

Personal Banking Terms and Conditions



Sections	Page No.
Section A – Introduction	1 - 2
Section B – General Terms	2 - 6
Section C – Payment services	6 - 11
Section D – Channels of payments	11 - 13
Section E – Money Transfers to India	13 - 13
Section F – Product-specific Terms and Conditions	13 - 15
Section G – Other Terms and Conditions	15 - 27

A. Introduction

Personal Banking

These Terms and Conditions (Terms and Conditions) apply to the services and products made available to you, the customer, by ICICI Bank UK PLC (we or ICICI Bank). These Terms and Conditions should be read in conjunction with the:

- Debit Card Terms and Conditions;
- Internet Banking Terms and Conditions;
- Mobile Banking Terms and Conditions;
- Text Alert Service Terms and Conditions;
- Money Transfer to India – Account Holders; and our
- Privacy Policy, Website Terms of Use, the terms on the account opening form(s) and the Remittance Form.

These are our standard Terms and Conditions on the basis of which we provide our products and services to you and these Terms and Conditions apply unless they are inconsistent with the terms that apply to specific products or accounts. If there is any inconsistency, the terms relating to the specific products or accounts will take priority and apply. For your own benefit and protection you should read these Terms and Conditions carefully and retain a copy in a safe place for future reference. If you do not understand any of the Terms and Conditions, please contact us for further information.

Additional or up-to-date copies of these Terms and Conditions are available on request. These Terms and Conditions are also available on our Website and in our Branches.

ICICI Bank is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority (Registration Number: 223268). It is subject to the laws of England and Wales. Its registered office is One Thomas More Square, London E1W 1YN. We are an associate member of the British Bankers' Association. We are a member of the Financial Services Compensation Scheme established under the Financial Services and Market Act 2000. Our VAT number is 820 4369 48.

ICICI Bank UK PLC is a 100% owned subsidiary of ICICI Bank Ltd. ICICI Bank Limited is regulated and authorised to take deposits in India by the Reserve Bank of India.

Definitions

In these Terms and Conditions:

"Account" means a Savings or Current Account;

"ATMs" means an automated teller or cash machine operated by us or by someone else, where your debit card will be accepted.

"Branches" means branches of ICICI Bank in the United Kingdom.

"Business Day" means, in the United Kingdom, Monday to Friday, except public holidays. Saturday is also treated as a non-Business Day for payments, even though some of our Branches are open for business on Saturdays.

"CHAPS" means same day electronic transfer of funds payments in GBP in the UK made through the Clearing House Automated Payment System.

"Current Account" means a HomeVantage Current Account

"Debit Card payments" means payments by a debit card for the purchase of goods or services (or both) either made in person or remotely by telephone, internet or mail order. These are only available to debit card holders.

"Direct Debits" means regular payments to a business or other organisation from your Current Account, which may vary in amount or date. Each individual payment is requested from us by the business or organisation and is authorized by you.

"GBP", "Sterling" and "£" means the lawful currency for the time being of the United Kingdom.

"Group" means the ICICI Bank Ltd. group of companies, which means our subsidiaries, our ultimate holding

company and its subsidiaries.

"Internet Banking" means the services set out in Section D – Channel of Payments under Internet Banking

"Internal Transfers" means payments made to an account held within ICICI Bank.

"Mobile Banking App" means the software you download to use our Mobile Banking Services;

"Mobile Banking Services" means the services set out in Section D – Channel of Payments under Mobile Banking

"Money Transfers to India Service" means payments to India (in INR), which are made using the money transfer services provided by us.

"PIN" means your personal identification number which is unique to you and is needed to be used at ATMs or verify a purchase of goods or services.

"Rates and Charges Leaflet" means the leaflet available on the Website or in our Branches detailing various charges applicable in relation to the services provided by us.

"Savings Account" means SuperSaver Savings Account

"Same Business Day Payments" means GBP payments directly to the account of any person or organisation in the UK, Channel Islands and Isle of Man, which will be received by the payee bank at the closing on the same Business Day.

"Standing Order" means regular payments you instruct us to make from your Account to an identified recipient. These payments will be of an amount decided by you and continue until you tell us to change or cancel these.

"SWIFT Payments" means payments from your GBP, USD or EUR Accounts through any of our Branches.

"Telephone Banking" means the services set out in Section D – Channel of Payments under Telephone Banking

"USD", "US Dollars" and "\$" means the lawful currency for the time being of the United States of America.

"Website" means our website, www.icicibank.co.uk.

"We", "us" and "our" mean ICICI Bank UK PLC.

"You" and "your" mean the customer who has an Account with us. If you have a joint Account, references to "you" include each of you together and separately unless otherwise stated.

B. General Terms

1. Opening an Account

1.1 Accounts can be opened by:

- An individual aged 18 or over;
- Two individuals in their joint names. We may allow up to a maximum of five individuals to open a joint Account.

1.2 To open an Account with us you need to complete an Account opening application form. You will be asked to provide independent documentary evidence of your identity and/or current address for fraud prevention and compliance with anti-money laundering regulations purposes. You will also be asked to confirm your tax residency for compliance with tax reporting legislation. The documents listed in the application forms are not an exhaustive list and we may need you to provide other documents and/or information. We are entitled to decline to open an Account.

2. Where you have a joint Account

2.1 Any one of you may give instructions on the Account, including withdrawing the full balance, unless specified otherwise.

2.2 Any one of you may request information or enquire about any details on the Account.

2.3 Requests for additional Account opening in joint names and closure of a joint Account will need to be made by all joint Account holders.

- 2.4 Debit card and Internet Banking services are offered to each joint Account holder separately and any instructions relating to these services must be made by the relevant joint Account holder. For example, we will not accept a request to re-issue a debit card to a secondary Account holder if made by the primary Account holder. The secondary Account holder will be required to make the request himself/herself through any available channel like phone banking, by visiting a Branch or Internet Banking.
- 2.5 Similarly, a communication address can only be updated or modified by the relevant joint Account holder.
- 2.6 All of you are jointly and severally liable for the Account or any money owed to us. This means we have the right to ask all or any one of you to repay the full amount owed to us. This applies even if your relationship breaks down or, if applicable, you divorce.
- 2.7 If any such difficulties arise between you, one or both of you should contact us in writing and notify us that the relationship has broken down or inform us about the divorce. On receipt of such notice we will only accept instructions which have been authorised by all the joint holders. We will not be responsible for any transactions made or instructions given by either of you prior to receipt of such notice, and until we have been able to obtain your joint instructions regarding the operation of your Account.
- 2.8 If both of you agree in writing, a joint Account can be transferred into the name of just one of you.
- 2.9 If your relationship ends or you divorce, your Account will continue to operate as normal unless you notify us in writing. You can also request us to close the Account or for one or more of the Account holders' name to be removed from the Account.
- 2.10 There may be instances when your Account may be blocked. This may happen, for example, in the circumstances mentioned in paragraph 2.7 above or if either of the Account holders becomes bankrupt.
- 2.11 We may disclose to any of you any information we hold about the Account(s), including information contained in old statements. This means that where a sole Account is converted into a joint Account, information relating to the Account when it was a sole Account may be made available to any of the joint Account holders.
- 2.12 Internet Banking services may be used for your joint Account and we will provide you with separate terms and conditions for this. We will follow any instructions given by any one of you to us in relation to your joint Account using these services.
- 2.13 If any one of you dies, the Account will be operated by the survivor(s).

3. Contacting each other

- 3.1 We may contact you by a variety of means including by email, meeting in person, text message, post and/or telephone. If you change your name, any contact details or any other information relevant to your Account, you should tell us promptly about those changes. We will contact you at the latest address, telephone number or email address that you have given to us.
- 3.2 We will not be responsible for any delays caused by postal authorities.
- 3.3 You can contact us by calling 0344 412 4444 (calls to this number use free plan minutes if available, otherwise they cost the same as 01/02 prefix calls). You may be charged for the call by your service provider if it is made from your mobile or from outside the UK. You may also email us at ukservice@icicibank.com or write to us at ICICI Bank UK, PO Box 68921, One Thomas More Square, London E1W 9HB.
- 3.4 We may ask you to sign a telecommunications authorisation form so that we may act on your instructions by telephone
- 3.5 Where you have a joint Account then, unless you request otherwise, we will contact only the joint Account holder named first in our records. The first named Account holder is responsible for passing information we send to the other Account holders.
- 3.6 If any communication or Account information sent to you is returned to us as undelivered, we will try to contact you by telephone to establish the reason for the return. If we are unable to contact you then, for the safety of your Account, we will block all further transactions unless we hear from you.

4. Authorising others to operate your Accounts

- 4.1 You can authorise another person to operate your Accounts by a power of attorney, but you should

take legal advice before doing so. If you authorise another person to operate your Account then you will be responsible for their actions or omissions as if they were your own.

- 4.2 In certain circumstances, the law may require us to allow someone else to operate your Account (for example, if you become bankrupt, or in the event of your death). In such circumstances, any power of attorney you have given earlier may become ineffective.
- 4.3 For security reasons, we may not allow a person who is operating your Account for you, to access some services. Where we make these services available, that person may use your security details. We will not treat this as you breaking your security obligations because the person knows your security details.

5. Changing your Account

Cooling off period

5.1 If you are unhappy about your choice of Account, you can cancel it within 14 days of:

- The day the contract is entered into or
- The day on which you receive the contract Terms and Conditions and other information on paper or electronically.

Switching your account within ICICI Bank

5.2 We will help you switch to another Account with us and give you your money back with any interest it has earned. We will ignore any notice period and any extra charges. This does not apply to SuperSaver Bond and Fixed Deposit Accounts because these are fixed term contracts.

Switching your account outside ICICI Bank

- 5.3 If you decide to switch your Account to any other financial institution, we will give them information on your Standing Orders and Direct Debits within three Business Days of receiving their request. We will close or switch your Current Account without charge, when you ask us to do so. However, we may retain any credit balance until you have repaid any money you owe us.
- 5.4 We will refund any bank charges you have to pay as a result of any error or unnecessary delay by us when you transfer your Current Account to or from us.

6. Inactive and Dormant Accounts

6.1 If you have not made any transactions on your Current and Savings Account for a consecutive period of 24 months, we will make your Account inactive to protect against fraud. We will inform you at least three months before making your Account inactive.

6.2 The following transactions will not be allowed on an inactive Account:

- Cash and cheque deposits into the Account
- Cash and cheque withdrawals from the Account
- Renewal of a Debit Card
- Issue of a cheque book
- Change of address and contact details
- Transactions through Internet Banking
- Password reissuance
- Operation on the linked Account
- Fund transfers by Standing Order, Direct Debit, Internet Banking or manual instruction
- Inward and outward remittance by CHAPS, SWIFT and Same Business Day Payments
- Opening another Account
- Setting up Standing Orders
- Adding a joint Account holder to an existing Account.

- 6.3 No Account statements will be sent for an inactive Account.
- 6.4 To activate an inactive Account, you will need to visit any of our Branches and provide us with proof of your identity and current address. You can also send certified true copies of these documents to us at ICICI Bank UK, PO Box 68921, One Thomas More Square, London, E1W 9HB. Please call us on 0344 412 4444 (calls to this number use free plan minutes if available, otherwise they cost the same as 01/02 prefix calls) or visit any of our Branches for further details of the process for activating an inactive Account.
- 6.5 Your money in an inactive Account will always be your property no matter how many years pass. On the death of account holder, any balance held becomes a part of their estate. Your Account will become dormant if no activity is initiated by you for a period of 15 years. It will then be governed by the provisions of Dormant Bank and Building Society Accounts Act 2008. If you ask us, we will tell you how to access your dormant Account.

7. Money laundering regulations

You will need to provide us with proof of your identity and address. We are required by law to check and verify your identity. We may do this electronically, using a reference agency, or ask you for documentary evidence. We will check your identity when you apply to open an Account with us and may also do so at any time while you hold an Account with us or we provide you with services. We may delay or decline to process your application or provide any service until we have received satisfactory evidence of your identity

To meet our obligations we may ask to provide documentary evidence of source of funds or source of wealth in connection with the opening or running of your account or in connection with any transaction on your account.

8. Important security information

- 8.1 You must take all reasonable precautions to keep safe and prevent the fraudulent use of your cards and security details (including PINs, passcodes, security numbers, passwords or other details such as those which allow you to use Internet Banking, Mobile Banking and Telephone Banking). These precautions include the following:
- Always change the PIN or other security details we may send you and immediately destroy the slip giving you the information; never allow anyone else to use your card, PIN, passcode or other security details. If you do, you will be responsible for the money taken from your Account.
 - Do not keep a note of your PIN or passcode or other security details where anyone else might recognise it, for example by writing your PIN/ passcode and/or other security details on or keeping them with your card or other bank documents. If you think someone else knows your PIN, password, passcode or other security details please contact us immediately.
 - Do not choose security details which are easy to memorise such as sequences of letters, or numbers which may be easy to guess, for example your date of birth.
 - Take care to ensure that no one hears or sees your security details when you use them.
 - Keep card receipts and other information about your Account containing personal details (such as statements) safe and dispose of them safely. You should take simple precautions such as shredding paper containing such information.
- 8.2 If any card, cheque book or Internet Banking related security details are lost or stolen, or you suspect that someone has used or tried to use them, you must tell us without delay by calling us on 0344 412 4444 (calls to this number use free plan minutes if available, otherwise they cost the same as 01/02 prefix calls). To help us continually improve our services, in the interests of security and to comply with our regulatory obligations, we may monitor and/or record your telephone calls with us.
- 8.3 If asked, you must confirm in writing the loss or theft of your cards or security details. If you no longer require your card and/or any unused cheques, then you must return them to us at ICICI Bank UK PLC, PO Box 68921, One Thomas More Square, London E1W 9HB, or you should destroy them. Cards should be cut diagonally across the magnetic strip into at least four pieces to destroy them.
- 8.4 We may ask you to co-operate with us and the police in relation to any investigation into the actual or suspected misuse of your card and/or Accounts. We recommend that you report any unauthorised transactions to the police within seven days. We may also disclose information about you or your Account to the police or other third parties like other law enforcement agencies if we think it will help prevent or recover losses.

8.5 If you find your card after having reported it lost, you must not use it again. You must cut the card diagonally across the magnetic strip into at least four pieces to destroy it.

8.6 Cards and PINs

- Sign each card on the signature strip as soon as you receive it.
- Never disclose the PIN or card security codes except when using the cards to make payments.
- Do not disclose your PIN for mail order payments or when paying for goods and services over the telephone or through the internet.

8.7 Telephone Banking

- When you call us, we will confirm your identity using our security procedures (such as answers to questions) about you known to you and us or requesting to input Telephone Banking passcode for automated verification on the IVR (Interactive Voice Response). We may not be able to assist you if we are unable to identify you as our customer since this is to protect the security of your Account.
- When we call you, we will never ask for details of your password, passcodes or PIN to identify you as our customer. We will ask you questions based on information known to us about you and the transactions on your Account.
- If you are using your mobile phone for online payee registration, we recommend you delete the information as soon as the service has been performed.

8.8 Personal Internet Banking

- Keep your personal computer secure by using up-to-date and functioning anti-virus spyware software and a personal firewall on any computer you use for Internet Banking.
- Never disclose your online password. We will never ask you for your password.
- Always access Internet Banking by typing in the bank address to your web browser. Do not go to an Internet Banking site from a link in an email and then enter personal details.

8.9 Mobile Banking

- You must keep your mobile device secure and security details (like M-PIN, pin numbers, passwords) secret and take steps to prevent unauthorised or fraudulent use of them.
- You must close the Mobile banking app if you are not using it.
- Please refer to our Mobile Banking Terms and Conditions for further details.

C. Payment services

Different types of payments you can make

- Internal Transfers
- Same Business Day Payments
- CHAPS
- SWIFT Payments
- Money Transfers to India
- Standing orders
- Direct Debits
- Debit Card payments

Please refer to Definitions in Section A of these Terms and Conditions for an explanation of these different kinds of payment.

2. Requirements for making a payment

When making a payment, you must ensure there is sufficient available balance in your Account and you must

provide us with correct and complete details. If you do not do so, we will not be liable for failing to make a payment or for making an incorrect payment, but we will make reasonable efforts to recover your funds (although we may charge you for this). Payments within UK are made on the basis of sort code and account number of an account and not the name of the account holder. Such payments are made in sterling (GBP) currency.

Please refer to section C.3 for foreign currency payment using SWIFT and refer to our Money Transfer to India terms and conditions for INR payments for personal accounts.

3. Payments that involve a foreign currency exchange (SWIFT Payments)

- 3.1 You can make payments from your Current Account, through any of our Branches. If you make a payment in a currency other than the currency of your Current Account, we will use the prevailing exchange rate as applicable at the time of conversion. If you would like to know the exchange rate used, please contact us at any of our Branches.
- 3.2 If a payment made in another currency is returned, we will convert the amount back to the original currency at the exchange rate prevailing on the date of return of funds.
- 3.3 The charges incurred will be shared between you and the beneficiary. This means that charges made by our correspondent/intermediary bank will be charged to you and charges made by the intermediary/correspondent bank of the beneficiary's bank will be incurred by the beneficiary. In the case of cross currency transactions (other than from GBP to INR), you may choose between OUR charges (all correspondent/intermediary bank transaction charges are to be met by you), BEN charges (all correspondent/intermediary bank transaction charges are to be met by the beneficiary) or SHA charges (transaction charges made by our correspondent/ intermediary bank will be met by you and charges made by the beneficiary bank's intermediary/correspondent charges will be met by the beneficiary). In the absence of any instructions, the charges incurred will be SHA (Shared).

4. Direct Debits

- 4.1 To set up a Direct Debit you must submit a Direct Debit instruction to the recipient.
- 4.2 The recipient of the Direct Debit will lodge the Direct Debit instruction electronically onto your Account but may occasionally send the original Direct Debit instruction you completed to us. When each payment request is received by us, we will check if the reference for that payment matches the reference on the Direct Debit instruction. Only then will we make the payment from your Account.
- 4.3 You can withdraw your agreement for Direct Debit payments to be made at any time by telling us via any Branch, calling our Customer Service Centre or Internet Banking by 12:00 noon on the Business Day before that payment is due to be made by us. You should also inform the recipient that you have cancelled the Direct Debit.
- 4.4 All Direct Debits received will be processed by us within 24 hours of receiving the request from the recipient or the recipient's bank.
- 4.5 If you think there has been an incorrect Direct Debit payment in GBP, you should tell us immediately so that we can arrange a full and immediate refund. You should do this even if the original error was made by the business or organisation that sets the Direct Debit up. You should also contact them to let them know what you have done and why.

5. Debit Card payments

- 5.1 You can pay for goods and services using your Debit Card in the UK and abroad at retailers who display a VISA logo.
- 5.2 Before we process a payment from your Account, we will require you to enter details of your PIN into a keypad or to provide a signature when you make a purchase or make a cash withdrawal from an ATM. For online, telephone or mail order transactions we will also require certain personal details and the three digit card security number on the back of your card. We will advise the retailer or other supplier if we are prepared to authorise the payment to be made from your Account. To help us make a decision and to prevent misuse of your Debit Card we may refer an authorisation request back to the retailer for further information. This may result in you being asked to produce further identification.
- 5.3 We will not be responsible if a retailer or other supplier refuses to accept your Debit Card for reasons beyond our control.
- 5.4 We will normally deduct from your Account the amount of a Debit Card payment made on the same

day that we receive the request from the retailer. We will make the payment to the retailer on the same day or the day we receive the payment request from VISA.

- 5.5 We cannot cancel a payment made using a card once you have given your consent to make the payment to the retailer. You will need to contact the retailer separately. However, you can contact us (by visiting a Branch, calling our Customer Service Centre or via Internet Banking) to cancel a future dated payment that you have set up using your Debit Card (such as magazine subscriptions). These payments are also known as 'Recurring Payments' or 'Continuous Payment Authorities'. You can do this at any time before 3:00 pm on the Business Day before the payment is due to be made. We recommend that you also contact the organisation you are paying to cancel the payment.
- 5.6 If a retailer agrees to give a refund for a purchase made using a card payment, we will make the refund when we receive details of it from the retailer.
- 5.7 If you make a payment by Debit Card and the merchant does not claim the funds from us, we will refund this amount to your Account within 15 Business Days of the actual debit.

6. Cash withdrawals

- 6.1 You can withdraw cash from your Account over a Branch counter or from an ATM that allows cash withdrawals and has a VISA logo. There is a limit on the amount you can withdraw each day from an ATM. Please refer to the Debit Card Terms and Condition for up to date information on withdrawal limits.
- 6.2 Cash withdrawals from an ATM will be deducted from your Account on the same day. For cash withdrawals at an ATM outside the UK, the amount of any cash withdrawal made in a currency other than GBP will be converted into GBP. See the Rates and Charges Leaflet available at our Branches or on our Website for charges that will apply.
- 6.3 For withdrawals over the counter at Branches, you must provide a proof of identity acceptable to us, and the cheque book or withdrawal slip available at branch. You cannot withdraw more than £2000 over the counter in one day. If you wish to withdraw more than £2000, you will need to contact your nearest Branch 1 Business Day in advance.
- 6.4 We will deduct cash withdrawals made over the counter at any of our Branches from your Account immediately. You cannot use your Debit Card for withdrawals over our counters.

7. Cash payments into your Account

- 7.1 You can pay in cash at any of our Branches. You must complete a paying-in slip to do this. Counterfeit currency may be confiscated. You must not send cash to us by post.
- 7.2 If you pay cash at one of our Branches it will be added to your Account and treated as available immediately. It will be treated as cleared for interest calculation purposes on the same day.
- 7.3 If you use one paying-in slip to pay a mixture of cash and cheques into your Account over the counter at one of our Branches, the cash will be credited to your Account and will be available for you to withdraw and will start earning interest (if applicable) from the same day. Please see paragraph 8 below for the treatment of cheques.
- 7.4 Other banks may allow you to pay in cash to your Account through their branches. The credit will appear in the balance of your Account three Business Days later. The cash is treated as cleared for interest calculation purposes (if applicable) two Business Days after it has been paid in at the other Bank.
- 7.5 There is no threshold or minimum amount for a cash deposit which requires proof of funds however there will be instances when a cash deposit may require further due diligence. In such cases we may request evidence of source of funds to be provided

8. Cheques you issue from your Account

- 8.1 When you write a cheque you must take all reasonable precautions to prevent anyone else altering it or making a forgery. This includes (but is not limited to):
 - Using black ink which cannot be erased
 - Never leaving a gap between words or figures

- Never signing a cheque before you use it
 - You should draw a line through the unused space on the cheque so that it will prevent unauthorised people adding extra numbers and names
 - You must sign all alterations to cheques you issue.
- 8.2 When you write a cheque you must clearly write the name of the payee and you should also put some additional information, as this will help us to prevent fraud. If you are paying the cheque to a large organisation, financial institution, Bank or building society you may add further details on the payee line (e.g. H M Revenue and Customs re. XYZ).
- 8.3 You can write cheques only in the currency of your Account.
- 8.4 You should not issue a future dated cheque. If you do so and the cheque is presented to us before that date, we will not pay it.
- 8.5 If we receive a cheque issued by you that is more than six months old we may decline to pay it.
- 8.6 We may decide not to pay a cheque if:
- There is not enough money in your Account or
 - The check has a technical irregularity (for example there is a difference in the amount in words and figures, or the signature is different to that held in our records) or
 - We have reasonable grounds to suspect fraudulent activity.
- 8.7 You must tell us as soon as possible if you become aware that any cheque has been lost or stolen.
- 8.8 If you issue a cheque and it is deposited outside the UK, we will deduct charges which we incur for transferring the money to the beneficiary. These charges may include SWIFT or foreign currency demand draft charges and postal charges.
- 8.9 If you ask us to “stop” a cheque we will do so, provided:
- The cheque has not been paid already
 - We receive the request to stop it before 11:00 am on the day the cheque is presented for payment and
 - You have provided sufficient details for us to identify the transaction, for example cheque number. Please refer to our Rates and Charges Leaflet for the stop payment charges
- 8.10 When you issue a cheque from your Account, the amount will be deducted from your Account two Business Days after the beneficiary deposits the cheque into their Account. For example, a cheque paid in on a Monday will be deducted from your Account on Wednesday. More time may be needed for a cheque paid into a building society account or any bank outside England or Wales or any account held at a non-clearing bank.

9. Standing orders

- 9.1 On the day specified in the standing order, we will debit your Account. It will take one Business Day for the beneficiary bank to receive money. If the day specified in the standing order falls on a non-Business Day, we will consider it to be specified for the next Business Day. The payee’s Bank will then receive the money in two Business Days.
- 9.2 If the standing order is not processed on the due date due to reasons such as there being an insufficient balance in your Account, we will not attempt to process the same instruction again. If you do wish to make the payment, you will need to contact us and provide separate instructions. We will continue to process all future Standing Instructions on their scheduled dates.
- 9.3 You can instruct us to stop or cancel a standing order by telling us at any Branch, by Telephone Banking or by Internet Banking if:
- The amount has not already been taken out of your Account or
 - We have not told the person to whom it is payable or their Bank that it will be paid or
 - You instruct us before 12:00 noon of the Business Day before which the payment is due.
- 9.4 If you wish to cancel a standing order which has been set up using the Internet Banking facility, we

recommend you cancel the standing order using Internet Banking. If you wish to cancel the instruction by visiting our Branch, you may need to tell the Branch staff that the standing order was originally set up online.

- 9.5 If you set up a standing order by visiting a Branch, you can cancel it at the Branch or using the Telephone Banking service.

10. Payments into your Account

- 10.1 We will credit to your Account cash and cheques that are payable to you. In the case of a joint Account, we will accept a cheque made payable to any one of you. However, cheques made payable to joint names cannot be credited to an Account in a sole name.
- 10.2 All UK electronic payments received between 9:00 am and 3:30 pm on a Business Day, will be credited into your Account within two hours of receipt of funds by us.
- 10.3 All UK electronic payments received after 3:30 pm on a Business Day or anytime on a non-Business Day, will be credited into your Account by 11:00 am on next Business Day.
- 10.4 If you receive a payment in a currency other than the currency of your Account, we will use our prevailing exchange rate as applicable at the time of conversion. If you would like to know the exchange rate used, please call us on 0344 412 4444 (calls to this number use free plan minutes if available, otherwise they cost the same as 01/02 prefix calls).
- 10.5 We can only accept responsibility for payments into your Account after we have received and checked them.
- 10.6 Payment instructions received from the payer's Bank may be rejected by us if your Account is inactive, dormant or frozen. The instruction will then be returned to the payer's Bank within one Business Day, and funds will be credited into the payer's account depending upon the clearing scheme supported by the payer's Bank.
- 10.7 If a payment is fraudulently or mistakenly paid into your Account or if a rejection is received from the payer's Bank for a previously received payment instruction, the amount of the payment may subsequently be deducted. This may happen even if the funds are included in the balance of your Account, you have used them to make a payment, or have transferred or withdrawn all or part of them. If the deduction of the payment from your Account makes your Account overdrawn, we will treat this as an unauthorised overdraft. If we do so, we will apply interest and charges as mentioned in our Rates and Charges Leaflet for the unauthorised overdraft.

10.8 Clearing cheques

- 10.8.1 The "clearing cycle" is the time taken for money paid into your Account to be added. All cheques deposited in our Branches by 2:00 pm (the "cut off time") will be processed the same day. All cheques deposited after the cut off time will be processed on the next Business Day and for the periods mentioned below will be treated as being received on the next Business Day. When you pay a GBP cheque from another bank in the UK into your Account with us:
- I. We will deposit the cheque in your Account on the same day if we receive it before the cut off time
 - II. We will start paying interest (if any) on the cheque from the second Business Day after we receive it
 - III. The funds will be available for you to use from the fourth Business Day after we receive the cheque, but the cheque may still be returned unpaid up until the sixth Business Day after we receive it and
 - IV. From the end of the sixth Business Day after we receive it, if the cheque is returned unpaid by the paying bank, we cannot take money from your Account without your consent unless you have acted fraudulently. So, for example, if you pay in a non - ICICI Bank cheque on a Monday, it will start earning interest on Wednesday, you can use the money on Friday and we cannot take the payment out of your Account after the following Tuesday (unless you have acted fraudulently). If the bank, building society or other organisation that the cheque was drawn on decides not to honour it, they will normally explain the reason for non-payment. We will deduct the amount of the cheque from your balance no later than the end of the sixth Business Day after it was added to your balance. In all circumstances, you will be the owner of the funds on the sixth Business Day after the deposit of the cheque, and the amount of your

cheque cannot then be debited from your balance without your consent unless you were knowingly involved in a fraud concerning the cheque.

- 10.8.2 If cheques are deposited with giro slips at any other bank, you will earn interest from the second Business Day, but you will only be able to withdraw funds from the sixth Business Day.
- 10.8.3 If an amount is credited to your Account in error, we will earmark the relevant funds and notify you. The amount will be debited from your Account after that notification.
- 10.8.4 If a cheque is returned unpaid by the paying bank before the end of the sixth Business Day from the day it is paid in, we can take the money back out of your Account, even if you have already spent it or it puts you into an unauthorised overdraft. If this happens, we will let you know. We will apply interest and charges as mentioned in our Rates and Charges Leaflet.

10.9 Foreign cheques

- 10.9.1 Foreign cheques mean cheques in a foreign currency or cheques in GBP paid out of an Account at a bank outside the UK.
- 10.9.2 We will take our charges for dealing with foreign cheques, and any charges by the foreign Bank and our agent (including any charges resulting from the foreign Bank returning the cheque unpaid or asking for the money to be returned) from the Account you told us to pay the cheque into.
- 10.9.3 Occasionally it is not possible to obtain payment of foreign cheques because of local foreign exchange or other restrictions.

11. Same Business Day payments from your Account

- 11.1 All UK GBP electronic payment requests placed at any of our Branches or online before 13:00 pm on a Business Day will be debited from your Account on same day and the payee's bank will receive funds on the same day.
- 11.2 All UK GBP electronic payment requests placed at any of our Branches or online after 13:00 pm on a Business Day and anytime on a non-Business Day will be debited from your Account on next Business Day and the payee's bank will receive funds on that Business Day.

Time of placing payment request at Branch/online	Debit in your Account	Transfer of funds to Beneficiary Bank in UK
Monday to Friday – before 01:00 PM	Same day	Same day
Monday to Friday – after 01:00 PM	Next business day	Next business day

Note: If a Bank holiday falls on a particular day between Monday-Friday, the same will be considered as a non-Business Day.

- 11.3 If payments from your Account are rejected by the payee's Bank, we will credit your Account within two hours upon receipt of funds.

D. Channels of Payments

1. Personal Internet Banking and Mobile Banking

1.1 Internet Banking

You can make some payments like UK GBP electronic payments, Internal Transfers and Standing Orders through Internet Banking by logging in to your Account using your user ID and password. Please also refer to our Internet Banking Terms and Conditions. Our Internet Banking service and Mobile Banking is a simple, safe and convenient way to access and manage your Accounts online. To ensure that you stay safe online we recommend the following steps to protect you and your computer and mobile:

- Never disclose your Internet Banking password to anyone. Remember that we will never ask you for your passwords.

- Never respond to any email that asks for confidential or personal security information. We will never send you such an email.
- Ensure that there is up-to-date and functioning antivirus and firewall software on any computer you use for online banking.
- When shopping online, only make a payment via secure websites.
- If possible, avoid disclosing sensitive Account information when using computers in public places/ Internet cafes. If this is not possible, take extra precautions. Ensure you log off your secure personal Account before leaving any computer.
- You must keep your mobile device secure and security details (like M-PIN, pin numbers, passwords and passcodes) secret and take steps to prevent unauthorised or fraudulent use of them.
- You must close the Mobile Banking App if you are not using it.

Please be aware that if you intentionally pass on your security details to any person you will be in breach of your Terms and may be liable for any unauthorised transactions that occur on your Account as a result.

1.2 Mobile Banking Services

You can also make immediate or next Business Day payment through using our Mobile Banking App. For further details please refer to our Mobile Banking Terms and Conditions.

Services available within the Mobile Banking App

1.2.1 You can use the Mobile Banking App for the following:

- Check the balances on your Accounts;
- View up to the last 10 transactions on your Accounts (transactions under processing will not be shown and will only be reflected once successfully completed);
- Carry out transfers between your Accounts which are displayed within the Mobile Banking App;
- Carry out payments;
- Carry out any other additional service that we may provide in future;
- Carry out Money Transfers.

1.2.2 You must not use the Mobile Banking App for any other purpose

2. Telephone Banking Services

2.1 You can use Telephone Banking for Accounts held solely or jointly by you.

2.2 Telephone Banking is available, provided that your identity can be verified by speaking to a customer services officer and completing security procedures.

2.3 To use Telephone Banking, call us on 0344 412 4444 (calls to this number use free plan minutes if available, otherwise they cost the same as 01/02 prefix calls). To help us continually improve our services and in the interests of security, we may monitor and/or record your telephone calls with us.

2.4 Our Telephone Banking service enables you to:

- Obtain your balance
- Obtain details of recent transactions
- Speak with a Customer Service Officer in relation to other enquiries.

2.5 You cannot make fund transfers from your Account except for Money Transfers to India. Money Transfers to India may be made through the Telephone Banking service only if you have a valid Debit Card.

2.6 Telephone Banking may be temporarily unavailable if we have to carry out routine maintenance. We will try to inform you in advance but it may not always be possible to do so.

2.7 When you call us, we will confirm your identity using our security procedures (such as answers to questions) about you known to you and us or requesting you to input telephone banking passcode for

automated verification on the IVR (Interactive Voice Response). On correct confirmation of this information we will act on your instructions. We advise you to keep your personal information safe and not to disclose it to third parties, as doing so could endanger the security of your Account. You must inform us without undue delay if you become aware of the loss or theft of such information.

- 2.8 On satisfactory completion of the security procedures and acceptance of telecom mandate we will act on instructions given by you, including payment of money from your Account.
- 2.9 We may refuse to carry out any instructions if they are above a particular value, or if we believe there is a suspected breach of security. We will tell you about this.
- 2.10 We may terminate or suspend the Telephone Banking service at any time. We will tell you about it at least two months in advance. We may not be able to provide you with this advance notice if we discontinue this service to protect the security of your Account.

3. Debit Cards

- 3.1 A Debit Card is a card which is linked to your Current Account and displays the VISA debit logo. It can be used to make purchases from retailers or suppliers of services and allows withdrawal of cash from cash machine.

Issuing a card and Personal Identification Number ("PIN").

- 3.2.1 When you apply for an Account with us, you will receive a Debit Card to access and operate your Account. The PIN which is to be used with your card will be sent to you separately. We will not reveal your PIN to anyone else. The details of charges for your Debit Card are provided to you in the Rates and Charges Leaflet.
- 3.2.2 The card will be valid for an initial period of four years after which a new card will be issued. The card will be valid until the last Business Day in the month indicated on the card. If the card is lost or destroyed within the four year period specified, the card will be replaced.
- 3.2.3 You will receive our Debit Card Terms and Conditions with your card. The Rates and Charges Leaflet provides you the details on applicable charges for using the Debit Card.
- 3.2.4 If your Account is in joint names, these Terms and Conditions apply to each cardholder.

E. Money Transfers to India

Money Transfers to India

You can use your current account to make a payment in INR to a beneficiary in India using our Money Transfer to India Services.

A Current Account holder can avail the benefit of the Money Transfer to India services through any of our UK branches, Internet Banking and Mobile Banking. Payments can be made to any branches of ICICI Bank India or to non-ICICI Bank Branches in India using this service.

Please refer to our Money Transfer to India – Account Holder Terms and Conditions for details

F. Product-specific Terms and Conditions

1. Current Accounts

- 1.1 Currency and minimum balance: A Current Account can be opened in GBP or any other currency which we may offer. A minimum balance, as we may specify from time to time, shall be applicable.
- 1.2 Monthly average balance charge
 - We will apply a monthly average balance charge on your Current Account, based on the average balance maintained in all your Accounts with us, such as HomeVantage Current Account, SuperSaver Savings Account, SuperSaver Bond, Fixed Deposit or HiSAVE Accounts, for the respective month. The charges are detailed in the Rates and Charges Leaflet.
 - The monthly average balance is calculated by adding your daily closing balance of all your Accounts with us for the month and dividing it by the total number of days for that month. If you have a joint Account, we will consider the balances maintained across all the Accounts held by all the Account holders for calculating the monthly average balance on the Account.

- The monthly average balance charge for a month will be automatically deducted from your Account on the first date of the following month and will appear in your Account statement as 'Administration Charges'.
- On all cases where we were unable to recover the monthly average balance charge from your Current Account, we will recover that charge on the first Business Day in the next month.
- The monthly average balance charge will be applicable to all Current Accounts including active, inactive and dormant Current Accounts.
- The monthly average balance charge will not apply to blocked Accounts.

1.3 Funding at the time of Account opening –

To fund your GBP Current Account you can use any of the methods mentioned below.

- give us a cheque of a minimum £100 drawn on your UK based bank,
- give us deposit cash (minimum of £50) in the Branch
- transfer funds from another UK account using your other bank's debit card at a branch
- or transfer the money electronically to your Current Account, once the Current Account number is provided to you.

If your Account opening cheque is returned unpaid, your Account will be debited with the charges in accordance with the existing Rates and Charges Leaflet available in our Branches and on our Website.

2. SuperSaver Savings Accounts

- 2.1 Currency, minimum balance and eligible currency GBP only: No minimum balance required. Please check our Website link www.icicibank.co.uk/savings_supersaver.html to check the interest rates offered on the SuperSaver Savings Account.

Eligibility:

- a. You must have a linked Current Account with ICICI Bank UK PLC
- b. You must be at least 18 years old
- c. You must provide valid proof of identity and address.

2.2 Interest rates and payment of interest

- Interest rates are subject to change and may vary from time to time. You may enquire about the current rates at any of our Branches or by calling us on 0344 412 4444 (calls to this number use free plan minutes if available, otherwise they cost the same as 01/02 prefix calls).
- We will keep you informed about changes in the interest rates on your Accounts by sending you a personal notice within 30 days of the change.
- If we reduce the interest rate to your disadvantage, we will give you two months prior notice and if you wish, we will close your Account or help you switch your Account to a Bank of your choice.
- Interest is accrued daily on the day end cleared balance and paid into your Savings Account on the last Business Day of each month. This means that interest is compounded monthly.

2.3 Funds transfer

You may transfer funds from and to your Savings Account only to your linked ICICI Bank UK PLC Current Account. You may withdraw money from your SuperSaver Savings Account by providing a written request giving details of where the funds are to be transferred. You may also do this online through the secure channel of Internet Banking or Mobile Banking.

3. SuperSaver Bond

3.1 Term of SuperSaver Bond

The term of the SuperSaver Bond will start on the date on which we receive cleared funds in the SuperSaver Bond Account upon satisfactory completion of all documentation as required by us.

- 3.2 Currency, period and minimum balance SuperSaver Bonds can only be opened in GBP, with a

minimum balance of £1000 and for periods as specified by us from time to time.

Eligibility:

- (a) You must have a linked Current Account with ICICI Bank UK PLC
- (b) You must be at least 18 years old
- (c) You must provide valid proof of identity and address.

3.3 Interest rates

- Interest on the SuperSaver Bond(s) will be credited to your Account at the rate(s) as may be prescribed by the Bank from time to time and for periods as specified by us from time to time.
- Interest is accrued daily at the gross rate applicable at the time the Account is opened and is paid monthly, quarterly or annually into your linked Current Account depending upon the option chosen.
- Interest paid on SuperSaver Bond(s) is simple interest and not compounded.
- At the time of maturity of the SuperSaver Bond, funds will be transferred to your linked Current Account unless you ask us to reinvest the funds. In case you have not given any alternate instructions, the deposit will not earn any interest from the day following the maturity date of the deposit.

3.4 Interest rates are fixed at the time of release and no early withdrawals, closures or additional deposits are permitted during the term of your SuperSaver Bond.

3.5 If any SuperSaver Bond is due for payment on a day which is not a Business Day, the deposit will be payable on the next Business Day. Interest will be paid up to the Business Day on which the deposit was originally due and not the succeeding Business Day.

3.6 No early withdrawals from a SuperSaver Bond are allowed before the end of the agreed term. In exceptional circumstances withdrawal may be permitted before the term of the SuperSaver Bond concludes however this may result in loss of interest.

3.7 If a SuperSaver Bond Holder dies or becomes bankrupt, the deposit amount and accrued interest will be paid without notice or loss of interest. If the SuperSaver Bond is in a joint name and one of the Account holders dies, the survivor(s) may elect to transfer the amount of the deposit and interest to their sole name(s) for the remaining term or may opt to receive the amount of the deposit and interest without any notice or loss of penalty interest.

3.8 We will send you a deposit confirmation advice which will mention the details of the SuperSaver Bond e.g. amount, term, interest rate etc.

G. Other Terms and Conditions

1. Enquiries about an instruction

You can make an enquiry in respect of any instruction, whether made by you or another person, by contacting us on 0344 412 4444 (calls to this number use free plan minutes if available, otherwise they cost the same as 01/02 prefix calls) or in person at any of our Branches.

2. Cut off times, execution times and when you can cancel an instruction to make a payment

2.1 The cut off time is the time on a Business Day before which a payment instruction is treated as received by us for that Business Day. This means that if we receive a payment or a payment instruction after the cut off time, we will treat this as received by us on the next Business Day. If we receive a payment or a payment instruction on a day that is not a Business Day, we will treat this as received on the next Business Day. Cut off times vary for different types of payment and for different ways in which the payment is requested.

2.2 If you ask us to make a payment immediately, you cannot change or cancel the payment instruction because we start processing it when we receive it. You can cancel a standing order and any other payment which you have asked us to make on a future date as long as you tell us before 12:00 noon of the Business Day before which the payment is due to be made.

2.3 After any time limits for cancellation referred to in this paragraph have expired, you may cancel your instructions only if it is possible for us to do so.

Payment Type	How to request for a payment	General cut off time for giving us instructions	Maximum execution time	Payment limit	Can you arrange a payment to be sent on a future date?
Internal Transfers	Branch	4:30 PM	Same Day	NA	No
	Internet Banking	Anytime	Immediate to Next Business Day	20,000 per day	Yes
	Mobile Banking	Payments are unavailable during midnight to 7:00 AM	Immediate to Next Business Day	10,000 per day	No
Same Business Day Payment	Branch	1:00 PM	Same Day	100,000 per day	No
	Internet Banking	1:00 PM	Same Day	20,000 per Business Day	No
	Mobile Banking	1:00 PM Please note: Mobile Banking Payments are unavailable between midnight to 7.00am	Same Day	10,000 per Business Day	No
CHAPS	Branch	1:00 PM	Same Day	NA	No
SWIFT	Branch	GBP 1:00 PM USD 1:00 PM EUR 10:30 AM	Same Day (This may take longer depending on the country the money being sent to)	NA	No
Bankers Draft	Branch	GBP 4:00 PM USD 12:00 noon	Same day for GBP drafts. Next Business Day for USD drafts	NA	No
Standing Order	Branch	GBP 4:00 PM USD 1:00 PM	Same day for internal transfer if request is received during general business hours.	NA £20,000 per Business Day Refer Section C, paragraph 7	Yes ⁴
	Internet	Anytime	Same or Next Business Day for external transfer and if request is received before cut off.	Refer Section C, paragraph 7	Yes ⁶
Cash Deposit	Branch	4:30 PM	Immediate		No
Cash Payment	Branch	4:30 PM	Immediate		No
INR Demand Draft	Branch	4:00 PM	Same day		NA

Modification and cancellation of payments

Payment Type	Request Type		
Internal Transfer	Branch	12:00 noon, a Business Day before we execute payment	Future dated internet transfer can be modified or cancelled before we send the payment.
Standing Order	Internet Banking	Any time before execution date	Future dated internet transfer can be modified or cancelled before we send the payment.
	Branch		
	Internet Banking	12:00 noon, a Business Day before we execute payment	You can cancel a standing order at our Branches by submitting a request before 12:00 noon, a day before we execute payment.
		Any time before execution date	You can cancel a standing order by Internet Banking as day before we execute payments.

3. When payments will and will not be made by us

- 3.1 When we assess whether to make or authorise payments, we may consider any other payments we have made or agreed to make from your Account that day, even if those other payments have not already been deducted from your Account. You must take this into consideration when requesting payments.

We may delay or refuse to make or authorise a payment if:

- (a) We reasonably believe that you did not give us the instructions or
 - (b) Occasionally, for fraud prevention purposes, we may have to contact you to re-confirm some payments (example, high value payments) or ask for additional security information. If we reasonably suspect fraud or it is prudent in the interests of crime prevention. In such cases we will confirm the transaction by making a return telephone call to a telephone number that we hold on our records for you. We will decline payment requests made through Telephone Banking, Internet Banking or Mobile Banking if we are not able to contact you.
- 3.2 If we refuse to make a payment that you have requested we will inform you of this by the close of next Business Day. You can also contact us and we will tell you the reasons for the refusal of a payment and the procedure for correcting any errors that led to the refusal (unless a legal reason or certain other limited circumstances beyond our control prevent us providing this information to you).
- 3.3 We will act upon written instructions or recorded lines (as applicable depending on the method used for giving instructions) received by us. If we reasonably believe that such instructions are incorrect, unauthorised or fraudulent, we will refuse to act upon such instructions.

4. Conduct of your Account

4.1 Borrowing from us

- We may allow an overdraft on your Account if we feel that it is necessary to ensure that your Account is in order. If we do so, we will apply interest and charges as mentioned in our Rates and Charges Leaflet.
- For unauthorised overdrafts, we may charge our applicable fee, as per our Rates and Charges Leaflet, each time your Account becomes overdrawn and we will inform you accordingly.
- We may not allow a payment if it makes your Account overdrawn or exceed any agreed overdraft limit. If we do pay the cheque or other item or card transaction and your Account becomes overdrawn or you exceed any agreed overdraft limit, this does not mean that we have agreed to an overdraft or increased the limit. You must immediately pay enough money into your Account to cover the overdrawn amount or the amount that is over your agreed overdraft limit.
- We may use any amount you have in your Account and in any currency to settle overdrafts in your name and/or a joint Account. We will inform you before doing this unless we reasonably think that you will move your funds in order to prevent us from applying set-off. Please refer to

paragraph 13 in section G for other provisions on “set-off”.

4.2 We may ask you to sign a telecommunication mandate which authorises us to act on your instructions received by us through telephone and/or email. Instructions received by us through the secured channel of Internet Banking will also be executed by us on your behalf.

4.3 If a petition for a bankruptcy order is presented against you, we may:

- (a) Refuse to act on any instructions given by you or anyone else to make payments out of your Account unless you have previously obtained an appropriate order from the court and/or
- (b) Set up a separate Account in your name into which any of your future payments will be credited.

5. Liability

5.1 Making payments

- We will not be liable if your payment is delayed or sent to the wrong person because you gave us the wrong details. If a payment does go to the wrong person because you gave us the wrong details, we will use reasonable efforts to recover the payment.
- If you provide us with extra information to that specified by us, we will only be responsible for making the payment based on the information we have told you we require.
- For payments to another bank account, we will make sure payments are sent to the beneficiary’s bank. It is that bank’s responsibility to make sure the payment is added to the bank account of the beneficiary.
- If you have instructed us to make a payment, we are responsible for it being made correctly to the beneficiary bank. If required, we will prove to you or the beneficiary bank (as appropriate), that the payment was received by the beneficiary bank within the timescales for executing payments.
- If we do not carry out your instructions, delay doing so, or do not do so correctly, we will be liable for losses, including charges we may have applied at the time of execution of the transaction and any resulting interest loss. We will not be liable to you for any losses we could not reasonably be expected to have foreseen.
- We will take reasonable steps to ensure that email and other transmissions passing over the internet remain confidential and are not interfered with. However, we cannot completely guarantee the privacy or confidentiality of any information passing over the internet or that it will not be interfered with.
- Provided we have exercised reasonable care we shall not be liable to you for any loss or damage suffered by you:
 - (a) Where we have acted on your instructions correctly or
 - (b) Where our services are unavailable or delayed by any unavoidable circumstances beyond our control such as war, riots (or threats of war or riots), governmental or court orders
 - (c) If your instructions are inaccurate, incomplete, or wrong.

5.2 Preauthorised transactions

5.2.1 Payments authorised by you and carried out by the payee (for example, where you authorise a payment to be taken from your Debit Card, or a Direct Debit) will be immediately refunded where:

- (a) The amount of the payment exceeded what you could reasonably have expected (except that you cannot complain about increases resulting from exchange rate fluctuations)
- (b) Your authorisation did not specify the exact amount of the payment and
- (c) You request the refund within eight weeks of the payment from your Account.

To be entitled to an immediate refund, you must provide the information reasonably necessary to establish that these terms have been satisfied. The reason for refusing any refund will be provided within 10 Business Days of the date of your request or receipt of any further information required. If you are not satisfied with the reason for refusing a refund, please contact your local Branch or our Telephone Banking service. If we discover subsequently that you are not entitled to a refund, we will be entitled to reapply the payment(s) to

your Account, together with any applicable interest and/ or charges.

You will not be entitled to a refund where you have given your consent to the payment directly to us and at least four weeks in advance:

- (a) We or the payee have provided you with information about the payment or
- (b) Information about the payment was made available to you by our online banking service, or at any Branch.

5.2.2 The above paragraph does not apply to payments where the recurring payment amount is fixed.

5.3 Unauthorised transactions

You must read your statements carefully on receipt or when they are available online. If you suspect that an unauthorised or incorrect payment has been made from your Account please contact us immediately by visiting any Branch or using our Telephone Banking service. If you do not tell us promptly and in any event within 13 months after the date the payment was debited, you may not be entitled to have any errors corrected or amount refunded. Otherwise and subject to paragraph 6.2 below, an unauthorised or incorrect payment of which you have given notice will be refunded and, where applicable, your Account will be restored to its position had the unauthorised or incorrect payment not taken place. We will have no further liability to you in relation to any unauthorised payment.

6. Liability for unauthorised transactions

6.1 You will be liable up to a maximum of £50 for any losses incurred in respect of unauthorised payments from your Account arising:

- a. From the use of a lost or stolen card or security details
- b. Where you have failed to keep your security details safe.

6.2 You will be liable for all losses if:

- a. You have acted fraudulently, which includes allowing another person to make payments or
- b. You have intentionally or with gross negligence failed to keep your security details secret and safe.

You will not be liable for any losses occurring after you have informed us that your security or personalised details are no longer safe.

6.3 You will not be responsible for any unauthorised payments where:

- a. You have not yet received your security details or
- b. These have been made by someone who has your security details and has used them without your authority to make a payment where the Account holder does not need to be present, such as the purchase of goods or services by telephone, over the internet or mail order.

6.4 Compensating us for loss

You must compensate us for loss or damage which is caused to us as a result of either of the following:

- a. You have acted fraudulently or
- b. You have not observed these Terms and Conditions and this was done intentionally or with gross negligence.

The amount paid by you under this condition will represent a reasonable assessment of our losses. This includes the reasonable costs incurred by us in investigating and managing the matter as well as our reasonable legal costs.

The protection provided by you under this condition will not apply if we deliberately or negligently caused the loss or if it is not consistent with relevant laws or regulations.

7. Suspension/ restriction of services like Internet Banking, Telephone Services, Debit Cards

7.1 We may suspend, withdraw or restrict the use of our services where:

- a. We have reasonable grounds to suspect that your security details have not been kept safe
- b. We have reasonable grounds to suspect unauthorised or fraudulent use of your security details or
- c. We consider it appropriate for your protection.

Unless we are unable to contact you or there is a legal reason or other circumstances beyond our control preventing us from doing so, we will tell you before taking this action and provide our reasons for doing so. If we are unable to contact you beforehand, where possible we will tell you and give our reasons afterwards.

7.2 You can ask us to lift any suspension on your services by contacting us. However we may refuse to act on such a request if this would compromise our reasonable security measures or if it is unlawful to do so.

8. Interest rates

8.1 You can find out about our interest rates by calling us on 0344 412 4444 (calls to this number use free plan minutes if available, otherwise they cost the same as 01/02 prefix calls), visiting our Website, looking at the notices in our Branches or asking our staff. When you open an Account, we will give you information on the interest rates which apply to your Accounts. We will also tell you our Website address, our customer service numbers and the other ways in which you can find out about charges and the interest rates on your Accounts.

8.2 If you ask us, we will give you a full explanation of how we work out the interest. You may also ask our staff at any of our Branches or a customer service officer on 0344 412 4444 (calls to this number use free plan minutes if available, otherwise they cost the same as 01/02 prefix calls) for such an explanation.

8.3 When you have money in your Account (depending upon which Account you hold), you may be eligible to earn interest on it. If so, we will work out the interest due on the cleared amount in your Account at the close of business every Business Day. The interest will be paid into your Accounts on the last Business Day of each month. This means that interest is compounded monthly.

8.4 Income tax will no longer be deducted from the interest you earn on your Savings Account. These changes have taken effect on 6th April, 2016.

8.5 You must update us with any changes in your status or information such as your residential address or changes that are relevant to your tax affairs. Some services may no longer be available if your status changes (for example, if you become resident in another country). We may be required to pass information about you, directly or indirectly, to tax authorities or any other regulator. We may also have to deduct withholding taxes from any interest or income we pay or pass on to you.

8.6 Changes to interest rates

8.5.1 When we change the interest rates on your Accounts, we will update the information with our Branches, call centre and Website. To help you compare rates, the old rates will also be available from our customer service and on our Website.

8.5.2 We may change interest rates applied to money you have with us in your Account in the following ways:

- a. If the change is to your advantage, we will tell you about the change personally or by putting notices in our Branches within 30 days of the change and
- b. If the change is to your disadvantage, we will always tell you personally at least two months beforehand. If you are dissatisfied with the changes, you will have a right to switch or close your Account without loss of interest or any additional charges.

We will change the interest rates only for valid reasons such as changes in market conditions, the cost of providing service to you, or legal or regulatory requirements affecting us.

9. Charges

9.1 When you open your Account we will give you details of any charges for the day-to-day running of your Account. You can also find out about these charges by calling our customer service, visiting our website or asking our staff. You can download the latest copy of our rates and charges from our Website.

9.2 If we increase any of these charges or introduce a new charge, we will always tell you personally at least two months beforehand. If you are dissatisfied with the changes, you will have a right to switch

or close your Account without loss of interest or any additional charges. We will increase charges only because of valid reasons such as changes in market conditions, the cost of providing service to you, or legal or regulatory requirements affecting us.

- 9.3 If any sum due and payable by you is not paid on the due date you will be liable to pay interest (both before and after judgment) on such sum at such rate or rates as we may from time to time stipulate, from the date payment is due up to the date of payment.
- 9.4 When you give us any instructions on the telephone to carry out a transaction or a service where there is a charge, our customer service officer will inform you of the charge and seek your confirmation before proceeding with the instructions.

10. Statements

- 10.1 We will give you regular monthly Account statements for your current and savings Account. You will be able to access your monthly Account statement in a secure PDF format by logging into your Account online. Your Account statement will be available to view and download in a .PDF format. We will not charge you for this service. The .PDF statement can be viewed by installing Adobe Acrobat Reader on your computer.
- 10.2 Please contact us through email, telephone or by visiting our Branches if you wish to receive your statements by post. You can receive your Account statements by post at no extra charge.
- 10.3 For the security of your Account we will not provide you with statements if your Account is inactive or dormant. Please refer to section B, paragraph 6 for information on Inactive and Dormant Accounts.
- 10.4 You can ask us to send you a copy of a paper statement we have already provided but we will charge you for this.
- 10.5 Your statements will show all amounts added to or taken from your Account since the previous statement along with details of individual transactions.
- 10.6 We may use messages on or with your statements to tell you about changes to these Terms and Conditions or to other agreements or services you have with us.
- 10.7 If you have a joint Account we will provide the statement to each of you.
- 10.8 You should read your statements and tell us as soon as possible if you believe there is an incorrect entry.

11. Changes to these Terms and Conditions

- 11.1 We may change these Terms and Conditions, including our charges, for valid reasons such as changes in market conditions, the cost of providing service to you, legal or regulatory requirements affecting us or any development of our systems or processes. If we believe any term is not clear, we will modify it to make it simple and clear without altering the meaning.
- 11.2 We will advise you of any such changes covered under paragraph 11.1 including changes to charges, which are to your disadvantage, by sending you personal notice (sent electronically) at least two months in advance of the change. If you are dissatisfied with the changes, you will have a right to move or close your Account without loss of interest or any additional charges.
- 11.3 We will advise you of any changes covered under paragraph 11.1, including changes to charges, which are not to your disadvantage, by sending a personal notice (sent electronically) within 30 days of making such change.
- 11.4 If any major change is made, or many minor changes are made in one year, we will provide a copy of the new Terms and Conditions or a summary of the changes. You can also view the Terms and Conditions from our Website.

12. Closing your Account

- 12.1 You can close your Account at any time by writing to us at your Branch or ICICI Bank UK PLC, PO Box 68921, One Thomas More Square, London E1W 9HB or by visiting any of our Branches. You should return any Debit Cards or unused cheques provided to you (cutting both before sending them).
- 12.2 If you have a joint Account, we would require all joint holders to authorise closure of the Account.
- 12.3 You must repay any money you owe us, including charges, the amount of any cheques, card transactions or other payment instructions you have made, which have not been taken from your

Account.

- 12.4 Unless specified by you, we will send a cheque for the money we owe you to your last address on our records. We will only pay or transfer the money in your Account(s) to you and not to any other person.
- 12.5 If you require your interest certificate for your Account(s) closed during the current year, you can make a request for this with our Customer Service Centre.
- 12.6 We can also close your Account by giving you not less than two months' notice before we close your Account.
- 12.7 We can also close your Account immediately if you have been, or we reasonably consider you may be:
- a. Seriously or persistently breaking these Terms and Conditions in any other way or
 - b. Using or obtaining, or allowing someone else to use or obtain, a service or money illegally
 - c. Acting fraudulently
 - d. Behaving improperly (for example, in a threatening or abusive manner to our staff) or
 - e. Giving us false information or
 - f. Using your Account for an illegal purpose.
- 12.8 If we plan to close, move or significantly reduce (by 30%) the opening hours of your Branch, we will tell you at least 12 weeks beforehand. We will also tell you how we will continue to provide Banking services to you, including your nearest Branch.
- 12.9 You must inform all third parties with whom you have arranged direct debits and standing orders of the closure of your Account. If someone sends a payment to your closed Account, we will take reasonable steps to return the payment to the sender.
- 12.10 In the event of your death:
- (a) We will ask the personal representative of the deceased to provide proof of their authority and then transfer the balance to the personal representative. The Account will be blocked when we receive notice of the Account holder's death.
 - (b) In the case of joint Accounts, if any one of the Account holders dies, we will accept instructions from the survivor(s) and the Account will pass into their name(s).
 - (c) We may not permit any withdrawal from an Account where an Account holder has died until we have received the correct forms relating to the estate.
- 12.11 Your account cannot be used by any third party for their own purposes. We may refuse to process such transactions or close your account without notice where we reasonably consider that such third party transactions have occurred on your account

13. Set-off

- 13.1 We may use any credit balance (in any currency) on any Account you hold with us to repay any amounts that you owe us, including amounts you owe us for unauthorised overdrafts on your Accounts, together with any related charges. This applies to Accounts held in your own name or jointly. We will inform you before doing this unless we reasonably think that you will move your funds in order to prevent us from applying set-off.
- 13.2 We can exercise our right of set-off as described above even if there is a court decision against you or you are fined unless the court instructs us otherwise, or we are otherwise prevented by law.

14. Promotions

We may run promotions from time to time for you, which may only be available to certain eligible customers.

15. Your information: How we use/process it

- 15.1 We will treat all your personal information ("your information") as private and confidential (even when you are no longer a customer). By "your information" we mean any information about you that you or third parties (such as credit reference agencies, fraud prevention agencies or third parties associated with you) provide to us. We will process your information in accordance with the Data

Protection Act 1998, and any other applicable laws.

15.2 We and other Group companies will access, use and analyse your information for the following purposes:

- To manage, maintain and develop our relationship with you
- To consider any applications made by you
- To manage your Account(s)
- To make financial risk assessments including money laundering checks and for fraud prevention purposes
- To meet our regulatory, compliance and reporting obligations
- To provide you with information in relation to products, services and events of both Group companies and third parties which we consider may be of interest to you. However, we will do so only if you have given an explicit consent for this. If at any time, you want to revoke your consent, you may write us at ICICI Bank UK PLC, One Thomas More Square, London E1W 1YN.
- For assessment and analysis purposes including market and product analysis, and behaviour scoring
- To prevent crime, to verify your identity
- To develop and improve our services to you and to notify you about changes to our services.

15.3 We will not disclose your information outside the Group except:

- Where we have your permission
- If we are required or permitted to do so by any law or regulation
- To credit reference and fraud prevention agencies and identity and address verification organisations (who may record and use your information and disclose it to other lenders), financial services organisations and insurers. Your information may be used by those third parties to make assessments in relation to your creditworthiness for debt tracing, fraud and money laundering prevention purposes.
- If false or inaccurate information is provided and fraud is identified, details will be passed to fraud prevention agencies. Law enforcement agencies may access and use this information.

We and other organisations may also access and use this information to prevent fraud and money laundering, for example, when:

- Checking details on applications for credit and credit related or other facilities
- Managing credit and credit related Accounts or facilities
- Recovering debt
- Checking details on proposals and claims for all types of insurance
- Checking details of job applicants and employees. Please contact us at 0344 412 4444 (Calls to this number use free plan minutes if available, otherwise they cost the same as 01/02 prefix calls) if you want to receive details of the relevant fraud prevention agencies.
- To government entities and regulatory bodies in order that those entities may discharge their responsibilities and obligations or exercise their powers or functions
- To persons who act as our agents and service providers. Where we use agents and service providers this will be under a strict code of confidentiality and we will ensure that they have adequate security measures in place to safeguard your information.
- To a third party to whom we transfer or may transfer our rights and duties under your customer agreement or any other agreement we enter into with you. We will transfer our rights and obligations only to those third parties whom we reasonably consider capable of performing them so that there is no reduction in the service standard provided to you by us.
- To third parties as part of the process of selling one or more of our businesses To carefully

selected third parties so that they can contact you about products or services that they think may interest you. We will pass your information to third parties for marketing purposes only if you have given an explicit consent for this.

- 15.4 We and other organisations may access and use from other countries the information recorded by fraud prevention agencies.
- 15.5 We may transfer your information to Group companies or third parties situated in other countries (including outside the European Economic Area) for the purposes of carrying out your order, processing your payment instructions, provision of support services etc. We will take all steps reasonably necessary to ensure that such Group companies or third parties agree to apply similar levels of protection as we are required to apply in the UK.
- 15.6 We will use your information to inform you by mail, telephone or email about products and services that may be of interest to you. You can tell us if you do not want to receive such marketing information.
- 15.7 Under the Data Protection Act 1998, you have the right to see the personal records we hold about you. We may charge you a small fee (Currently £10) for supplying the information and may require as appropriate your identity before doing so.
- 15.8 You have the right of access to your personal records held by credit reference and fraud prevention agencies. We will supply their names and addresses upon request by you.
- 15.9 We require your prior written permission or request if we are asked to give a banker's reference about you. This reference is no more than an opinion and is in no way a guarantee of your ability to make payments.
- 15.10 We may monitor or record calls, emails, text messages or other communications in accordance with applicable laws. Such recording or monitoring may take place for business purposes such as quality control and training, prevention of unauthorised use of our telecommunication systems and website, ensuring effective systems operation, prevention or detection of crime, and protection of your personal data.
- 15.11 If in trying to contact you by telephone we are unable to speak to you, we may leave a message for you to call or contact us.
- 15.12 We will disable your Customer ID if you have closed all accounts with us. We will continue to retain your personal details for a period of ten years after the end /closure of the relationship with us.

16. Credit reference and fraud prevention

16.1 Data sharing

We may record, exchange, analyse and use relevant information about you and your relationships with the companies in our Group (including the nature of your transactions) for credit assessment, market research and administrative purposes. Relevant information may also be exchanged with companies in our Group and others, for audit purposes.

16.2 Crime prevention and debt recovery

To prevent crime, to verify your identity and to recover debt, we may exchange information (both within the UK and, where appropriate, overseas) with other companies in our Group and, where appropriate, with fraud prevention and debt recovery agencies and other organisations including other lenders.

- 16.3 Where you borrow or may borrow from us, we may give details of your Account and how you manage it to credit reference agencies. If you borrow and do not repay in full and on time, we may tell credit reference agencies who will record the outstanding debt.

17. Financial difficulties

- 17.1 We will consider cases of financial difficulty sympathetically and positively. Our first step will be to try to contact you to discuss the matter. If you find yourself in financial difficulties, you should let us know as soon as possible. We will do all we can to help you to overcome your difficulties. With your cooperation, we will develop a plan with you for dealing with your financial difficulties and we will tell you in writing what we have agreed.
- 17.2 The sooner we discuss your problems, the easier it will be for both of us to find a solution. The more you tell us about your full financial circumstances, the more we may be able to help.

- 17.3 If you are in difficulties, you can also get help and advice from debt-counselling organisations. We will tell you where you can get free money advice. You should also be aware that there are other companies that charge a fee for managing your debts. You should check the fees that may be charged before asking these companies to act on your behalf.
- 17.4 In certain circumstances we may pass your debt to another organisation or debt-collection agency. We will always choose reputable firms which have subscribed to the Lending Code. In other circumstances, we may sell your debt. We will always choose reputable firms if we do this.

18. Your statutory rights

Nothing in these Terms and Conditions will reduce your statutory rights including your rights relating to described Accounts or services, the fairness of Terms on which they are provided to you, any rights you may have to close your Account and/or claim compensation. For further information about your statutory rights contact your local authority Trading Standards Department or the Citizens Advice Bureau.

19. Complaints

If you want to make a complaint, please contact us in one of the following ways

Write to us at:

Customer Relations

ICICI Bank UK PLC,

One Thomas More Square, London E1W 1YN

Walk into your nearest ICICI Bank Branch and speak to a member of staff.

Telephone: Customer Service Centre on 0344 412 4444 (Calls to this number use free plan minutes if available, otherwise they cost the same as 01/02 prefix calls) or 02034785319 to inform us of your concerns.

Email: ukcustomerrelations@icicibank.com

We will arrange for the right person within the bank to investigate and respond to your concerns. (You must not send us your password, or other information you consider confidential, by e-mail or post). In certain cases the responder may not be the same person who initially received your complaint but will be best equipped to help you.

We will send you an acknowledgement to let you know we have registered your complaint. We will aim to resolve your complaint within 3 Business Days, however, there may be occasions where it may take longer. If this happens, we will do our best to resolve your complaints as soon as possible. If we do need more time, we will contact you to let you know. At latest, your complaint will be resolved within 8 weeks, and we will send you a final response letter which will detail our findings of our investigation. In the unlikely event that you remain unhappy with our response, or we have not sent you a final response within 8 weeks of the original complaint you have the right to take your complaint to the Financial Ombudsman Service. If you would like the Financial Ombudsman service to look into your complaint, you must contact them within six months of the date of the final responses. You can find out more about the Financial Ombudsman Service by asking for the FOS leaflet at any of our Branch or you can write to:

The Financial Ombudsman Service

Exchange Tower

London E14 9SR

Website: www.financial-ombudsman.org.uk

Email: complaint.info@financial-ombudsman.org.uk

Telephone: 0300 123 9 123 or 0800 023 4567

20. Miscellaneous

20.1 Applicable law

These Terms and Conditions are governed by English law and any dispute between you and us will be subject to the non-exclusive jurisdiction of the courts of England and Wales.

20.2 Notice

We may use any contact details you have provided us with, including your postal address, telephone number and email address for any notice or other communication we may make to you, or may deliver it to you personally. Any writ, summons or other process may be served upon you by posting the same to you or handing it to you personally. However, we may serve process upon you by any other means permitted by law.

20.3 Circumstances beyond our control

If we fail to perform our obligations towards you because of any event beyond our control such as war, riots, governmental or court orders or similar circumstances, then we:

- Will try to perform such obligations as soon as reasonably practicable or
- We may close your Account by giving two months notice to you.

In such circumstances, you may also terminate this contract without any penalty.

20.4 Transfer of rights and obligations

You may not transfer any of your rights or obligations in relation to your Account or assign or transfer any Account or deposit. We may transfer all or any of our rights in relation to your Account. We may also transfer any of our obligations, or arrange for any other party to carry out our obligations, but only to someone we reasonably consider capable of performing them so that there is no reduction in the service standard provided to you. We will give you two months advance notice before we make any such changes. You have the right to close or switch your Account within this two month period without incurring any penalty or extra charges.

20.5 Relaxation of Terms and Conditions

If we relax any of the Terms and Conditions this may be a temporary measure or a special case and we may enforce them again upon reasonable notice.

20.6 Important information about Financial Service Compensation Scheme

- We are covered by the Financial Services Compensation Scheme (FSCS). The FSCS can pay compensation to depositors if a Bank is unable to meet its financial obligations. Most depositors- including most individuals and businesses – are covered by the scheme.
- In respect of deposits, from 1 January, 2016 an eligible depositor (is entitled to claim up to £75,000. For joint accounts each account holder is treated as having a claim in respect of their share so, for a joint account held by two eligible depositors, the maximum amount that could be claimed would be £75,000 each (making a total of £150,000). The £75,000 limit relates to the combined amount in all the eligible depositor's accounts with us including their share of any joint account, and not to each separate account.
- For further information about the compensation provided by the FSCS (including the amounts covered and eligibility to claim) please ask at your local branch, refer to the FSCS website, www.fscs.org.uk or call the FSCS on 0800 678 1100 or 020 7741 4100. Please note only compensation related queries should be directed to the FSCS.

- **To learn more, contact us at:**

0344 412 4444

Calls to this number use free plan minutes if available, otherwise they cost the same as 01/02 prefix calls

ukservice@icicibank.com

www.icicibank.co.uk

Visit our branches or office at:

92 – 94 Soho Road, Handsworth, Birmingham B21 9DP

291, High Street North, Manor Park, East Ham E12 6SL

29 College Road, Harrow, Middlesex HA1 1BA

293, Roundhay Road, Leeds, Yorkshire LS8 4HN

25/31 Cheetham Hill Road, Manchester M4 4FY

45 South Road, Southall, Middlesex UB1 1SW

47 Ealing Road, Wembley HA0 4BA

1 Thomas More Square, London E1W 1YN (by appointments only)

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