ICICI Bank Multicurrency Forex Prepaid Card
- User Guide
Welcome Aboard

Dear Cardholder,

We are glad to welcome you to the ICICI Bank Forex Prepaid Card family. A Card that helps you enjoy every journey without any travel related financial hassles.

15 currencies to choose from:

US Dollar (USD), Pound Sterling (GBP), Euro (EUR), Canadian Dollar (CAD), Australian Dollar (AUD), Singapore Dollar (SGD), Arab Emirates Dirham (AED), Swiss Franc (CHF), Japanese Yen (JPY), Swedish Krona (SEK), South African Rand (ZAR), Saudi Arabian Riyal (SAR), Thai Baht (THB), New Zealand Dollar (NZD), Hong Kong Dollar (HKD).

The power-packed ICICI Bank Multicurrency Forex Prepaid Card enables you to load up to 15 currencies on one Card. Thus, making your international travels easy, convenient and cashless.

For information and benefits of your ICICI Bank Multicurrency Forex Prepaid Card, please read this User Guide.
Please note that the Forex Prepaid Card cannot be used for transactions in India, Nepal and Bhutan.

Your Forex Prepaid Card (Primary Card) gets activated as soon as it is loaded with the amount and currency availed by you.

Once your Forex Prepaid Card is activated, it can be used for:

- Transactions at merchant outlets
- Online transactions
- Cash at ATMs across the globe

*Please note that the Forex Prepaid Card cannot be used for transactions in India, Nepal and Bhutan.

You can load up to 15 currencies on a single ICICI Bank Multicurrency Forex Prepaid Card.
1.1 Using your Forex Prepaid Card at merchant outlets

- Merchant dip/swipes Forex Prepaid Card at Point of Sale (POS) terminal and enter the invoice amount
- Select type of account as Checking/Current/Credit
- Enter 4-digit ATM PIN (only applicable at Chip and PIN enabled terminals)
- Sign on the merchant copy of transaction slip
- Collect your Forex Prepaid Card, customer copy of transaction slip and purchase invoice

1.2 Using your Forex Prepaid Card to withdraw cash at international ATMs

- Use your Forex Prepaid Card at ATMs with Visa/MasterCard logo
- Enter your 4-digit ATM PIN
- Select - Cash withdrawal/Balance enquiry
- Select type of account as Checking/Current/Credit
- Collect your Card and cash (and/or receipt, if applicable)
Please Note:
- Some of the international banks may charge an additional surcharge for your ATM transactions.
- The cash withdrawal limit may vary across ATMs. These limits may be less than the limits set by ICICI Bank Multicurrency Forex Prepaid Card (refer schedule of charges)
- In case of 3 incorrect PIN attempts, your Card will be disabled. You can re-activate your Card by calling Customer Care.
- If you enter the incorrect PIN thrice, some ATMs may retain your Card and you may need to contact the ATM operator to collect your Card. In such cases you can call Customer Care to activate your Replacement Card provided along with your Multicurrency Forex Prepaid Card.
You can reload your Forex Prepaid Card multiple times* online using ICICI Bank Savings Account or at the nearest ICICI Bank Forex Servicing branch. You can continue to reload and reuse your Card till the expiry date.

*Subject to FEMA guidelines, FEMA Act 1999

Methods to Reload your Forex Prepaid Card:

- Reload online* using your ICICI Bank Savings Account
- Reload through iMobile App using your ICICI Bank Savings Account
- Reload from ICICI Bank branches

You can change your PIN and check your Forex Prepaid Card balance in any of the ICICI Bank ATMs across India.
2.1 Steps to reload your Forex Prepaid Card

Reload through Internet Banking* using ICICI Bank Savings Account

1. Login to internet banking
2. Select My Account section
3. Click on Forex Prepaid Cards
4. Select Forex Prepaid Card to be reloaded and Click on 'Reload'
5. Enter the requisite details
6. Card will be reloaded instantly

Reload through iMobile App* using your ICICI Bank Savings Account

1. Login to iMobile app
2. Select Cards, Loans & Forex section
3. Click on Forex Prepaid Cards
4. Select Forex Prepaid Card to be reloaded
5. Click on 'Reload'
6. Enter the requisite details
7. Card will be reloaded instantly

Reload from ICICI Bank branch

1. Visit nearest ICICI Bank Forex Servicing branch
2. Duly fill & sign Reload Form
3. Submit required documents
4. Pay loading amount in INR
5. Card reloaded

*Service available only to ICICI Bank Savings Account holders. The Savings Account used to reload the Card must belong to the Card holder only. Link your Forex Prepaid Card to Internet Banking/iMobile app to avail instant reload facility. Android users should update iMobile app to avail this instant reload facility. For iOS users, it takes 1 working day to reload the Forex Prepaid Card.
3.1a) Choice of wallets
ICICI Bank Multicurrency Forex Prepaid Card enables you to load up to 15 currencies on one Card. In case of insufficient balance in the transaction currency wallet on your Forex Prepaid Card, the amount will be debited from the currency wallet lowest in order having sufficient balance (Refer the section below, for the order of currencies). In such cases, cross currency fees will be levied along with GST (as mentioned in the Schedule of Charges). Please note that partial wallet transactions are not possible.

3.1b) Order of currencies
US Dollar (USD), Pound Sterling (GBP), Euro (EUR), Canadian Dollar (CAD), Australian Dollar (AUD), Singapore Dollar (SGD), Arab Emirates Dirham (AED), Swiss Franc (CHF), Japanese Yen (JPY), Swedish Krona (SEK), South African Rand (ZAR), Saudi Arabian Riyal (SAR), Thai Baht (THB), New Zealand Dollar (NZD), Hong Kong Dollar (HKD).

Note: The above ranks of currencies will be followed in case of insufficient balance and charges will be applicable for cross currency.
3.1b) Order of Currencies

Explanation through illustrations:

Let’s say, a Forex Prepaid Card is activated with 3 currencies having balance – USD 500, EUR 500 & GBP 1000

Illustration 1: Insufficient balance in the wallet of transaction currency:

A transaction of EUR 600 is to be made while only EUR 500 is available in the card. In such a case, the system checks for the currency with the highest order (refer table) starting with USD with sufficient balance (equivalent transaction amount + applicable charges). In this case, although USD wallet is highest in the rank, it doesn’t have sufficient balance. Hence, GBP wallet gets debited, being the next in the order with a sufficient balance.

Illustration 2: Inactive currency wallet

A transaction of AUD 200 is to be made while the AUD currency is not loaded in the card. Hence, USD wallet gets debited, being the highest in the order with a sufficient balance (equivalent transaction amount + applicable charges). In case of ATM cash-withdrawal, AUD currency notes will be dispensed, even when the USD wallet is debited.

Illustration 3: Cash withdrawal of entire wallet amount

USD 500 is to be withdrawn as cash from an ATM in the USA. In this case, the actual amount to be debited from the card is USD ‘X’, which is greater than USD 500 (i.e. USD 500 + ATM cash withdrawal fee + charges levied by the international bank owning the ATM, as applicable). But since the available balance in USD wallet is USD 500 only, GBP wallet, being the next in the order with a sufficient balance get debited (USD X equivalent amount in GBP + applicable charges).
3.1c) Superior security through 3D Secure and Chip & PIN technology
Secure your online payments with the new 3D Secure feature enabled on ICICI Bank Forex Prepaid Card. 3D Secure provides you additional security through a simple checkout process that confirms your identity when you make payments. The PIN is required in order to make transactions at merchant outlets, ATMs and for the first time login to the online Self Care portal. Please note that not all terminals will ask for the PIN.

3.1d) Transaction alerts and monthly e-mail statement
When you make transactions using Forex Prepaid Card, a real-time* notification will be sent to you through SMS and e-mail at your registered mobile number and e-mail ID. Furthermore, on your registered e-mail ID, you will receive your monthly transaction statements. While travelling abroad, alerts will be received only if you have international roaming facility. To avail benefits from these services, you need to update your contact details on a regular basis. To change your details, please contact our Customer Care.

*Subject to server and network availability. SMS alerts facility is available only for Indian mobile numbers.

3.1e) Best account management features on Self Care Portal
You can manage your accounts online and avail multiple benefits with Forex Prepaid Card.
Link to Self Care portal: https://inrprepaid.icicibank.com/customer/login.jsp
Alternatively, visit www.icicibank.com/travelcard and click on “Self Care Portal Login”

Here’s how you can login for the first time:

- Enter your 16-digit Forex Prepaid Card number
- Enter your 4-digit ATM PIN
- Define your User ID, Login Password and Transaction Password
- Set your security questions and their respective answers
- Submit to create User ID
- Login using User ID created

Remember to carry your Replacement Card while travelling, which can be activated instantly in case of loss/theft during your travel.
Some of the most useful functions at the Self Care portal are

**Change/regenerate your ATM/POS PIN**
- Login to Self Care portal
  - My Profile
  - My Setup
  - Repin*

**Change/regenerate your online Login/Transaction passwords**
- Login to Self Care portal
  - My Profile
  - My Setup
  - Change Password

**View/download your transaction history**
- Login to Self Care portal
  - My Account
  - Statements
  - Download

*You will receive your PIN through e-mail at your registered e-mail address.*
3.1f) Easy refund

On your return to India, visit the nearest ICICI Bank Forex Servicing branch and request a refund of the Card balance. The necessary documentation process will be conducted and the balance amount would be refunded to you immediately in Indian Rupees, as per the conversion rate prevalent on the date of the refund. The amount will be refunded to you immediately. Refunding might be delayed up to 31 days in case of unsettled dues.

Temporarily block/unblock your Forex Prepaid Card

To prevent fraudulent activities, you are advised to block your Card temporarily when not in use and unblock it whenever required. You can also report lost/stolen to block your Card permanently.

Wallet to Wallet fund transfer

Now instantly transfer funds from one wallet to another at the click of a button
3.1g) 24 hour Customer Care

**Limited services available between 21:00 IST to 7:00 IST.**

**24 hour International Toll-free** Numbers:

<table>
<thead>
<tr>
<th>Country</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australia</td>
<td>0011 800 0424 2448</td>
</tr>
<tr>
<td>Belgium</td>
<td>00 800 0424 2448</td>
</tr>
<tr>
<td>Canada</td>
<td>1866 4242 448</td>
</tr>
<tr>
<td>Finland</td>
<td>990 800 0424 2448</td>
</tr>
<tr>
<td>France</td>
<td>00 800 0424 2448</td>
</tr>
<tr>
<td>Germany</td>
<td>00 800 0424 2448</td>
</tr>
<tr>
<td>Ireland</td>
<td>00 800 0424 2448</td>
</tr>
<tr>
<td>Italy</td>
<td>00 800 0424 2448</td>
</tr>
<tr>
<td>Luxembourg</td>
<td>00 800 0424 2448</td>
</tr>
<tr>
<td>Netherlands</td>
<td>00 800 0424 2448</td>
</tr>
<tr>
<td>Portugal</td>
<td>00 800 0424 2448</td>
</tr>
<tr>
<td>Singapore</td>
<td>800 101 2553</td>
</tr>
<tr>
<td>Spain</td>
<td>00 800 0424 2448</td>
</tr>
<tr>
<td>UAE</td>
<td>8000 9114 001</td>
</tr>
<tr>
<td>United Kingdom</td>
<td>0 8081 314 151</td>
</tr>
<tr>
<td>United States</td>
<td>1866 4242 448</td>
</tr>
</tbody>
</table>

**Calls to these numbers might be charged, when not called from a local number. You are requested to check with your telecom service provider for the applicable rates.**
3.2 Benefits

3.2a) Free Replacement Card

Your ICICI Bank Multicurrency Forex Prepaid Card kit comes with a free Replacement Card along with the Primary Card. If you happen to lose/damage the Primary Card, you can easily activate the Replacement Card. The Replacement Card ATM PIN is also available in the kit. If the ATM PIN is misplaced, it can be re-generated through Self Care portal/Customer Care.

In case you misplace both your Primary Card and the Replacement Card, call our Customer Care and request for a Replacement kit. This kit will be delivered to you within 7 working days and will be charged as per the fees mentioned in the Schedule of Charges.
3.2b) Wallet to Wallet fund transfer
Unsure of the amount to be loaded in each currency wallet while travelling to different countries? No need to worry anymore. Now transfer funds easily and instantly from one currency wallet to another by logging into Self Care Portal.

3.2c) Duty Free shopping at Indian airports
While returning from an international trip, use the balance currency on your Forex Prepaid Card at Duty Free stores to grab those last-minute souvenirs for your loved ones. This facility is enabled across all Indian airports.

3.2d) Offers and discounts
Avail benefits on shopping, dining, stay and much more while travelling abroad with your ICICI Bank Multicurrency Forex Prepaid Card. For details on discounts & list of merchant outlets, visit http://www.visa.co.in/personal/offers/travel.shtm?voCard=prepaid

During ATM/POS/online transactions, you need to select account type - Credit/Checking/Current
3.2e) Most comprehensive Travel Insurance

Your ICICI Bank Multicurrency Forex Prepaid Card comes with complimentary Travel Insurance. The customer is automatically enrolled into the policy on the purchase of the Card. The claim will be applicable only if on the incident date, the ICICI Bank Multicurrency Forex Prepaid Card is active and had a positive balance.

The insurance cover* is as follows:

<table>
<thead>
<tr>
<th>Insurance</th>
<th>Max Cover</th>
<th>Contact Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal Air Accident Cover - Death only</td>
<td>₹ 10,00,000</td>
<td></td>
</tr>
<tr>
<td>Missing of Connecting International Flight During Transit</td>
<td>USD 300</td>
<td>1800-209-8888</td>
</tr>
<tr>
<td>Loss of Travel Documents (Passport, Visa, Tickets)</td>
<td>USD 500</td>
<td></td>
</tr>
<tr>
<td>Plane Hijacking</td>
<td>USD 250 per hour up to maximum 12 hours, max up to USD 3,000</td>
<td></td>
</tr>
<tr>
<td>Delay in Receipt of Checked Baggage.</td>
<td>USD 300</td>
<td></td>
</tr>
<tr>
<td>Lost Card Liability Insurance Cover</td>
<td>₹ 2,00,000</td>
<td></td>
</tr>
<tr>
<td>Counterfeit Card Liability Insurance Cover</td>
<td>₹ 2,00,000</td>
<td></td>
</tr>
</tbody>
</table>

To know more, please refer Insurance policy

*Terms and Conditions apply.
For more information and Insurance claims, please contact ICICI Lombard General Insurance Toll Free on 180-20-8888 or 1800-2666. You can also e-mail at ihealthcare@icicilombard.com. ICICI Lombard PBO takes down the claim information from the customer, checks based on the Card number provided for the cover applicable, forwards the information to the expert for claim validity. If the claim is valid, the customer is sent the Claim Form along with the list of supporting documents required. The cheque is sent to the customer within 30 days.
3.2f) Emergency Travel Assistance services

Get free emergency cash delivery services, and other concierge services during your international travels. Please note that some of these services might be chargeable.

<table>
<thead>
<tr>
<th>Assistance services</th>
<th>Get in touch with</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency cash delivery – up to USD 2000</td>
<td>ICICI Bank Customer Care Number</td>
</tr>
<tr>
<td>Lost passport/lost luggage assistance</td>
<td></td>
</tr>
<tr>
<td>Emergency medical assistance</td>
<td></td>
</tr>
<tr>
<td>Embassy referrals</td>
<td></td>
</tr>
<tr>
<td>Emergency message transmission</td>
<td>+91 22 67872061</td>
</tr>
<tr>
<td>Medical service provider referrals</td>
<td></td>
</tr>
<tr>
<td>Mortal remains management and repatriation</td>
<td></td>
</tr>
<tr>
<td>Pre-Trip Information Services</td>
<td></td>
</tr>
</tbody>
</table>
3.2g) Visa Global Customer Assistance Service (GCAS)

24 hour GCAS service is a paid service provided by VISA for ICICI Bank VISA Multicurrency Forex Prepaid Card holders. The customers can avail this service in case of an emergency, lost/ stolen Card reporting or to acquire miscellaneous information overseas, at applicable charges.

Services available:

• Miscellaneous Customer Service Inquiries - USD 175
• Lost/ Stolen Card Reporting - USD 35
• Emergency Cash Assistance - USD 5

These services are available at the following Toll Free numbers:

<table>
<thead>
<tr>
<th>Austria: 0800-293-084</th>
<th>Canada: 1-866-639-1911</th>
<th>France: 0800-904-349</th>
</tr>
</thead>
<tbody>
<tr>
<td>Germany: 0800-182-2891</td>
<td>Hong Kong: 800-900-782</td>
<td>Japan: 00531-440-022</td>
</tr>
</tbody>
</table>

Any other part of the world: 61-2-92513704

Please check the expiry date mentioned on your Card, and renew it on time. Your Forex Prepaid Card will stop working on the last day of the month mentioned as the expiry date.
## Charges and Limits

### Schedule of Charges:

<table>
<thead>
<tr>
<th>Sr. No.</th>
<th>Currency</th>
<th>ATM Balance enquiry Fee</th>
<th>ATM Cash Withdrawal Fee</th>
<th>Daily Limit for ATM Cash Withdrawal*</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>US Dollar</td>
<td>USD 0.50</td>
<td>USD 2.00</td>
<td>USD 2,000</td>
</tr>
<tr>
<td>2</td>
<td>Pound Sterling</td>
<td>GBP 0.50</td>
<td>GBP 1.50</td>
<td>GBP 1,000</td>
</tr>
<tr>
<td>3</td>
<td>Euro</td>
<td>EUR 0.50</td>
<td>EUR 1.50</td>
<td>EUR 1,500</td>
</tr>
<tr>
<td>4</td>
<td>Canadian Dollar</td>
<td>CAD 0.50</td>
<td>CAD 2.00</td>
<td>CAD 2,000</td>
</tr>
<tr>
<td>5</td>
<td>Australian Dollar</td>
<td>AUD 0.50</td>
<td>AUD 2.00</td>
<td>AUD 2,000</td>
</tr>
<tr>
<td>6</td>
<td>Singapore Dollar</td>
<td>SGD 1.00</td>
<td>SGD 3.00</td>
<td>SGD 2,500</td>
</tr>
<tr>
<td>7</td>
<td>Arab Emirates Dirham</td>
<td>AED 2.00</td>
<td>AED 7.00</td>
<td>AED 2,000</td>
</tr>
<tr>
<td>8</td>
<td>Swiss Franc</td>
<td>CHF 0.50</td>
<td>CHF 2.50</td>
<td>CHF 2,000</td>
</tr>
<tr>
<td>9</td>
<td>Japanese Yen</td>
<td>JPY 60.00</td>
<td>JPY 250</td>
<td>JPY 2,00,000</td>
</tr>
<tr>
<td>10</td>
<td>Swedish Krona</td>
<td>SEK 4.00</td>
<td>SEK 15.00</td>
<td>SEK 15,000</td>
</tr>
<tr>
<td>11</td>
<td>South African Rand</td>
<td>ZAR 5.00</td>
<td>ZAR 25.00</td>
<td>ZAR 25,000</td>
</tr>
<tr>
<td>12</td>
<td>Saudi Arabian Riyal</td>
<td>SAR 2.00</td>
<td>SAR 7.50</td>
<td>SAR 7,500</td>
</tr>
<tr>
<td>13</td>
<td>Thai Baht</td>
<td>THB 16.00</td>
<td>THB 65.00</td>
<td>THB 70,000</td>
</tr>
<tr>
<td>14</td>
<td>New Zealand Dollar</td>
<td>NZD 0.60</td>
<td>NZD 2.50</td>
<td>NZD 2,500</td>
</tr>
<tr>
<td>15</td>
<td>Hong Kong Dollar</td>
<td>HKD 4.00</td>
<td>HKD 15.00</td>
<td>HKD 15,000</td>
</tr>
<tr>
<td>Fee Type</td>
<td>Description</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Joining fee</td>
<td>₹150, Reload fee: ₹100; Inactivity fees: USD 5 or equivalent for every 180 days of inactivity</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transaction fee</td>
<td>Point of Sale (POS)/Online – NIL; Cross currency fee: 3.5% + GST</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wallet to wallet transfer fee</td>
<td>2.5% of transfer amount (from the destination wallet)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash Advance/ Cash@POS transactions fee</td>
<td>0.5% of transaction amount. It is a facility through which ICICI Bank Forex Prepaid Card holders can withdraw cash by swiping their card at merchant outlets</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lost card replacement fee</td>
<td>International location – USD 20.00, Indian location – USD 3.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fee for uncapped ATM withdrawals</td>
<td>1% of withdrawal amount#</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>All fees and charges</td>
<td>All fees and charges mentioned above are exclusive of taxes. Goods and Service Tax – 18% with effect from March 1, 2020 will be levied</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Additional fees for ATM transactions</td>
<td>Additional fees for ATM transactions may be levied by the bank owning the overseas ATM used</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Note: The charges and limits are subject to change as per FEMA regulations and guidelines. For the latest charges and limits, please visit [www.icicibank.com/travelcard](http://www.icicibank.com/travelcard)
Do’s and Don’ts

Do’s

• Free Replacement Card is provided in the kit, which must be activated and used in case of loss/ theft/ damage of Primary Card. So, customer must remember to carry the Replacement Card while travelling.
  • Report the loss of your Card immediately, by calling our Customer Care.
  • Please block your Card temporarily when not in use for a long time, to prevent misuse.
  • SMS alert facility is available only on Indian GSM/CDMA mobile phone numbers. To receive alerts while travelling abroad, you must have international roaming facility enabled on your registered number.
  • Check if additional fees for ATM transactions is levied by the bank owning the overseas ATM used for transaction.
  • During transactions at ATMs, merchant outlets or online, please select the account type as ‘Credit/Checking/ Current’.
  • Please check if the local currency is different from the currencies loaded on your Card, cross currency conversion charges may apply during ATM transactions.

Don’ts

• Do not keep your Replacement Card and Primary Card together for security reasons.
• Do not use your Forex Prepaid Card for pre-authorisation, initiating rentals while checking in at hotels or for making purchases via Telephone/ E-mail or in any other 'Card not present' situation.
• Do not let the merchant use the DCC (Dynamic Currency Conversion) option while invoicing, in case you have your Card loaded with the local currency of the country you are in. Please ask the merchant to settle the transaction in the currency loaded on your Forex Prepaid Card.
• Do not refresh/ close the window while the transaction is in process during online transactions.
• Do not handover your Forex Prepaid Card, or disclose your PIN to anyone.
• If you lose your Forex Prepaid Card, block your card immediately by logging into the Forex Prepaid Card. Self Care portal or by calling our Customer Care.
• Do not keep your replacement card and primary card together for security reasons.
• To activate the replacement card, you can call our Customer Care.
• Never allow your card to go out of sight, especially at hotels and restaurants. Swipe the card in your presence.
• While transacting at ATMs, ensure that there is no suspicious device on the Card slot of ATM. It could be a skimmer, do not transact on such ATMs.

**Chip and PIN security for your Forex Prepaid Card**

- Your Chip and PIN enabled Forex Prepaid Card comes with an embedded microchip which provides additional security against counterfeiting/duplication of the card.
- The Chip card comes with an additional layer of security in the form of a Personal Identification Number (PIN).
- The PIN is required in order to make transactions at merchant outlets, ATMs and for the first time login to your online Self Care portal. Please note that not all terminals will ask for the PIN.

*Please check and update your contact details from time to time for your own security and convenience, by calling Customer Care*
**ASSOCIATION LOGO:** Your card is backed by the international reputation and the extensive network of VISA international and is accepted at all merchants and ATMs worldwide except in India, Nepal and Bhutan.

**CARD NUMBER:** This is your unique 16-digit number and which is embossed on your ICICI Bank Multicurrency Forex Prepaid Card. Use this number in all communications with our Customer Care.

**VALIDITY PERIOD:** Your card is valid from the day you receive it to the last day of the month indicated on the card.

**MAGNETIC STRIP:** This has built-in security features.

**SIGNATURE PANEL:** Please sign on the panel on the reverse of the card with a non-erasable ball-point pen (preferably in black ink) as soon as you receive the card. This prevents unauthorized usage of the card at merchant establishments.

**CVV 2:** The CVV 2 number is the 3-digit number after the 16-digit card number on the reverse of the card near the signature panel.

**CHIP:** The chip is embedded on the card for higher safety and security.
Contact Us

- For any Forex Prepaid Card queries or issues, you can write to us at customer.care@icicibank.com
- You may also call our 24-hour* Customer Care numbers.

**Limited services available between 21:00 IST to 7:00 IST.**

<table>
<thead>
<tr>
<th>IVR Options</th>
<th>Select language of preference</th>
<th>Option 2 for Credit Card or Prepaid Cards</th>
<th>Enter your 16-digit Card number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australia</td>
<td>0011 800 0424 2448</td>
<td>Belgium 00 800 0424 2448</td>
<td>Canada 1866 4242 448</td>
</tr>
<tr>
<td>France</td>
<td>00 800 0424 2448</td>
<td>Germany 00 800 0424 2448</td>
<td>Ireland 00 800 0424 2448</td>
</tr>
<tr>
<td>Luxembourg</td>
<td>00 800 0424 2448</td>
<td>Netherlands 00 800 0424 2448</td>
<td>Portugal 00 800 0424 2448</td>
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<tr>
<td>Spain</td>
<td>00 800 0424 2448</td>
<td>UAE 8000 9114 001</td>
<td>United Kingdom 0 8081 314 151</td>
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<td>United States 1866 4242 448</td>
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</table>

**24 hour International Toll-Free**

| Domestic Number: +91 22 3366 7777/+91 40 3366 7777 |

**24 hour International Toll-Free**

<table>
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<th>24 hour International Toll-Free** Numbers:</th>
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<tr>
<td>Australia 0011 800 0424 2448</td>
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<tr>
<td>France 00 800 0424 2448</td>
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<tr>
<td>Luxembourg 00 800 0424 2448</td>
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<tr>
<td>Spain 00 800 0424 2448</td>
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</tbody>
</table>

**Select option NRI services NRI customer Option 4 for Forex Prepaid Card and speak to our Customer Care Executive**

**Calls to these numbers might be charged, when not called from a local number. You are requested to check with your telecom service provider for the applicable rates.**

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