

Terms and Conditions

Remittance Facility

Authorised and Regulated by
the Financial Services Authority (FSA)



Remittance Facility ("the facility")

These terms and conditions apply to the remittance services available to you, the customer. They, together with the terms of any registration forms are a contract between you and us, ICICI Bank UK PLC.

We may change any of the terms and conditions including our charges. Changes will normally be due to market conditions, the cost of providing a service to you, legal or other requirements, or any other good reason. We will tell you about any changes by:

Advertising in the press

Advising you personally (including by statement or secure email,) or by notice in our branches.

We will tell you about any change at least 30 days before we make the change.

1. Registration

To use any Service we provide you must first be a Registered User or a current account holder with the Bank ("a current account holder") – collectively termed as "Users"

To register as a Registered User you will need to complete a registration form. In cases where amounts exceed GBP 2,000 within a quarterly period in cash or GBP 10,000 in cheque. You will be asked to provide independent documentary evidence of your identity and/or permanent address for fraud prevention and compliance with anti money laundering regulation purposes. The Bank may change these limits at its own discretion. The documents listed in the registration forms are not an exhaustive list. We may need you to

provide other documents and/or information.

We are entitled to decline to accept you as a Registered User.

Once we have processed your application we will provide you with a remittance identification number ("Remittance ID"). Any applicant provided with a Remittance ID is a "Registered User".

A Registered User shall not be entitled to more than one Remittance ID at any time.

2. The Service

A User may request us to send money payment instructions to a bank account of a person, firm or company (a "Receiver") in accordance with the Services (a "Transfer").

Remittance Facility

Version 1.0

The Services we provide are:

Transfer of Funds	Available only	Charge for Service
To ICICI Bank PLC Indian Rupee (INR) accounts held in India	For transfers from all acceptable currencies in the UK	
	a. *T+2 transfers (T being the date of transaction)	None
	b. Insta transfers-same day transfer to ICICI Bank INR accounts	GBP 5.00
To non-ICICI Bank PLC INR accounts held in India with banks participating in a electronic funds transfer facility offered by Reserve Bank of India. (Details of participating banks are available on request in the branches)	For transfers from all acceptable currencies in the UK	GBP 4.00
	*TAT of 2-3 days from day of transfer	
To non-ICICI Bank PLC INR accounts by Demand Drafts ("DD")	For transfers from all acceptable currencies in the UK	
	a. DD issued by the Bank across its branch counters	GBP 6.00
	b. DD issued in India by correspondent banks. This will be issued the next working day by the correspondent and dispatched by courier to the beneficiary address provided by the User	GBP 10.00
To non-ICICI Bank PLC accounts held in designated countries with banks participating in a remittance facility. Designated countries available on request and include: Bangladesh by Dhaka Bank Nepal by Nabil Bank and others which may be added from time to time		On request and available on the website and in branches

* All TAT (turn around times) to exclude holidays and non working days in both originating and disbursing countries.

3. Your responsibilities

As a User you acknowledge and agree that:

You will pay our charges for each Transfer requested by you. Details of our charges can be seen on our website and are available on request in our branches.

For each Transfer you will pay for the principal amount and our charges in the relevant currencies:

1. in cash;
2. from cleared funds held in a bank account held with us;
3. by using a bank card; or
4. such other method as we may agree.

For each Transfer you agree to pay to us or that we are authorised to charge your account for the principal amount of the Transfer and our charges before we make the Transfer. We will notify you of the amount we will charge you, to your account before your final authorization of the Transfer.

When you register as a Registered User you will provide us with true, accurate, current and complete information and you undertake to maintain and promptly update that information so as to keep it true, accurate, current and complete.

Where required by an applicable law or if we otherwise believe that disclosure may help to combat fraud, money laundering offences or other criminal activity, we may report information about you and the Services we provide to you to the appropriate regulatory or governmental authorities, bodies or agencies.

You are responsible for ensuring that the details

concerning the Receiver are correct and it is your responsibility to verify the accuracy of details of the intended destination of the funds transferred and to accurately complete any form provided to you for the purpose of making a Transfer or using the Services.

4. Use of the Services

A current account holder may use the Services to make a Transfer by:

1. visiting one of our branches in person;
2. writing to us for the attention of the Account Manager Remittances through the use of the secured email channel or any other channels provided by the Bank; or
3. provided a facsimile indemnity is in place, by facsimile message for the attention of the Account Manager Remittances to your local branch's facsimile number.

Other registered users may use the Services by visiting the branch only.

5. Reward Points

Any scheme for awarding or securing reward points (by whatever name called) is available only to eligible Registered Users.

We are not responsible or liable for the performance, quality or any other aspect of any rewards, prizes or items manufactured or supplied by third parties in relation to any scheme. Any recourse by the Registered User will only be against such third parties.

6. Terms Specific to the Facility

Subject to any relevant regulatory approvals, the terms imposed while granting the necessary approvals and these terms and conditions, you may remit or send foreign currency from the UK to an account in another country, after conversion into the local currency.

We shall be responsible for acting on your instructions to effect a Transfer, collecting money in the local currency, converting it into the foreign currency and remitting it to the Receiver in the relevant country as instructed by the you. We will arrange for the conversion to the remitting currency, and will apply our foreign exchange conversion rates prevailing on the day and time of conversion, or such other rates as we may reasonably apply in our sole discretion.

We will arrange for a Transfer to a Receiver only after we have received cleared funds into our account and have deducted the appropriate charges/fees. If it comes to our notice that you had insufficient funds in the account from which you requested the Transfer, we may in our absolute discretion cancel the requested Transfer and we shall not bear any responsibility and liability in respect thereof.

While we will make all reasonable endeavors to adhere to any time schedule indicated to you, we are not responsible or liable for any delays in executing your instructions or Transfer beyond our control.

The Services or any instructions for use of the Services should not be construed as advice and you are advised to obtain independent financial advice in this regard prior to taking any decisions. Further, we in making the Services available do not, in any way, solicit or encourage you to enter into any such transaction.

In the event that the Receiver requires the funds to be redirected to another account/location, we will levy additional charges and will only remit the funds so far as practicable when such additional charges have been cleared. We may also charge for any additional services required by the Receiver.

You will not be entitled to any interest while sums are being transferred.

You acknowledge and agree that we have no control over when other financial institutions may make cleared funds available for the Receiver's use and we shall not be responsible for any delay or default on the part of any such financial institution.

7. Cancellation

If you ask us to cancel a transaction we shall try to do so. We shall not be liable if for any reason we are unable to cancel the transaction.

Once a transfer has been effected and the beneficiary account has been credited in accordance with the remitter's instructions then any reversal of such a transaction will be subject to the beneficiary's prior written consent. The Bank will not be responsible for seeking the consent.

If you cancel before you have made any Transfer under the Service then there is no cancellation fee.

If you cancel after you have made a Transfer under the Service then we will reimburse to you any payments you made to us before cancellation, subject to the following:

1. we will levy a cancellation charge of GBP 10, in addition to recovery of any exchange losses which

the Bank might have incurred in cancellation of the deal

2. we will not reimburse to you any payments paid to the Receiver before we received your notice of cancellation.

8. Our Responsibility to You

We agree to take reasonable care to Transfer funds in accordance with the Services provided and your instructions.

We will generally rely without further enquiry upon written instructions given and actually received by us unless we have cause to believe that such instructions are incorrect, unauthorised or fraudulent.

We are not responsible to you for:

1. any goods or services which you pay for by making a Transfer; or
2. any delay in making a Transfer or acting upon your instructions for reasons beyond our control.

9. Refunds

If for any reason we are unable to make a Transfer to a Receiver, then upon notification, we may return the funds to you subject to the deduction of all relevant charges.

10. Limitation of Liability

We reserve our right to limit the principal amount of a

transaction, or to reject a proposed transaction, in our sole discretion. We assume no obligation to perform a transaction if we do not receive payment.

We shall not be under any duty to assess the prudence or otherwise of any instruction given or Transfer made by you.

We shall not be responsible for any unauthorised interception of e-mail or any other communication through whatever mode to or from us unless we have been negligent.

If we do not carry out your instructions, unreasonably delay doing so or do not do so correctly, we will be liable for any direct loss that results. We will not be liable to you for any indirect loss or any loss we could not reasonably be expected to foresee.

Provided we have exercised reasonable care we shall not be liable to you for any loss or damage suffered by you (insofar as we are not prevented from excluding such liability by law) as follows:

1. where we have acted upon your instructions;
2. where our Services are unavailable or delayed by any cause beyond our reasonable control (including industrial action, communications failure or software or hardware failures);
3. if, for any reason beyond our control, the operation of the Services is restricted or otherwise affected; or
4. if your instructions are inaccurate, incomplete, or otherwise incorrect.

11. Indemnity

You agree to repay and reimburse us fully for all losses and damage that we may incur due to us acting on your instructions.

12. Miscellaneous

These terms and conditions, together with the remittance registration form and any other items incorporated by reference, embody the entire agreement and understanding between you and us and supersede all prior agreements.

Each clause in these terms and conditions is separate from all the other clauses. This means that if one clause is found to be void or invalid that will not affect the validity of any of the other clauses.

If we do not enforce any of our rights that we may have under these terms and conditions, or if we delay enforcing them, that does not prevent us taking any action to enforce our rights in the future.

Should any event outside our control (including industrial action) stop or delay us from performing our obligations to you, then we may elect either (i) to postpone performance until we are able to perform our obligations or (ii) to terminate this agreement by giving 30 days' notice to you.

You may not transfer any of your rights or duties. We are entitled to transfer all or part of our rights or duties or arrange for any other party to carry out our rights or duties under the agreement.

13. Notice

Unless otherwise agreed, any notice or other communication may be delivered to you personally or sent by post to the address given on the remittance registration form.

Any writ, summons or other process may be served upon you by posting the same to you in accordance with clause 13.1 above and shall be deemed to be good service on you. The foregoing shall not however preclude us from effecting service of process in any other manner permitted by law.

14. Your Information

We will treat all your personal information as private and confidential (even when you are no longer a customer). Information we hold will not be disclosed to anyone including other companies in our group, other than where:

- we have to give the information by law.
- there is a duty to the public to reveal the information.
- our interests mean that we must give the information (for instance, to prevent fraud).
- you ask us to reveal the information, or we have your permission.
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- set out in the terms below.

When you provide information to us, we will process that information in accordance with the Data Protection Act 1998.

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

Under the Data Protection Act, you have the right to see the personal records we hold about you. A fee may be payable.

You have the right of access to your personal records held by credit and fraud agencies. We will supply their names and addresses upon request by you.

We may record and/or monitor your telephone conversations with us for security and training purposes. Any recordings made are our sole property.

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 on any answering machine or with any person that answers our call.

15. Third Party Rights

The Contracts (Rights of Third Parties) Act 1999 shall not apply to the agreement between us 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.

16. We are authorised and regulated by the Financial Services Authority.

17. This agreement is governed by English Law and any dispute between you and us is subject to the exclusive jurisdiction of the Courts of England and Wales save that we are entitled to proceed against you in another jurisdiction if we deem it necessary in order to protect our interests.