kisan Credit Card (KCC)
- Premium Over Draft (Agri)
- Tractor Inventory Funding

**Category B :** For this category of loans, , the customers will have to make a specific choice to avail the moratorium, by ticking the box next to the respective loan / credit facility in the link available on [www.icicibank.com](http://www.icicibank.com). If you DO NOT respond on the link given, it will be considered as your willingness to continue to pay the instalments. The list of the loans in this category is given below:

- New Car Loan
- Used Car Loan
- Home Loan/Land Loan
- Loan Against Property/LRD
- Top-up on Home Loan/Loan Against Property (LAP)
- Non-Residential Premises Loan/Office Premises Loan
- Home Over Draft/Mortgage Over Draft
- Loan Against Securities
- Personal Loan
- Business Instalment Loan
- Education Loan
- Salary Over Draft
- Byju Loan
- Clean Consumer Loan
- Micro Finance Institution (MFI)
- Business Term Loan
- Cash Credit (CC)
- Over Draft (OD)
- Term Loans
- Working Capital Demand Loans
- Drop-Line Overdraft/ Mortgage Over Draft
- Pre-Shipment Finance /EPC/PCFC
- Over Draft Against Fixed Deposit (FDOD)
- Gold Metal Loan
- Working Capital Term Loans
- FCNR Facility
- Channel Finance/Vendor Finance/Dealer Finance
- Foreign Currency Term Loan
- Commodity Based Finance (CBF)
- Kisan Kalp Vriksha (KKV)
- Credit Cards
- PayLater
- EMI on Debit Card
- Personal Loan on Credit Card
- EMI on Credit Card

## A. GENERAL FAQs

### 1. What is meant by the moratorium?

The moratorium is the temporary deferment of payment of interest/ principal/ instalments. It is not a waiver. Interest shall continue to accrue on the outstanding portion of the loan/credit facility during the moratorium period.

### 2. Is moratorium compulsory or optional?

The moratorium is optional. The customer can choose whatever he/ she wishes to do – either take the relief or continue to pay.

### 3. For what period, can the moratorium be granted?

The moratorium may be granted for up to a period of three months, for all loans/facilities falling due for payment between the period - March 01 and May 31, 2020.

### 4. Is the moratorium on principal or interest or both?

Moratorium can be offered for below payments:

- I. Principal and/or interest components
- II. Bullet repayments
- III. Equated Monthly Instalments or EMIs
- IV. Credit Card dues.

### 5. Will the interest accrue during the moratorium period?

Yes, the interest will accrue during the moratorium period. Treatment of the interest will be as per the relevant terms and conditions applicable to the respective credit facilities.

### 6. How can I opt for the moratorium?

You can opt for the moratorium by clicking on the link shared with you by the Bank through SMS or e-mail. You may also visit ICICI Bank's website [www.icicibank.com](http://www.icicibank.com)

### 7. How will interest be charged and recovered for retail term loans such as Home Loans, Personal Loans, Consumer Durable Loans, Two-Wheeler Loans, Auto Loans?

The accrued interest would be added to the principal amount, resulting to increase in residual tenure of the loan. If the loan tenure cannot be extended, the EMI amount will increase. Please refer to the relevant applicable terms and conditions for further details.

**Example (i):** Mr. ABC has a home loan with the Bank, with the principal outstanding of Rs. 50 lakh and residual tenure of 180 months. He has decided to avail the moratorium facility to defer his EMIs that are due on April 01 and May 01, 2020. In this case, his revised tenure would increase from 180 to 186 months to recover the additional accrued interest of Rs. 2,58,914, keeping the instalment amount unchanged.

**Example (ii):** Ms. XYZ has a personal loan with the Bank, with the principle outstanding of Rs. 8 lakh and residual tenure of 30 months. She has decided to avail the moratorium facility to defer her EMIs that are due on the 1st day of April and May, 2020 consecutively. In this case, her revised tenure would increase from 30 to 31 months to recover the additional accrued interest of Rs. 21,872, keeping the instalment amount the same.

**Example (iii):** Mr. ABC has a car loan with the Bank, with the principal outstanding of Rs. 10 lakh and residual tenure of 78 months. He has decided to avail the moratorium facility to defer his EMIs that are due on the 1st day of April and May, 2020 consecutively. In this case, his revised tenure would increase from 78 to 80 months to recover the additional accrued interest of Rs. 32,355, keeping the instalment amount the same.

**8. How will moratorium be granted for working capital facilities?**

For working capital facilities, the Bank is providing an option to postpone the interest payable during March 01 to May 31, 2020. The interest on the outstanding amount of the facilities availed shall continue to accrue during this period and shall be payable immediately after the completion of the moratorium.

**9. Is moratorium available for NRI customers?**

Yes, the moratorium is available for NRI customers as well.

**10. How can an NRI loan/credit facility customer opt for moratorium?**

NRI customers can opt for the moratorium by clicking on the link shared with them by the Bank through e-mail. They may also visit ICICI Bank's website [www.icicibank.com](http://www.icicibank.com) and apply for moratorium.

**11. How will interest be charged and recovered for Business Term Loans?**

On a case-to-case basis, the deferred interest accrued during the moratorium period may be considered as a deferred interest term loan. Such deferred interest term loan shall further carry interest at the rate applicable to the credit facility. Please refer to the relevant applicable terms and conditions for details.

**12. Will there be late payment charges/ default interest/ additional interest for the deferred instalments during the moratorium period?**

No late payment charges/ default interest/ additional interest shall be levied during the moratorium period.

**13. If the customer has already availed of a moratorium for an Education Loan, can the tenure get extended?**

No, since the repayment for such customers will start in the future and the moratorium is only for customers whose repayment (interest or EMI) is active in the period between March 01 and May 31, 2020.

**14. If the customer has principal moratorium running in Education Loan, can he/she still avail of this facility?**

Yes, the moratorium is also available for interest payable.

**15. Do I need to submit fresh Auto Debit or NACH debit mandates?**

No, as the EMI will remain same and tenure will increase to recover the deferred interest accrued during the moratorium period, there is no need of fresh Auto Debit (AD) or NACH mandate. If you opt for the moratorium, the residual tenure will increase to recover the accrued interest. However, in cases where EMI amount increases a fresh NACH mandated will be required.

**16. Can I make payments in between the Moratorium period?**

The moratorium is a relief granted to the borrower due to disruption caused by the unprecedented outbreak of COVID-19. However, the option lies with the borrower to either continue to repay the loan during the moratorium as per the actual due dates or avail of the benefit of the moratorium.

**17. Will a payment of EMI during the moratorium be considered as prepayment?**

If the due EMI is paid, then it will not be considered as prepayment.

**18. Will the seeking of moratorium by the borrower have an impact on their credit/bureau score?**

No, it will have no adverse impact on the credit history of the borrower. However, any delay in payments of dues/ outstanding amounts payable after the expiry of the moratorium will impact the credit bureau score of the borrower.

**19. For the retail Term Loans, can I pay all 3 months' EMI in June 2020?**

As the tenure of the retail term loans has been extended on account of the moratorium, the customer is required to pay the EMIs as per the revised schedule. However, as per terms and conditions of the facility, if prepayment is permitted then you may pay the EMIs in June 2020.

**20. If I have sufficient balance in my account and instalment of my loan(s) is due, will the Bank debit the EMI during this period?**

Yes, if you have not opted in for the moratorium.

**21. Does the customer need to submit any documents for availing of the moratorium?**

No, you can opt for the moratorium by clicking on the link shared with you by the Bank through SMS or e-mail. You may also visit ICICI Bank's website [www.icicibank.com](http://www.icicibank.com).

**22. Is it ok if I continue paying the EMIs rather than availing of the moratorium?**

Yes, please continue to pay your EMI.

**23. Can I opt moratorium for EMI due in April and then pay EMI due in May?**

Yes, it is permitted.

**24. As per RBI, the moratorium is for 3 EMIs. Can I get refund of EMI paid in March 2020.**

No. EMI paid prior to March 27, 2020 will not be refunded. However, if any EMI is debited after March 27, 2020 and the borrower customer opts for moratorium then such EMI maybe considered for refund at the request of the borrower/ customer.

**25. Due to COVID-19 outbreak, my business/job was impacted in the month of March 2020. Hence, I could not pay the EMI. Can I get moratorium for unpaid EMI?**

Yes, you will be eligible for moratorium for EMI due in March 2020.

**26. If my loan disbursement is done in April 2020, then would I be eligible for moratorium?**

No, moratorium is offered for loan/credit facilities which are outstanding as on March 01, 2020 and the instalment/s due/s fall between March 01, 2020 to May 31, 2020.

**27. If I have not opted for moratorium, whether Bank will debit interest and instalment during this period?**

Yes, if you have not opted in for the moratorium.

**28. My payment on bill discounting facility/FCNR facility is due during moratorium period. Can I avail of extension for repayment?**

You can opt for the moratorium by clicking on the link shared with you by the Bank through SMS or e-mail. You may also visit ICICI Bank's website [www.icicibank.com](http://www.icicibank.com).

**29. In case of multiple facilities availed from the Bank, whether the moratorium is applicable for all facilities?**

You need to specifically select every facility for availing of moratorium for the respective type of credit facility. You can opt for the moratorium by clicking on the link shared with you by the Bank through SMS or e-mail. You may also visit ICICI Bank's website [www.icicibank.com](http://www.icicibank.com).

**30. Can I exercise my choice of opting in or opting out of moratorium on the website link multiple times?**

No, you are allowed to access the link to select your choice of opting for moratorium or not, only once. You must specify your choice for all the loan/s and / or credit facilities that you have taken from the Bank in one go. Please note request once submitted shall be final.

Hence, we request to carefully read the FAQs prior to making your selection.

**31. Can I change my selection of opting for a moratorium at a later date, once I have already applied for it?**

No, you cannot. Please note request once submitted shall be final. We request to carefully read the FAQs prior to making your selection.

**B. ADDITIONAL FAQs SPECIFIC TO CREDIT CARDS**

**1. If I have opted for moratorium, do I need to pay my Credit Card outstanding during the moratorium period?**

No, payment is not needed to be made during the moratorium period. However, interest charges (at standard interest rate as per the card variant in accordance with the applicable terms and conditions) will be levied during the moratorium period.

**2. What would be the interest accrued/charged on my Credit Card dues?**

For all Credit Card dues (including any unpaid EMIs till the respective payment due date), standard interest rates of the card variant as per the applicable terms and conditions will be levied. For all EMI transactions, the interest rate specified at the time of availing of EMI facility would be levied.

**3. Can I make payment if I opt for moratorium on Credit Card?**

Yes, you can make payment against the outstanding amount during the moratorium period. The interest would be levied only for remaining outstanding amount (as per standard interest rate of the card variant as per the applicable terms and conditions).

**4. Will late payment charges be levied during the moratorium period?**

If you opt for moratorium on your Credit Card, no late payment charges will be levied.

**5. Will the interest be charged from due date of payment or purchase date?**

The interest will be levied from purchase/transaction date as per standard interest rate of

the card variant as mentioned in the applicable terms and conditions.

**6. For all purchases made on the Credit Card during moratorium period, will I be charged interest?**

Any unpaid dues in the moratorium period will also attract interest charges (as per standard interest rate of the card variant as mentioned in applicable terms and conditions) if not paid within its interest-free period (grace period) i.e. by the respective payment due date. For understanding of interest-free period (grace period) and calculation of interest charges, kindly refer the terms and conditions at [https://www.icicibank.com/managed-assets/docs/personal/cards/credit-cards/MITC\\_cc.pdf](https://www.icicibank.com/managed-assets/docs/personal/cards/credit-cards/MITC_cc.pdf).

**7. When do I need to make the payment after the moratorium period is over?**

The customer needs to pay as per their June 2020 billing cycle payment due date. The amount mentioned in your June 2020 statement would include:

- I. All previous outstanding against which payment is not done
- II. Principal amount on transactions done during moratorium period and interest levied on these transactions
- III. Interest on Personal Loan on Credit Card (PLCC) and EMI transactions.

**8. If I avail of the moratorium facility, how will my EMIs be recovered after the period is over for Credit Card transactions? Is it single debit of all the EMIs put together or will my EMIs be debited monthly as usual?**

As EMIs are billed in your regular Credit Card statement cycle, EMIs would continue to be billed in your statement as per the original amortisation schedule.

For example, if your EMI was to be billed on April 15, May 15 and June 15, and you have availed of the moratorium benefit on April 05, the EMIs would still be billed on April 15, May 15 and June 15. The payment for these billed transactions will need to be done as per the payment due date of the June 2020 statement to avoid any penal late payment.

In case of non-payment of statement dues (which includes EMIs billed) by the respective payment due dates, interest charges will accrue at the standard interest rates (as per standard interest rate of the Credit Card variant as mentioned in the applicable terms and conditions).

**9. If I have opted in for availing the moratorium, will my Credit Card statement be generated during the moratorium period?**

Yes, the Credit Card statements will be generated and shared during the moratorium period, but no payment needs to be made against the same.

In case of non-payment of dues by the respective payment due dates, interest will be accrued at standard interest rate (as per standard interest rate of the Credit Card variant as mentioned in Credit Cards Most Important Terms and Conditions). It will be levied in statements generated during the moratorium period also, which will need to be paid after the end of moratorium i.e. by payment due date of June 2020 statement.

**10. I have opted in for availing the moratorium. I have set an auto debit on my Credit Card for payment. Will the auto debit facility be triggered during moratorium period?**

Auto debit will not be triggered during the moratorium period if you have opted in for

moratorium. Auto debit facility would be restored from June 2020 statement cycle at pre-moratorium configuration.

**11. I have multiple Credit Cards of ICICI Bank. Can I opt for moratorium on only one of my cards?**

No, if you opt for moratorium on any one Credit Card, it will be applicable on all Credit Cards held by you.

**12. Can I close my PLCC / EMI on Credit Card (CC) / EMI on Debit Card (DC) / Balance Transfer during moratorium period?**

If you opt in for the moratorium, you will still be allowed to close any of the PLCC / EMI on CC / EMI on DC / Balance Transfer during moratorium period as per the existing terms and conditions applicable to the respective products/facilities.

**13. Can I avail of PLCC or EMI on call or balance transfer after I opt for moratorium period?**

You will not be allowed to apply for PLCC or convert your transactions into EMI once you opt for moratorium. No balance transfer into the statement would be allowed during the moratorium period.

**14. Will I earn reward points on the transactions done during the moratorium period?**

You will keep on earning reward points on your transactions as per your card's policy. The rewards will be credited in your PAYBACK/MMT/Amazon/Intermiles Account, post statement generation in moratorium period also.

**15. Will I be able to change my statement cycle during moratorium period?**

If you opt in for moratorium, you will not be able to change your statement cycle.

**16. Will my credit limit be changed during moratorium period?**

Your credit limit can be modified (decreased/restored) as per the discretion of the Bank during the moratorium period as per the applicable terms and conditions.

**17. Will I be able to transact with my Credit Card during the moratorium period?**

If you opt in for moratorium, while you will be able to transact, your transaction privileges may be modified as per the discretion of the Bank during the moratorium period.

**18. What all cards are applicable for the moratorium period?**

All ICICI Bank Credit Cards, ICICI Bank Cobrand Credit Cards and ICICI Bank Business Credit Cards are eligible for moratorium.

**19. What is the impact if I do not opt in for the moratorium on my Credit Card?**

If you do not opt for the moratorium on your Credit Card; regular statement would be generated as per your existing billing cycles and all existing terms and conditions with respect to credit fee period, applicable fees and interest will apply as mentioned in Credit Cards Most Important Terms and Conditions (MITC).

**C. ADDITIONAL FAQs SPECIFIC TO EMI ON DEBIT CARDS**

**1. Do I need to pay my EMI on Debit Card outstanding during the moratorium period?**

No, if you have opted for moratorium on your EMI on Debit Card, no payment needs to be made during the moratorium period. While outstanding including interest levied as per EMI on Debit Card policy needs to be paid once the moratorium period is over i.e. by the payment due date of June 2020 statement.

During the moratorium period, as per the statement cycle dates, interest charges at standard interest rate as specified at the time of availing of the EMI on Debit Card will be levied if your dues are not cleared within the payment due date.

**2. What would be the interest accrued/charged on my EMI on Debit Card dues?**

For all EMI transactions, the interest rate specified at the time of availing of EMI would be levied.

**3. Can I make payment if I opt for moratorium on EMI on Debit Card?**

Yes, you can make payment against the outstanding amounts during moratorium period. The interest would be levied only for remaining outstanding amount as per applicable terms and conditions.

**4. Will Late Payment charges be levied during moratorium period?**

If you opt for moratorium on your EMI on Debit Card, no late payment charges will be levied.

**5. Will the interest be charged from due date of payment or purchase date?**

The interest will be levied as per the applicable terms and conditions.

**6. Will I be charged interest for all purchases/ transactions made during moratorium period?**

Any unpaid dues in moratorium period will attract interest charges on the contracted rate if it is not paid within its interest-free (Grace) period i.e. by the respective payment due date. For understanding of interest-free (Grace) period and calculation of interest charges, kindly refer EMI on Debit Card Most Important Terms and Conditions at

<https://www.icicibank.com/Personal-Banking/cards/Consumer-Cards/Debit-Card/terms-and-condition.page#toptitle>

**7. When do I need to make the payment after the moratorium period is over?**

The payment for the moratorium period needs to be made as per your June 2020 statement billing cycle's payment due date. The amount mentioned in your June 2020 statement would include all previous outstanding against which payment is not done, principal amount on transactions done during moratorium period and interest levied on the EMI transactions.

**8. If I avail of the moratorium facility, how will my EMIs be recovered after the period is over, will it be a single debit of all the EMIs put together or will my EMIs will be debited monthly as usual?**

As EMIs are billed in your regular EMI on Debit Card statement cycle, EMIs would continue to be billed as per the original amortization schedule in your statement.

For example, if your EMI was to be billed on Apr 16, May 16 and June 16. If you availed of the moratorium benefit on Apr 05, the EMIs would still be billed on Apr 16, May 16 and June 16. The payment for these billed transactions will need to be done as per the payment due date of the June 2020 statement to avoid any penal late payment or interest charges.

In case on non-payment of statement dues (which includes EMIs billed) by the respective payment due dates, interest charges will be accrued at the contracted interest rate and will be levied at every statement generation in moratorium period which will need to be paid after the end of moratorium.

- 9. Will my EMI on Debit Card statement be generated during the moratorium period?  
Yes, the EMI on Debit Card statements will be generated during the moratorium period, but no payment needs to be made against the same.**

In case of non-repayment of total statement dues by the respective payment due dates, interest will be accrued and levied in the statements generated during the moratorium period also, which will need to be paid after the end of moratorium.

- 10. I have set an auto debit on my EMI on Debit Card for payment. Will the auto debit facility be triggered during moratorium period?**

Auto debit will not be triggered during the moratorium period if you have opted in for moratorium. Auto debit facility would start again from June 2020 statement cycle at pre-moratorium configuration.

- 11. Can I close my EMI on Debit Card during moratorium period?**

You will be able to foreclose the EMI on Debit Card and 2% foreclosure fee will be charged on the outstanding amount plus interest charges of the subsequent month as per the applicable terms and conditions.

- 12. What is the impact if I do not opt in for EMI on Debit Card moratorium?**

If you do not opt for moratorium on your EMI on Debit Card; regular statement would be generated on your EMI on Debit Card as per your existing billing cycles and all existing terms and conditions with respect to EMI on Debit Card shall apply.

#### **D. ADDITIONAL FAQs SPECIFIC FOR LOAN AGAINST SECURITIES (LAS) accounts**

- 1. Is moratorium compulsory or optional?**

The moratorium is optional for Loan Against Securities (LAS).

- 2. How will interest be charged and recovered for LAS facility?**

The accrued interest will be due and payable immediately after the end of the moratorium i.e. in June 2020. Please refer to the relevant applicable terms and conditions for further details. The postponed interest shall carry interest at the rate applicable on the credit facility and the underlying security shall continue to secure the funded interest.

- 3. Will there be default interest applicable for the deferred interest during the moratorium period?**

No default interest shall be levied during the moratorium period for regular/not overdrawn LAS accounts, in case interest payment is deferred.

- 4. Is the overdrawn amount also covered under the moratorium period for a LAS account?**

No, the overdrawn amount on account of market movement /volatility is not covered under this moratorium. The account has to be maintained in regular status at all times as per the applicable margin in the loan term and conditions.

**5. Will there be any default interest applicable in the LAS account in case account is overdrawn?**

Yes, if your account is overdrawn than there will be a default interest charged as per the applicable terms & condition on the overdrawn amount.

**6. Will the seeking of the moratorium by the borrower have an impact on credit/bureau score?**

The moratorium on interest payments will not qualify as a default for the purposes of supervisory reporting and reporting to Credit Information Companies (CICs)/Credit Bureau by the Bank. Hence, there will be no adverse impact on the credit history of the borrowers. However, any delay in payments of dues/ outstanding amounts payable after the expiry of the moratorium will impact the credit score of the customer.

**E. ADDITIONAL FAQs SPECIFIC TO RIBG PRODUCTS**

These FAQs cover the following RIBG products:

1. Dairy Loan
2. Loans to Self Help Group (SHG)
3. Gold Loan (Loan against gold jewellery)
4. Gold Overdraft
5. Kisan Credit Card (Farmer Finance)
6. Tractor Loan (Farm Equipment)
7. Business Loans/Working capital facilities (Rural Business Credit)

**1. In case of cattle loans, farmers take loans from banks while the milk co-operative societies repay loans on behalf of the farmers. If the farmers choose not to avail the moratorium, how do they share their choice with the Bank?**

The secretary of the co-operative society can take the initiative of representing the farmers for confirming their choice to the Bank. This can be done by giving a missed call on <9594744440> or by contacting the nearest Bank representative.

**2. If a Self Help Group (SHG) chooses to opt for the moratorium in April 2020, can it reverse its decision and pay EMI in May 2020?**

Yes. The SHG can do so by specifying their choice to the Bank, 5 days before its regular due date in May 2020, as per its EMI cycle.

**3. I have availed of Gold Loan (Loan against gold jewellery) from the Bank. My loan will mature before May 31, 2020. I don't want to opt for the moratorium. Now I want to renew my loan. Can I do so?**

Yes, there is no restriction for renewing the Gold Loan during the moratorium period. Loan can be renewed either through digital channel (using iMobile/ Mera iMobile) or by visiting the nearest branch after paying the due amount (interest + renewal charges + margin money, if any).

**4. I have availed of Gold Loan from the Bank. It will mature within the moratorium period (i.e. before May 31, 2020). I want to close the loan. Can I do so?**

Yes, there is no restriction for closing the Gold Loan during the moratorium period.

Any customer who has availed of Gold Loan from the Bank can close his/her loan by visiting a branch and pay entire due amount along with principal and interest. The account will be closed only after the entire dues are cleared and the jewellery will be released to the customer.

**5. My Gold Loan is maturing within the moratorium period and I want to neither renew nor close it. Will penal charges apply?**

No. Penal charges shall not be levied for any Gold Loan maturing during the moratorium period, till May 31, 2020. However, the customer will be charged interest at the same rate from the original date of maturity till May 31, 2020.

**6. What will happen to the KCC Accounts which are delinquent or overdue on or before Mar 01, 2020?**

The postponement is extended for interest falling due between March 01, 2020 to May 31, 2020. Hence, the interest amount overdue prior to March 01, 2020 should be paid immediately.

**7. I am a KCC account holder. My interest servicing is due on April 30, 2020. Will I be eligible to avail the moratorium? If yes, will it be for 3 months, i.e. till July 30, 2020?**

Yes, you will be eligible to avail the moratorium for your interest servicing due on April 30, 2020. However, please note that as per RBI guidelines, the moratorium is applicable for payments that are due between March 01 to May 31, 2020. Hence, you shall be liable for repayment of accumulated interest immediately after completion of moratorium period, i.e. on June 01, 2020.

**8. I have availed of Temporary Overdraft (TOD) facility in March. Will moratorium be allowed for the same?**

No, TOD facility is not covered under the moratorium. The same shall be repaid on due date along with its interest due.

**9. What will be the treatment for non-fund facilities like Letter of Credit (LC) and Bank Guarantee (BG)?**

On devolvement of letter of credit or invocation of Bank Guarantee during the moratorium period, the entire exposure under LC/BG will be converted into fund based exposure.

**F. ADDITIONAL FAQs SPECIFIC FOR DELINQUENT CUSTOMERS**

**1. Will I be eligible for the moratorium if my loan account is overdue for 1 or 2 EMIs or if my credit card account is overdue for the previous 1 or 2 statements?**

Yes, you will be eligible for moratorium even if your earlier dues are pending. However, since your previous dues will continue to attract penal and interest charges as per applicable terms of your loan / credit card facility, we request you to pay the outstanding dues without any delay.

**2. Will I be eligible for the moratorium, if my loan / credit card account is classified as Fraud / Wilful Defaulter (WD) / Red Flagged Account (RFA) or the Bank has taken legal recourse for recovery of dues?**

You will not be eligible for availing the moratorium if your account is classified as Fraud, Wilful Defaulter, Red Flagged Account (RFA) or the Bank has taken legal recourse for recovery of dues.

- 3. Do I still have the option of availing the moratorium if my EMI for April 2020 has bounced?**  
Yes, you have the option to avail the moratorium facility till May 31, 2020.
- 4. I have availed the moratorium in month of April 2020 after my April EMI bounced. Will the bounce charges levied by the Bank for the April EMI be reversed?**  
Yes, the bounce charges levied by the Bank for the April EMI, will be reversed
- 5. Can customers foreclose / prepay in total their term loan during the moratorium period?**  
Yes, the customers have the option to make prepayment request of their account during the moratorium period, provided they have paid the entire outstanding as on the date of prepayment.
- 6. My account is overdue but has not been classified as a Non-Performing Asset (NPA) as on February 29, 2020. I have availed the moratorium facility. Will my account be classified as an NPA if the 'Days Past Due (DPD)' reaches 90 days during the moratorium period?**  
No, your account will not be classified as an NPA. For overdue accounts which are not classified as NPA as on February 29, 2020, the moratorium period shall be excluded from the calculation of number of 'Days Past Due (DPD)' for the purpose of NPA classification of account.
- 7. If my account is overdue but not classified as an NPA as on February 29, 2020, will it be eligible for the moratorium?**  
Yes, for overdue accounts which are not classified as NPA as on February 29, 2020, the moratorium will be extended by the Bank by default. If you do not wish to avail the moratorium, you will have to register your choice by clicking on the link available at [www.icicibank.com](http://www.icicibank.com).
- 8. If my account is overdue and classified as an NPA as on February 29, 2020, will the 'Days Past Due (DPD)' count continue during the moratorium period?**  
Yes, if your account has been classified as an NPA as on February 29, 2020, the 'Days Past Due (DPD)' count will continue during the moratorium period.
- 9. If all my EMIs due prior to March 01, 2020 are paid but EMI of March 2020 has bounced, will I have to register for availing the moratorium or will it be extended to me by default?**  
If you have paid all the EMIs dues prior to March 01, 2020, except EMI of March 2020, the Bank will extend the moratorium to you by default.

#### **G. ADDITIONAL FAQs SPECIFIC FOR PayLater FACILITY**

- 1. I have availed the moratorium on PayLater facility. However, I have an auto debit instruction set on my PayLater account. Will the auto debit be triggered during the moratorium period?**  
No, the auto debit facility will be deactivated after you choose to avail the moratorium and will be restored at the end of the moratorium period i.e. from June 01, 2020. If you opt for moratorium on or before April 13, 2020 the auto debit will not be triggered

for debit of PayLater dues till the end of the moratorium period.

Similarly, if you opt for moratorium on or before May 13, 2020 the auto debit will not be triggered for debit of PayLater dues till the end of the moratorium period.

For more information on the moratorium please refer to the addendum to the Primary Terms and Conditions available at <https://www.icicibank.com/Personal-Banking/cards/digital-credit-card/tnc-paylater.page>

## **H. ADDITIONAL FAQs ON TERM LOAN AND WORKING CAPITAL FACILITIES FOR CORPORATE BORROWERS**

**1. Is the moratorium only available to corporate borrowers or can it be availed by retail borrowers as well?**

All borrowers (corporate, MSME, retail and Agri), who are standard as at March 01, 2020, are eligible for availing of the moratorium.

**2. Will the Bank extend the moratorium to its borrowers automatically?**

No, the Bank will not extend the moratorium automatically. The borrowers who wish to avail of the moratorium (postponement of principal/interest payments falling due between March 01 and May 31, 2020) will need to request for such moratorium to their Relationship Manager (RM), in the form of a letter or an email from the registered email id.

**3. I have availed of the moratorium. Will I be reported as a defaulter to Credit Information Companies (CICs)?**

No. You will not be classified as a defaulter if you have availed of the moratorium.

**4. I have availed of the moratorium. When am I required to pay the instalments/interest postponed as part of the moratorium?**

For Term Loans borrowers, who avail of the moratorium facility, the residual tenure of the loan shall be increased by three months, as illustrated in the example below. Interest for the moratorium period shall be paid along with principal instalment for the residual tenure, details of which shall be communicated by the Relationship Manager.

Interest postponed on Cash Credit/Overdraft will be collected immediately after the end of the moratorium period.

For example:

Original Repayment Schedule		Revised Repayment Schedule*	
Date	Amount (Rs)	Date	Amount (Rs)
Mar 31, 2020	7,00,000	Mar 31, 2020	-
Jun 30, 2020	6,00,000	Jun 30, 2020	7,00,000
Sep 30, 2020	5,00,000	Sep 30, 2020	6,00,000
Dec 31, 2020	4,00,000	Dec 31, 2020	5,00,000
Mar 31, 2021	3,00,000	Mar 31, 2021	4,00,000
Jun 30, 2021	3,00,000	Jun 30, 2021	3,00,000

Sep 30, 2021	-	Sep 30, 2021	3,00,000
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**5. I have opted for moratorium on Term Loan instalment. Will the Bank classify it as NPA?**

No, moratorium by itself, shall not result in asset classification downgrade.

**6. What is the last date of applying for the moratorium facility?**

The borrowers can apply for the moratorium facility till May 31, 2020.

**7. Can the moratorium facility be availed on instalments/arrears of Term Loans prior to Mar 01, 2020?**

No. Any arrears prior to March 01, 2020 will not be eligible for relief under this circular.

**8. Whether the Bank can continue to accrue interest on the outstanding portion of the Term Loans during the moratorium period?**

Yes.

**9. What are the relaxations/reliefs given by RBI in this circular for working capital facilities?**

a) The circular allows banks to postpone the interest applicable on overdraft/cash credit facilities, that is due for payment between the period Mar 01 and May 31, 2020.

b) Also, borrowers who have been impacted by the economic fallout of the pandemic, may request the Bank to re-assess their working capital cycle. This relief shall be available with respect to all such changes effected up to May 31, 2020 and shall be extended depending on the Bank's assessment of the financial impact to the borrower.

**10. Whether the interest arrears/overdue amount in respect of working capital prior to March 01, 2020 can be extended for 3 months under this circular?**

No, any interest arrears prior to March 1, 2020 will not be eligible for relief under this circular.

**11. I have availed of the moratorium facility. Will the interest accrued on the Cash Credit/Overdraft facility be recovered by the Bank in a phased manner?**

No, the accumulated accrued interest will be due for payment, immediately after the end of the moratorium period.

**12. Whether the Bank can recalculate the 'drawing power' by reducing the margins and/or by reassessing the working capital cycle for all borrowers even though the borrower is not impacted by the outbreak of COVID-19?**

No. This relief is contingent on the Bank satisfying itself that the same is necessitated on account of the economic fallout from COVID-19.

**13. Can we request the Bank to provide moratorium for payment arising on account of LC devolvement, BG invocation, Bill crystallisation/devolvement happened during the period from Mar 01 to May 31, 2020?**

Yes, you may make such a request to the Bank. Please contact your Relationship Manager for further details in this respect.