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 [ukservice@icicibank.com](mailto:ukservice@icicibank.com)

 [www.icicibank.co.uk](http://www.icicibank.co.uk)

Visit our branches at:

43 - 45 Colmore Row, City, **Birmingham** B3 2BS

2 - 4 Station Street - East, **Coventry** CV6 5FJ

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

29 College Road, **Harrow**, Middlesex HA1 1BA

293, Roundhay Road, **Leeds**, Yorkshire LS8 4HN

1 St. Michael's Avenue, **Leicester** LE4 7AH

21 Knightsbridge, **London** SW1X 7LY

25/31 Cheetham Hill Road, **Manchester** M4 4FY

102, The Village, High Street, **Slough** SL1 1HP

45 South Road, **Southall**, Middlesex UB1 1SW

47 Ealing Road, **Wembley** HA0 4BA

Ver 1.0 October 2009

## Terms and Conditions

Effective from November 1, 2009

Remittance Service - Non Customers



Issued and Approved for the purpose of Section 21 of the Financial Services and Markets Act, 2000 by ICICI Bank UK PLC (Company No. 04663024) having its registered office at One Thomas More Square, London E1W 1YN. ICICI Bank UK PLC is authorised and regulated by the Financial Services Authority (registration number: 223268). It is subject to the laws of England and Wales. ICICI Bank UK PLC is a 100% owned subsidiary of ICICI Bank Limited. ICICI Bank Limited is regulated and authorised to take deposits in India by the Reserve Bank of India. Terms and Conditions apply for all products and services. This information is not intended to nor should it be construed to represent that ICICI Bank UK PLC or its affiliates provide products or services in jurisdictions where they are not licensed or registered to do so. All ICICI Bank logos and trademarks are the property of ICICI Bank Limited.



## Remittance Service

These Terms and Conditions ("Terms and Conditions" as amended from time to time) are effective as of November 1, 2009 and supersede any previous terms and conditions applicable to the Service, and shall apply to the use by the Registered User of the Service provided by ICICI Bank UK PLC ("ICICI Bank"). The Terms and Conditions, together with the terms of the remittance registration form and any other items incorporated by reference, will apply when the Registered User accesses the Service.

Usage of the Service will indicate acceptance of the Terms and Conditions.

### 1. Definitions

Unless the context indicates otherwise, the following words and phrases shall have the meanings as assigned below:

"Applicant" shall mean a resident of the United Kingdom who wants to apply for the Service and will be required to successfully complete the registration process to become a Registered User of the Service.

"Beneficiary" shall mean a person to whom the Registered User of the Service would like to remit funds using the Service.

"Beneficiary Bank" shall mean the bank, with which the Registered Beneficiary holds an account.

"Charges" shall mean the charges levied by ICICI Bank for use of the Service by the Registered User.

"Registered Beneficiary" shall mean a person who has been registered by the Registered User with ICICI Bank and nominated by the Registered User to receive payments through the Service.

"Registered User" shall mean an Applicant who has successfully completed a remittance registration form and has been issued a Remittance ID.

"Remittance ID" shall mean a remittance identification number.

"Service" shall mean the remittance service offered by

ICICI Bank to the Registered User through which money may be sent to a Registered Beneficiary.

"Transaction ID" shall mean an identification number which will be issued to the Registered User upon confirmation of instructions to Transfer funds.

"Transfer" shall mean the payment of funds authorised by the Registered User through the Service to be processed and delivered to the Registered Beneficiary.

"Transfer Time" shall mean the number of Working Days taken for a funds Transfer to be credited to the Registered Beneficiary's account with the Beneficiary Bank.

"Website" shall mean ICICI Bank's website [www.icicibank.co.uk](http://www.icicibank.co.uk).

"Working Days" shall mean days excluding public or banking holidays and weekends (Saturday and Sunday) in the United Kingdom, United States of America and in the country of residence of the Registered Beneficiary.

### 2. Registration

2.1 To use the Service an Applicant must first become a Registered User.

2.2 To become a Registered User the Applicant will need to complete a remittance registration form. The Applicant will be asked to provide independent documentary evidence of his/her identity and/or permanent address for fraud prevention and compliance with anti money laundering regulation purposes. ICICI Bank may do this electronically, using a reference agency or ask for documentary evidence. ICICI Bank will check the identity at the time of submission of application and at any time during continuance of the relationship the Registered User holds with ICICI Bank. The documents listed in the registration form are not an exhaustive list. The Applicant will be allowed to only initiate a remittance transaction upon successful registration as a Registered User and when ICICI Bank has received satisfactory documents. ICICI Bank may ask the Registered User to update these documents from time to time and the

service may be subject to such updation. Such updation may be done at least annually and when the Registered User informs ICICI Bank of a change in personal details.

- 2.3 ICICI Bank is entitled to decline to accept and register an Applicant as a Registered User.
- 2.4 Once ICICI Bank has processed the application and upon successful registration as a Registered User, ICICI Bank will provide the Applicant with a Remittance ID confirming his/her status as a Registered User.
- 2.5 A Registered User shall not be entitled to more than one Remittance ID at any given point in time.

### **3. Remittance Services**

- 3.1 Registered Users may avail of the Service only by visiting the branch from the list of branches (available at <http://www.icicibank.co.uk/contactus.html>) upon successful registration as a Registered User.
- 3.2 ICICI Bank will try to contact the Registered User using the contact details provided on the remittance registration form, if required, to process the Transfer or in case of rejection of Transfer, like additional details requirements. However, if the Registered User is not contactable on the details as provided, ICICI Bank will not be responsible for any loss, damage or delay in processing or reversing the Transfer request.

In the event of any incomplete or incorrect information or any discrepancy on the Transfer transaction form, ICICI Bank will notify the Registered User within 3 Working Days of the receipt of the request. The notification will include the reasons for not processing the Transfer and the requirement of the Registered User to correct any errors that may have led to holding the Transfer request for want of complete and accurate information. However, in case of Transfers to banks other than ICICI Bank Limited, India, the Registered User will receive a notification (on his/her email ID as submitted on the remittance registration form) within 3 Working Days of the date of receipt of rejection by the Beneficiary Bank.

- 3.3 For Transfer of cash amounts above the limit as specified by ICICI Bank, from time to time, the Registered User may be required to provide ICICI Bank with a proof of withdrawal of funds through legitimate means. ICICI Bank may change these limits at its sole discretion.

### **4. Registered Beneficiary Details**

- 4.1 Using the Service, remittance can only be made to a Registered Beneficiary.
- 4.2 In order to register a Beneficiary the Registered User will have to provide ICICI Bank with the following details for each Beneficiary:
  - (a) Name of the Beneficiary
  - (b) Postal address of the Beneficiary
  - (c) Beneficiary's account number
  - (d) Beneficiary Bank's complete postal address with post code (in case of transfers to banks other than ICICI Bank Limited, India).
- 4.3 Where the Beneficiary is an account holder of ICICI Bank Limited, India the Registered User will have to provide ICICI Bank with the account number of the Beneficiary and the type of account.
- 4.4 Where the Beneficiary is not an account holder of ICICI Bank Limited, India the Registered User will have to provide ICICI Bank with the name of the Beneficiary's Bank, complete branch address with postal code, account number along with the type of the account that the Beneficiary holds. Where the Registered User requires remittance of funds to be made by demand draft, the address of the Beneficiary will be required.
- 4.5 The Registered User will be required to provide ICICI Bank with certain additional details for each of the Beneficiaries registered depending on the Transfer payment method and purpose of remittance.
- 4.6 The Registered User may not use the Service to send money to any Beneficiary until that Beneficiary is approved

and registered by ICICI Bank. There is no limit on the number of Beneficiaries that may be registered by a Registered User under the Service. The Registered User only needs to complete the registration process once for each Beneficiary. Each time a new Beneficiary is registered or there are changes to the existing details, the Registered User will be required to provide his/her photo identity along with his/her Remittance ID. This proof will only hold good for a period of 1 year and will be required to be re-submitted each time upon the expiry of a period of 1 year from the date of the previous submission. Processing of Beneficiary registration requests shall be subject to conducting anti-money laundering checks as per applicable laws. Following successful processing of the registration request and ICICI Bank's approval of the Beneficiary, the Beneficiary will be registered for the Service and may begin to receive remittances from the Registered User in accordance with the Terms and Conditions. ICICI Bank reserves the right to refuse to register any Beneficiary for the Service, or to terminate the registration of any Registered Beneficiary at any time, in each case at its sole discretion.

## 5. The Service, Payment Methods, Charges and Transfer Times

A Registered User may request ICICI Bank to send payments to a bank account of a Registered Beneficiary.

5.1 Registered Users may use the Service only to make Transfers to India. A Registered User may Transfer money only in GBP (originating currency) towards his/her Registered Beneficiary in INR (disbursing currency).

5.2 ICICI Bank will transfer the funds to the Registered Beneficiary depending upon the payment method chosen by the Registered User for transferring money to the bank account of the Registered Beneficiary in accordance with the Terms and Conditions of the Service provided by ICICI Bank.

Mode of acceptance of funds from the Registered User to make a Transfer using the Service:

- (a) cash
- (b) cheque\*

\*Credit of funds accepted through cheques will be done on the sixth Working Day from the day of the cheque deposit, subject to clearing of funds.

5.3 The cut off time for acceptance of Transfer requests (only through cash deposits) on a Working Day, limits and other details of the payment modes provided by ICICI Bank for processing the request are as below:

Payment type	How you can request for a payment	Cut off time for giving instructions to ICICI Bank	Time taken by ICICI Bank to send the money to the Beneficiary Bank *	Payment limit**	Charges
Money transfer to India where the Registered Beneficiary has an INR account with ICICI Bank Limited, India' - 2 day service*	Branch	16.30 BST	2 Working Days	No Limit	£2 – when transferring less than GBP 200 Free - when transferring GBP 200 and above
Same day transfer to India where the Registered Beneficiary has an account with ICICI Bank Limited, India'	Branch	15:30 BST	Same Working Day	No Limit	£5

Money transfer to India, where the Registered Beneficiary has an INR account with other banks in India ***	Branch	16.30 BST	3 to 4 Working Days	No Limit	£4
INR Demand draft for money transfer to any bank in India, issued at UK branch	Branch	16.30 BST	The demand draft will be sent within 2 Working Days	No Limit	£6
INR Demand draft for money transfer to any bank in India, issued from India	Branch	16.30 BST	The demand draft will be sent within 2 Working Days	No Limit	£6

\*Please note that the time lines are subject to Working Days in the United Kingdom, United States of America and the Registered Beneficiary country.

\*\*Accounts which can receive foreign inward remittances as per Reserve Bank of India guidelines.

\*\*\* Banks participating in an electronic funds transfer facility offered by Reserve Bank of India (details of participating banks are available on request in the branches).

5.4 For each Transfer, the Registered User will have to inform ICICI Bank of the amount in GBP to be remitted to the Registered Beneficiary and give confirmation for further processing of the Transfer.

5.5 Once a Transfer along with the Registered Beneficiary details has been confirmed by a Registered User, it cannot be changed.

5.6 The Registered Beneficiary may also have to pay the charges as applicable by the Beneficiary Bank and of which ICICI Bank may not be aware of. Such charges may be deducted by the Beneficiary Bank from the amount that is transferred and credited to the account of the Registered Beneficiary.

5.7 Once the Registered User has confirmed the Transfer a Transaction ID for the same will be issued to him/her at the branch.

## 6. Exchange Rates

When a Registered User gives instructions to ICICI Bank through any of the ICICI Bank's branches by depositing cash, ICICI Bank will confirm the exchange rate for the Transfer before instructions are confirmed by the Registered User. However, while transferring funds by depositing a cheque through any of the ICICI Bank branches, the exchange rate applied will be of the first rate prevailing on the sixth Working Day of the deposit of cheque.

## 7. Responsibilities of a Registered User

A Registered User of the Service accepts and agrees to the following:

7.1 It is the responsibility of the Applicant to provide correct, accurate and updated data for registration as a Registered User. In case the details provided are incorrect or incomplete, ICICI Bank may decline to register the Applicant as a Registered User of the Service.

7.2 The Registered User will have to disclose the purpose of the Transfer and ensure that the use of the Service by him/her shall not in any way, directly or indirectly violate any law, statute, ordinance, contract or regulation in the originating and disbursing country including but not limited to gambling activities, or otherwise be in breach of the Terms and Conditions.

7.3 The Registered User is responsible for ensuring that the details concerning each Registered Beneficiary are correct and it is the responsibility of the Registered User to verify the accuracy of details of the intended destination of the funds to be transferred and to accurately complete any form provided for the purpose of making a Transfer or using the Service. If the Registered User refuses or fails to provide correct, accurate and updated data of the Beneficiary, ICICI Bank may decline the request to register such a Beneficiary under the Service.

7.4 In case of a change in personal details/information as provided on the remittance registration form including registered address/email/telephone number, it is the responsibility of the Registered User to update ICICI Bank. ICICI Bank shall not be responsible on account of delay, loss or damage if it is not immediately notified of the change in such details/information.

7.5 Where required by an applicable law or if ICICI Bank otherwise believes that disclosure may help to combat fraud, money laundering offences or other criminal activity, ICICI Bank may report information about a Registered User and the Service it provides to the Registered User to the appropriate regulatory or governmental authorities, bodies or agencies. In case of any dispute or fraud reported by the Registered User or identified by ICICI Bank, ICICI Bank reserves the right to report the matter to the appropriate regulatory authorities.

## **8. Terms Specific to the Service**

8.1 ICICI Bank shall be responsible for acting on the instructions of a Registered User to affect a Transfer, upon receipt of funds in the local currency (GBP), converting it into the foreign currency (INR) and transferring it to the Beneficiary Bank

8.2 ICICI Bank will arrange for a Transfer to a Registered Beneficiary only after it has received clear funds and Transfer instructions from the Registered User and has deducted the appropriate Charges.

8.3 The Service or any instructions for use of the Service should not be construed as advice and it is advised that each Registered User obtains independent financial advice in this regard prior to taking any decisions. Further, in making the Service available, ICICI Bank does not in any way, solicit or encourage a Registered User to enter into any such transaction.

8.4 A Registered User will not be entitled to receive any interest on the funds being transferred while sums are in the course of being transferred.

8.5 Each Registered User accepts and agrees that ICICI Bank does not have any control over when other financial institutions may make clear funds available for the Registered Beneficiary's use and ICICI Bank shall not be responsible for any delay or default on the part of any such financial institution. The disbursement of funds into the Registered Beneficiary's account may be subject to the regulations of the Registered Beneficiary's country (India) and ICICI Bank shall not be responsible or liable for the same.

## **9. Reversal/Cancellation/Refund**

9.1 If the Registered User requests ICICI Bank to reverse/cancel a Transfer, ICICI Bank shall try to do so on a best efforts basis (while not being under an obligation) depending on the stage of the Transfer of the funds and the stage at which the reversal/cancellation is requested. ICICI Bank shall not be liable if for any reason it is unable to reverse/cancel the Transfer for reasons including Registered User not contactable on the details provided at the time of registration or other reasons beyond the control of ICICI Bank.

9.2 For any reversal/cancellation of a Transfer request, we will deduct from the reversal amount a charge of GBP 10 for cancellation or other applicable service charges, like Beneficiary's Bank levies on the reversal request and a sum equal to the exchange rate loss that we may incur. However, ICICI reserves the right not to pass any gain to you if the reversal is the result of a non completion of transaction due to your fault or there are sufficient reasons for us to believe that you intentionally wanted to profit due to currency trading.

9.3 Once a Transfer has been made and the Registered Beneficiary account has been credited in accordance with the instructions provided by the Registered User, then any reversal of such Transfer will be subject to the Registered Beneficiary's prior written consent. ICICI Bank shall not be responsible for obtaining the consent.

9.4 If the Registered User provides ICICI Bank with inaccurate, incorrect and incomplete information or other reasonable reasons beyond the control of ICICI Bank as a result of which ICICI Bank is unable to Transfer funds to the Registered Beneficiary, ICICI Bank will refund the amount to the Registered User after deducting the relevant Service Charges through cash, demand draft or wire the funds into the account held with any other local bank, as instructed by the Registered User in writing.

## 10. Responsibility of ICICI Bank to the Registered User

ICICI Bank agrees to take reasonable care to Transfer funds in accordance with the terms of the Service provided and in accordance with the instructions of the Registered User.

## 11. Limitation of Liability

11.1 ICICI Bank reserves the right to set a limit on the principal amount of each Transfer or to reject a proposed Transfer, each at its sole discretion.

11.2 ICICI Bank shall not be under any duty to assess the prudence or otherwise of any instruction given or Transfer made by the Registered User.

11.3 ICICI Bank shall not be responsible for any unauthorised interception of e-mail or any other communication through whatever mode addressed to ICICI Bank or by ICICI Bank unless ICICI Bank has been negligent.

11.4 ICICI Bank will be liable for any direct loss including and limited to losses arising as a result of not carrying out the instructions of the Registered User correctly or unreasonable delay in doing so. However, in no event will the liability of ICICI Bank's liability exceed the principal amount of the Transfer.

11.5 Provided that ICICI Bank has exercised reasonable care it shall not be liable to the Registered User for any loss or damage suffered by the Registered User (insofar as ICICI Bank is not prevented from excluding such liability by law) as follows:

- (a) where ICICI Bank has acted upon the instructions of the Registered User correctly;
- (b) where the Service is unavailable or delayed by any cause beyond the reasonable control of ICICI Bank (including without prejudice to the generality of the previous words in this paragraph) industrial action, communications failure or software or hardware failures;
- (c) if the instructions of the Registered User are inaccurate, incomplete, or otherwise incorrect.

## 12. Unauthorised Transactions:

- 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.
- ICICI Bank and other organizations 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 ICICI Bank at [ukcustomerservice@icicibank.com](mailto:ukcustomerservice@icicibank.com) or call on freephone 08081314151 for enquiry regarding details of the relevant fraud prevention agencies.

- ICICI Bank and other organizations may access and use from other countries the information recorded by fraud prevention agencies.

While reporting fraud under Section 1(1) of the Perjury Act 1911 the Registered User will ensure that the reporting of fraud and the statement provided by him/her is true and correct to the best of his/her knowledge and any false statements or false reporting of the fraud may result in prosecution. The reporting of fraud or any unauthorised transaction will also mean that the Registered User consents to provide all assistance to ICICI Bank or the police with regards to investigation of the disputed query. This may include additional information or records required by ICICI Bank or the police. This will also mean that the Registered User consents to furnishing the regulatory authorities with verbal and/or written statement which may be necessary if subsequent criminal proceedings take place.

By requesting ICICI Bank to make good the loss reported by the Registered User, the Registered User consents to the fact that any information related to the investigation of unauthorised transaction/reported fraud can be passed to the retailers, acquiring banks, regulatory authorities, group companies or any other agency involved in the investigation.

### **13. Indemnity**

The Registered User will indemnify ICICI Bank fully against any actual, direct, indirect liability, cost, expense, damage, claim or loss which is caused to ICICI Bank as a result of acting upon the instructions of the Registered User or the breach of the Terms and Conditions by the Registered User.

### **14. Miscellaneous**

14.1 If at any time any provision of the Terms and Conditions is or becomes illegal, invalid or unenforceable in any respect under the law of any jurisdiction, neither the legality, validity or enforceability of the remaining provisions hereof nor the

legality, validity or enforceability of such provision under the law of any other jurisdiction shall in any way be affected or impaired thereby.

14.2 If ICICI Bank does not enforce any of its rights that it may have under the Terms and Conditions, or if it delays in enforcing them, that does not prevent ICICI Bank taking any action to enforce its rights in the future.

14.3 Should any event outside the control of ICICI Bank (including industrial action) stop or delay ICICI Bank from performing its obligations towards the Registered User under the Service, then ICICI Bank may elect to postpone performance until ICICI Bank is able to perform the obligations or to terminate the Service by giving a sixty (60) days notice to the Registered User.

14.4 A Registered User may not transfer or assign any of his/her rights or duties under the Terms and Conditions to any other person. ICICI Bank shall be entitled to transfer or assign all or part of its rights or duties or arrange for any other party to carry out its rights or duties to another under these Terms and Conditions.

### **15. Notice**

15.1 Unless otherwise agreed, any notice or other communication may be delivered to a Registered User through the branch notice board (or website), call center, email or sent by post to the address given by the Registered User on the remittance registration form.

15.2 Any writ, summons or other process may be served upon a Registered User by posting the same in accordance with clause 15.1 above and shall be deemed to be good service upon the Registered User. The foregoing shall not however preclude ICICI Bank from effecting service of process in any other manner permitted by law.

### **16. Information regarding a Registered User**

16.1 ICICI Bank will treat all personal information of a Registered User as private and confidential (even when relationship ceases to exist under the Service). Information ICICI Bank



holds will not be disclosed to anyone including other companies in the ICICI group, other than where:

- (a) ICICI Bank is required to give the information by law to relevant regulatory/ government authorities.
- (b) There is a duty to the public to reveal the information.
- (c) It is in the interests of ICICI Bank that it must give the information (for instance, to prevent fraud).
- (d) A Registered User asks ICICI Bank to reveal the information or in the case ICICI Bank has the permission of the Registered User.

16.2 When a Registered User provides information to ICICI Bank, that information is processed in accordance with the Data Protection Act 1998.

16.3 ICICI Bank may use other companies in the ICICI Group and/or subsidiaries to process information and provide services on its behalf. Whether it is processed in the United Kingdom or overseas, the personal information of a Registered User will be protected in accordance with data protection legislation, by a strict code of secrecy and security which all companies in ICICI Group, its staff and any third parties are subject to and will only be used in accordance with the instructions of ICICI Bank.

16.4 Under the Data Protection Act 1998, a Registered User has the right, subject to payment of a reasonable fee, to see the personal records that ICICI holds pertaining to a Registered User. The Registered User would be required to write to the following address:

UK Customer Relations  
ICICI Bank UK PLC  
5th Floor, Alperton House  
Bridge Water Road,  
Wembley  
London HA0 1EH

16.5 A Registered User has the right of access to his/her personal records held by credit and fraud agencies. ICICI Bank shall supply their names and addresses upon request by a Registered User.

16.6 ICICI Bank may record and/or monitor the telephone conversations that it may have with a Registered User for security and training purposes. Any recordings made are the sole property of ICICI Bank.

16.7 If, in trying to contact a Registered User by telephone, ICICI Bank is unable to speak with the Registered User, ICICI Bank may leave a message for the Registered User to call or contact ICICI Bank on any answering machine or with any person that answers the call.

16.8 To comply with relevant legislation when funds are transferred by ICICI Bank to a Beneficiary Bank the Transfer may need to be accompanied by details of (i) the name of the Registered User (ii) the address of the Registered User (iii) the date and place of birth of the Registered User (iv) the Customer identification number or national identity number of the Registered User and (v) the Account number or a unique identification number of the Registered User allowing the transaction to be traced back to the Registered User. By using the Service each Registered User consents to ICICI Bank for providing such information.

## 17. Change of Terms

ICICI Bank may change any of the Terms and Conditions including the Charges. Changes will normally be due to market conditions, the cost of providing a service, legal or other requirements, or any other reasonable cause that has an impact on the offering of the Service. ICICI Bank will inform the Registered User of any changes by notice in the branches, via email or through the Website.

ICICI Bank will inform the Registered User at least 60 days prior to the implementation of the change, if the change is to the disadvantage of the Registered User. In any other instance, the Registered User will be notified within 30 days of implementation of the change.

ICICI Bank has the right to terminate or suspend the Service. ICICI Bank shall give the Registered User a sixty (60) days notice of the same.

## 18. Regulation

ICICI Bank UK PLC is authorised and regulated by the Financial Services Authority (registration number: 223268). It is subject to the laws of England and Wales. ICICI Bank UK PLC is a 100% owned subsidiary of ICICI Bank Limited. ICICI Bank Limited is regulated and authorised to take deposits in India by the Reserve Bank of India.

## 19. Third Party Rights

The Contracts (Rights of Third Parties) Act 1999 shall not apply to the agreement between ICICI Bank and the Registered User and accordingly nothing in it shall be directly or indirectly enforceable by a third party, nor is it intended to confer as benefit on any third party.

## 20. Complaints

If a Registered User wants to make a complaint, he/she can: Walk in to the nearest ICICI Bank branch and speak to a member of staff.

Or

Write to ICICI Bank at:

Customer Relations,

ICICI Bank UK PLC,

5th Floor, Alperton House

Wembley HA0 1EH

We will then arrange for the right person to investigate and respond to your concerns.

When a Registered User contacts us, he/she must tell us:

- His/her name
- The reason for the complaint
- The name of the staff member(s) that he/she corresponded with
- A suggestion of what he/she would like ICICI Bank to do
- His/her address and if he/she wishes to discuss the issue on the telephone, the day-time number

When writing to ICICI Bank it would be helpful if a Registered User submits copies of any documentation relevant to the complaint. In the unlikely event that a Registered User remains dissatisfied with the response of ICICI Bank to his/her complaint, or ICICI Bank has not sent a final response within 8 weeks of the original complaint, a Registered User has the right to take the complaint to the Financial Ombudsman Service ("FOS").

If a Registered User would like the FOS to look into the complaint, he/she must contact them within six months of the date of the final response issued by ICICI Bank. A registered User can find out more about the role of the FOS by asking for the FOS service leaflet at any ICICI Bank branch or can write to:

The Financial Ombudsman Service,

South Quay Plaza,

183 Marsh Wall,

London E14 9SR

Phone: 0845 080 1800

website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

## 21. Governing Law

These terms and conditions are governed by English Law and any dispute between ICICI Bank and a Registered User is subject to the exclusive jurisdiction of the Courts of England and Wales.

"These are the standard Terms and Conditions upon which ICICI Bank intends to rely. For your own benefit and protection you should read these terms carefully before accepting them. If you do not understand any point please ask for further information"