

# ICICI Bank Credit Card Rewards Programme Terms & Conditions

## Terms and Conditions applicable to ICICI Bank Credit Card Reward Point Schemes

ICICI Bank shall offer the following Credit Card reward point schemes to Card Member/s:

1. **"ICICI Bank Rewards Scheme"** shall mean the reward scheme of ICICI Bank.
  - **"ICICI Bank Reward Points"** shall be the reward points awarded under the ICICI Bank Rewards Scheme.
2. **"Hand-picked Rewards Scheme"** shall mean the premium reward scheme of ICICI Bank.
  - **"Hand-picked Reward Points"** shall be the rewards points awarded under the Hand-picked Rewards Scheme.
3. **"PAYBACK Scheme"** shall mean the reward scheme of ICICI Bank in collaboration with PAYBACK.
  - **"PAYBACK Points"** shall be awarded under the PAYBACK Scheme.
  - **"PAYBACK"** refers to the reward program of LSRPL under this brand name. **"LSRPL"** shall mean Loyalty Solutions and Research Limited, a company incorporated under the Companies Act, 1956, having its Registered Office at Florence, J.L.Nehru Road, Vakola, Santacruz (E). Mumbai 400055 (hereinafter referred to as **"LSRPL"**, which expression shall, unless it be repugnant to the subject or context thereof, include its successors and assigns); under the brand name of PAYBACK.
  - **"PAYBACK Card"** shall mean and include the card issued by LSRPL for redeeming the PAYBACK Points as per the terms and conditions specified by LSRPL.
  - **"PAYBACK Member"** means a person holding a PAYBACK Card and registered with PAYBACK in the manner prescribed on the PAYBACK Website.
  - **"PAYBACK Website"** shall mean the website at url:www.PAYBACK.in
  - **"Delinquent Account"** shall mean a Card Account in which payment has not been made as specified in the Payment Clause under these Terms and Conditions.
  - **"Effective Date"** shall mean the date from which the ICICI Bank Reward Point Scheme(s) commence(s), which shall be communicated by ICICI Bank to Card Member/s from time to time. However, the Card Member can avail the benefits under the PAYBACK Scheme only from the date of registration with PAYBACK.
  - **"Scheme Termination Date"** shall mean the date on which the ICICI Bank Reward Point Scheme(s) is / are terminated by ICICI Bank at its sole discretion.
  - **"Valid Charge"** means a charge incurred by the Card Member for purchase of goods or services on the Card and any other charge as may be included by ICICI Bank from time to time for the purpose of inclusion in ICICI Bank Reward Point Schemes.
  - If during the period of any promotional scheme offered by ICICI Bank or thereafter, the use of the Card is withdrawn, or cancelled, or is liable to be cancelled, or the Card Account is termed as a delinquent account, then any offer/benefit including but not limited to gift/discounts/cash-back offered during the promotion period shall ipso facto stand immediately and automatically canceled for the Card Member.
  - **"Anniversary Year"** means the period of twelve months from the date of issue of a Card and each twelve-month period thereafter.

### Terms and Conditions applicable to the ICICI Bank Rewards Scheme:

- The ICICI Bank Rewards Scheme shall come in force from the Effective Date and shall be available to Card Member/s holding select ICICI Bank Credit Cards only, on and after the Effective Date.

- Under the ICICI Bank Rewards Scheme, ICICI Bank shall award ICICI Bank Reward Points for Valid Charges incurred by the Card Member on select ICICI Bank Credit Cards.
- The ICICI Bank Reward Points earning system will follow an Anniversary Year of reward-earning.
- The ICICI Bank Reward Points, as earned by the Card Member under the ICICI Bank Rewards Scheme shall be indicated in the monthly Statement sent to the Card Member.
- The Card Member can redeem his/ her accumulated ICICI Bank Reward Points against redemption offers made by ICICI Bank from time to time.
- Upon redemption of the ICICI Bank Reward Points, the ICICI Bank Reward Points so redeemed shall automatically stand reduced or debited from the accumulated ICICI Bank Reward Points in the Card Account.
- With effect from June 12, 2014, a Redemption Handling Fee + Service Tax will be charged on every ICICI Bank rewards redemption request for reward points earned on ICICI Bank Credit Cards. The same will be charged to the Card member in the monthly Credit Card statement.

The details of the Redemption Handling Fee to be levied are as under:

Reward Scheme	Redemption Handling Fee
ICICI Bank Rewards Scheme	₹ 99 + Service Tax

- If any time before the Scheme Termination Date the use of the select Credit Card is withdrawn, or cancelled, or is liable to be cancelled, or the Card Account is termed as a Delinquent Account, all the ICICI Bank Reward Points then standing to the credit of the Card Member shall ipso facto stand immediately and automatically cancelled.
- Such cancelled ICICI Bank Reward Points shall not be credited to the Card Account even if the Card Member reinstates his/ her membership with ICICI Bank.
- At the end of the Scheme Termination Date, the ICICI Bank Reward Points standing to the credit of the Card Member which have not been redeemed within the stipulated time shall lapse automatically.

**Terms and Conditions applicable to the Hand-picked Rewards Scheme:**

- The Hand-picked Rewards Scheme shall come in force from the Effective Date and shall be available to Card Member/s holding select ICICI Bank Credit Card/s only.
- Under the Hand-picked Rewards Scheme, ICICI Bank shall award Hand-picked Reward Points for Valid Charges incurred by the Card Member on select ICICI Bank Credit Cards.
- The Hand-picked Reward Points earning system will follow an Anniversary Year of reward-earning.
- The Hand-picked Reward Points, as earned by the Card Member under the Hand-picked Rewards Scheme shall be indicated in the monthly Statement sent to the Card Member.
- The Card Member can redeem his/ her accumulated Hand-picked Reward Points against redemption offers made by ICICI Bank from time to time in the Hand-picked Rewards catalogue available on ICICI Bank website [www.icicibank.com](http://www.icicibank.com).
- Upon redemption of the Hand-picked Reward Points, the Hand-picked Reward Points so redeemed shall automatically stand reduced or debited from the accumulated Hand-picked Reward Points in the Card Account.
- With effect from June 12, 2014, a Redemption Handling Fee + Service Tax will be charged on every ICICI Bank rewards redemption request for reward points earned on ICICI Bank Credit Cards. The same will be charged to the Card member in the monthly Credit Card statement.

The details of the Redemption Handling Fee to be levied are as under:

Reward Scheme	Redemption Handling Fee
ICICI Bank Hand-picked Rewards Scheme	₹ 99 + Service Tax

- If anytime before the Scheme Termination Date the use of the select Credit Card is withdrawn, or cancelled, or is liable to be cancelled, or the Card Account is termed as a Delinquent Account, all Hand-picked Rewards Points then standing to the credit of the Card Member shall ipso facto stand immediately and automatically cancelled.
- Such cancelled Hand-picked Reward Points shall not be credited to the Card Account even if the Card Member reinstates his/ her membership with ICICI Bank.
- At the end of the Scheme Termination Date, the Hand-picked Reward Points standing to the credit of the Card Member which have not been redeemed within the stipulated time shall lapse automatically.

#### Terms and Conditions applicable to the PAYBACK Scheme:

- The PAYBACK Scheme shall come in force from the Effective Date and shall be available to Card Member/s holding select ICICI Bank's Credit Card only, on and after the Effective Date.
- Under the PAYBACK Scheme, ICICI Bank shall award PAYBACK Points for Valid Charges incurred by the Card Member on select ICICI Bank Credit Cards.
- The PAYBACK Points, as earned by the Card Member under the PAYBACK Scheme shall be indicated in the monthly Statement sent to the Card Member. At the end of each billing cycle, PAYBACK points earned by Card members on valid transactions for such previous billing cycle shall be transferred by ICICI Bank from the Card Account to the Card Member's PAYBACK account.
- Card Member/s shall be able to redeem their PAYBACK Points only upon becoming a PAYBACK Member and by use of the PAYBACK Card against the item(s) available in the PAYBACK reward catalogue. Details of the same may be communicated by LSRPL to the PAYBACK Member/s or for further details of the same and to become a PAYBACK Member, Card Member/s, can visit the PAYBACK website. upon redemption of the PAYBACK Points, the PAYBACK Points so redeemed shall automatically stand reduced or debited from the accumulated PAYBACK Points in the PAYBACK account.
- With effect from June 12, 2014, a Redemption Handling Fee + Service Tax will be charged on every ICICI Bank rewards redemption request for reward points earned on ICICI Bank Credit Cards. The same will be charged to the Card member in the monthly Credit Card statement.

The details of the Redemption Handling Fee to be levied are as under:

PAYBACK Rewards Scheme	
Redemption Category	Redemption Handling Fee
Catalogue based redemptions	₹ 99 + Service Tax
Online and in-store redemptions at PAYBACK Partner Brands	₹ 25 + Service Tax

- If anytime before the Scheme Termination Date the use of the select Credit Card is withdrawn, or cancelled, or is liable to be cancelled, or the Card Account is termed as a Delinquent Account, all PAYBACK Points then standing to the credit of the Card Member shall ipso facto stand immediately and automatically cancelled.

- Such cancelled PAYBACK Points shall not be credited to the Card Account even if the Card Member reinstates his/her membership with ICICI Bank.
- At the end of the Scheme Termination Date, the PAYBACK Points standing to the credit of the Card Member which have not been redeemed within the stipulated time shall lapse automatically. In addition, PAYBACK points may expire and be unavailable for use if not redeemed within a stipulated time period as defined by PAYBACK in the terms and conditions provided on the PAYBACK Website from time to time.
- Under the PAYBACK Scheme, in addition to the Terms and Conditions, as mentioned herein, the Card Member shall also be governed by the terms of LSRPL for PAYBACK Point redemption. Please visit [www.PAYBACK.in](http://www.PAYBACK.in) for further details. In case of any contradiction between the terms prescribed herein and those available on the PAYBACK Website, the terms available on the PAYBACK Website shall prevail. Disputes, if any, pertaining to PAYBACK Scheme shall be resolved directly by the Card Member with LSRPL, without any reference or recourse to ICICI Bank in any manner whatsoever and ICICI Bank shall not be liable for any such dispute that may arise between the Card Member and LSRPL under the PAYBACK Scheme.

**The following terms and conditions shall apply to the ICICI Bank Rewards Scheme, Hand-picked Rewards Scheme as well as the PAYBACK Scheme (hereinafter collectively referred as "Schemes" and individually as "respective Scheme"):**

- The Schemes shall not be applicable to those Card Members with Delinquent Accounts as on the Effective Date of the respective Scheme or subsequently for any Card Accounts that becomes delinquent during the tenure of the Schemes.
- ICICI Bank may at its sole discretion award additional reward points to the Card Member/s.
- Computation of reward points as may be done by ICICI Bank under the Schemes shall be final, conclusive and binding on the Card Member and shall not be liable to any dispute.
- Any tax or other liabilities or charges payable to the government or any other authority or body established by law (central, state or local), which may arise or accrue to the Card Member by redemption of the reward points under the respective Scheme, as aforesaid, shall be to the sole account of the Card Member. Tax deducted at source, if any, on the monetary value of the goods/services shall be payable by the Card Member.
- Nothing contained herein shall be construed as a binding obligation on ICICI Bank or PAYBACK to continue the Schemes after the Scheme Termination Date or to substitute the Schemes by a similar or a new scheme.
- Redemption of the reward points is voluntary and all related charges shall be deemed to be voluntarily incurred by a Card Member in normal course of Credit Card usage.
- The Card Member shall not hold ICICI Bank responsible for any actions, claims, demands, liabilities, losses, damages, costs, charges or expenses, which a Card Member incurs, in normal course of Credit Card usage.
- ICICI Bank reserves the right to nullify the reward points earned by the Card Member under the respective Schemes in case of ICICI Bank induced closure of the Card Account or the termination / cancellation of the Card or the termination/cancellation of the respective Scheme.
- ICICI Bank expressly reserves the right, at any time and without prior notice to the Card Member, to add, alter, modify, change or vary all or in part, or withdraw altogether the Schemes or any other reward point scheme that ICICI Bank may introduce from time to time.
- Card Member/s may note that accrual of reward points shall vary across the different types of ICICI Bank Credit Cards and shall be as mentioned in the respective Credit Card communications, unless otherwise notified by ICICI Bank.
- Request for reward point redemption, as per the Terms and Conditions herein, shall only be entertained from the Primary Card Member. Card Member/s shall earn Reward Point/s for retail transaction/s. Card Member/s shall however not be entitled to earn reward points on retail transactions that have been subsequently reversed.

- ICICI Bank may, at its sole discretion, award bonus reward points for any other retail transaction/s at its sole discretion either for a specific period or promotional scheme/s or specific promos/schemes.
- Reward points shall accrue to the individual Card Account in the case of eligible primary, supplementary or multiple cards. Retail transaction/s, if any, made on Supplementary Card and/or any multiple Card(s) shall earn reward points that will automatically accrue on the Primary Card Member's Card Account.
- Card Member/s shall not be eligible to earn reward points towards transactions involving cash withdrawal advances and any other kind of fees/charges that may be applicable on the Card such as but not limited to any joining fee, annual fee, supplementary card fee, multiple card fee, balance transfer fee, cash advance fee, charges for dishonored cheques, financial charges, delinquency charges, late payment charges, service charge and any other fee/charge that may be levied by the ICICI Bank from time to time.
- Option of redemption once invoked by the Primary Card Member cannot be subsequently canceled/withdrawn/changed at the instance of any Card Member.
- Reward points once exchanged under any specific scheme/promotional offer that may be either offered by ICICI Bank or by ICICI Bank's tie up with a merchant partner/participating partner or for any other partner's loyalty programmed cannot be subsequently transferred back to the Card Account or canceled at the instance of the Card Member.
- ICICI Bank assumes no responsibility for reward points converted/transferred to any merchant partner/participating partners' program or otherwise wherever such conversion/transfer of Reward Points is applicable.
- Selection, addition or deletion of the products offered in the redemption catalogue shall be at the sole discretion of ICICI Bank and subject to change without notice.
- All visuals of the goods/services in the redemption catalogue or related web pages are indicative only.
- ICICI Bank shall not be held responsible where any manufacturer's supplier of products offered to Card Members withdraws, cancels, alters or amends the products.
- All products/vouchers/services available for redemption are subject to availability of the same and manufacturer's warranties/restrictions at the time of redemption.
- ICICI Bank does not guarantee and make any representation about the quality, usefulness and worthiness of the products/vouchers/services and shall not be responsible if the same are in any way found to be defective.
- ICICI Bank shall make an endeavour that goods are delivered within 10 working days. Notwithstanding the same, ICICI Bank shall not be held liable for any delay or loss that may be caused in the delivery of the goods. The Reward Points earned by the Card Member have no cash or monetary value and cannot be exchanged for cash.
- The Schemes are not available wherever prohibited and/or on such merchandise/products/ services for which such Schemes cannot be offered, for any reason whatsoever.
- Goods/services mentioned in the redemption catalogue are non-transferable and non-encashable.
- ICICI Bank reserves the right to modify/change all or any of the Terms and Conditions applicable to the Schemes without assigning any reasons or without any prior intimation whatsoever to the Card Member. ICICI Bank also reserves the right to discontinue the Schemes without assigning any reasons or without any prior intimation whatsoever. Nothing contained herein shall amount to a commitment or representation by ICICI Bank to continue the Schemes.
- A Communication/ notice pertaining to products/ services/ rewards that are offered to Card Member under the Schemes shall only be entertained, within 10 days of delivery of such products/ services/ rewards to the Card Member . Any claim made after 10 days thereafter shall not be entertained by ICICI Bank. The existence of a dispute, if any, regarding the product/services/rewards shall not constitute a claim against ICICI Bank.

- The delivery status of products / services / rewards can only be tracked up to 30 days post delivery. Any subsequent communication for delivery status will not be entertained.
- The Terms and Conditions shall be in addition to and not in substitution/derogation of the Primary Terms and Conditions.
- Disputes, if any, arising out of or in connection, with or as a result of the Schemes, shall be subject to the exclusive jurisdiction of competent courts at Mumbai.