

# Terms & Conditions



To learn more, contact us at:

 014 55 89 78 20

Opening hours: From 9 am to 5 pm, Monday to Friday and 10 am to 1 pm on Saturday. Closed on Sundays and Bank Holidays.

 [callcentre@onlinetravelmoney.co.uk](mailto:callcentre@onlinetravelmoney.co.uk)

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

Ver 1.3 January 2013



**Disclaimer:** ICICI Bank Travel Money is a product of International Currency Exchange PLC ("ICE PLC") and is provided by ICE PLC in association with ICICI Bank UK PLC. ICE PLC is responsible for the processing and delivery of your order. Decisions related to acceptance and approval of your order will be solely taken by ICE PLC and you should refer all your queries, claims and complaints to ICE PLC.

ICE PLC is regulated by HMRC and registered in England (No: 2080759). Its registered office is at Albany Court Yard, 47-48 Piccadilly, London W1J 0LR. ICE PLC is a company part of the Lenlyn Group.

ICICI Bank UK PLC (Company No: 223268) is authorised and regulated by the Financial Services Authority. Its registered office is One Thomas More Square, London E1W 1YN. It is subject to the laws of England and Wales.

ICICI Bank Travel Money is subject to terms and conditions, which are available at [www.icicibank.co.uk](http://www.icicibank.co.uk)

Travel Money



This Product and related services are made available to “you”, the customer by International Currency Exchange PLC. (“ICE PLC”) in association with ICICI Bank UK PLC (“ICICI Bank”) as per the following terms and conditions. These terms and conditions are a contract between you and “us”, ICE PLC and ICICI Bank.

ICE PLC is regulated by HMRC and registered in England (No: 2080759). Its registered office is at Albany Court Yard, 47-48 Piccadilly, London W1J 0LR. ICE PLC is a company part of the Lenlyn Group.

ICICI Bank is authorised and regulated by the Financial Services Authority (FSA Registration Number 223268). It is subject to the laws of England and Wales.

These are the standard terms and conditions on the basis of which ICE PLC provides this Product to you. For your own benefit and protection you should read these terms and conditions carefully before availing this Product.

If you do not understand any of the terms and conditions, or if you have any questions about the Product, please call ICICI Bank Travel Money helpdesk at 014 55 89 7820.

## 1. DEFINITIONS

1.1 The following words and phrases have the meanings as mentioned below:

- “Branch” means any branches of ICICI Bank UK PLC in the United Kingdom.
- “Product” means ICICI Bank Travel Money, i.e. foreign currency purchased by you from us at the quoted exchange rate.
- “Website” means the website [www.onlinetravelmoney.co.uk](http://www.onlinetravelmoney.co.uk).
- “Business Days” means days excluding public or banking holidays in the United Kingdom and weekends (Saturday and Sunday).
- “We”, “us”, “our” means ICICI Bank UK PLC and International Currency Exchange PLC (“ICE PLC”).
- “You” means a customer using the Product as per these terms and conditions.

## 2. GENERAL

- 2.1 The Product is only available to individuals aged 18 years or older residing in the United Kingdom, who hold a credit or debit card issued in United Kingdom.
- 2.2 You may only purchase the Product for holiday or business travel and not for any other purpose.

## 3. PLACING AN ORDER

- 3.1 You can place an order for the Product in the following ways:
  - 3.1.1 Orders can be placed on-line at the Website.
  - 3.1.2 Orders can also be placed by calling ICICI Bank Travel Money helpdesk on 014 55 89 7820 (opening hours from 9am to 5pm, Monday to Friday and 10am to 1pm Saturday. Closed Sundays and Bank Holidays).
  - 3.1.3 If you are a HomeVantage Current Account customer of ICICI Bank, then ICICI Bank can assist you in placing an order at a Branch. Orders will be processed at the foreign exchange rates quoted on the Website on the day of ordering.
- 3.2 Orders placed will be rounded up to the nearest currency note/cheque denomination. (ICE PLC is unable to supply foreign coins). Currency availability is subject to all applicable laws and regulations, including monetary limits, currency exchange restrictions and anti-money laundering regulations.
- 3.3 When placing an order you declare and represent that the information that you provide is true and accurate and that you will not withhold any information from us. We may call you and request further information should it be reasonably required. A valid landline home telephone number is required for home delivery.
- 3.4 ICE PLC is responsible for the processing of your order. Decisions related to acceptance and approval of your order will be solely taken by ICE PLC. You acknowledge and agree that ICE PLC may decline to process your order for any security reason. When a HomeVantage

Current Account customer of ICICI Bank places an order at a Branch, ICICI Bank may refuse to act upon the instruction for a valid reason. e.g. insufficient balance in the account.

- 3.5 The minimum order value for foreign currency is £200. If your order is under £500, a handling fee of £4.75 will be charged.
- 3.6 The maximum limit for foreign currency orders at a Branch or through the Website is £2,500. The maximum order value through phone is £7,500, with orders over £2,500 payable by Bank Transfer (as per clause 6.2.2) only (including any delivery charges, commission or other associated fees or charges payable). ICE PLC may amend the maximum order values.
- 3.7 We can only accept one order per customer every 14 days.
- 3.8 Once the order is submitted, a confirmation email will be sent to the email address provided by you, detailing the order reference number. This confirms receipt of your order but will not constitute the acceptance of your order.
- 3.9 If at any time it is suspected that this Product is being used fraudulently by you, ICE PLC may cancel and intercept the delivery of your order to your billing address.
- 3.10 The Website may cease to operate in certain cases which are beyond our control. In all other cases, you will be given a notice on the Website before it is stopped.

## 4. CANCELLATION

- 4.1 You cannot amend or cancel an order after it has been placed and confirmed by ICE PLC.
- 4.2 In case of orders which are to be paid by Bank Transfer, once the transfer has been made by your bank, your order cannot be cancelled even if ICE PLC is yet to receive cleared funds.
- 4.3 Only under exceptional circumstances (and at our

sole discretion) an order may be cancelled, and we may buy back your order subject to one of the following conditions:

- (a) An offer to buy back your order at the Buy back rate provided by ICICI Bank Travel Money helpdesk.
- (b) An offer to buy back your order at the same rate minus a £10 administration fee.
- 4.4 If any order paid for by Debit/Credit card is cancelled before being processed by ICE PLC, your payment will be rejected on the same day of cancellation. However, your card issuer may take up to 10 Business Days for releasing the funds back into your account. You acknowledge that refund in such cases is beyond our control.
- 4.5 If you are in serious breach of any of these terms and conditions, ICE PLC may send you a notice of your breach. If after receiving notice, you do not rectify the breach within 3 days, ICE PLC may cancel your order(s).
- 4.6 ICE PLC may also terminate this Product if it is required to do so on the instructions of any law enforcement agency or regulatory body. In this case it may retain all or any of your money only if we are required to do so by law and then deal with it as ordered by a court or other regulatory body.
- 4.7 Holiday Cancellation Refund
- 4.7.1 In case of cancellation of your holiday or business trip, within 30 days of placing the order, you will get a refund of your payment to ICE PLC by informing ICE PLC about the cancellation by sending an email to <callcentre@onlinetravelmoney.co.uk>.
- 4.7.2 Full refund will only be given where a holiday has been cancelled by reason of industrial actions, natural disasters, advisory notice from the Foreign Office not to travel, health alert in the country of destination. Other reasons may be considered by ICE PLC. Refunds will be made at the same exchange rate as given at the time of purchase.
- 4.7.3 ICE PLC will acknowledge the receipt of your email. You

must return the Product at your own cost to ICE PLC with proof of cancellation of your trip, at the address informed to you.

- 4.7.4 Your payment will be refunded to you by ICE PLC within 7 days of receipt of the Product and the proof of cancellation of your trip by ICE PLC.

## 5. CHARGES

- 5.1 ICE Plc does not charge any fees if your order is over £500. However, if paying by credit card, you will have to pay an additional fee of 2% of the order value. There are no additional charges when paying by debit card or by bank transfer.

## 6. PAYMENT

- 6.1 When making payment you represent that you are acting on your own behalf, for a lawful reason. You represent that the funds used to purchase this Product are legally and beneficially yours.

- 6.2 There are several options to pay for the Product:

- 6.2.1 By Credit or Debit Card: You can pay for your order using credit or debit cards issued in the United Kingdom, namely Maestro, Visa or MasterCard. You undertake that you have provided the correct details, the credit or debit card is your own and that the billing address of your card matches the delivery address of your order. ICE PLC does not accept business cards for payment for any order(s). ICICI Bank is not involved in the payment by you to ICE PLC through your credit or debit cards.

- 6.2.2 By Bank Transfer

- (a) You can choose to pay for your order using Bank Transfer. Once you have placed your order with ICE PLC, you will be given the bank account details of ICE PLC on your order acknowledgement. You must, without delay, send payment of your order in full to ICE PLC account and you must ensure that you use your surname, followed by your order number, as the

transfer reference.

- (b) You undertake that all details provided are correct, the bank account is your own and that the registered address of your bank account matches the delivery address of your order. Next day delivery may not apply for payment made by bank transfers. ICE PLC cannot send out an order until it receives cleared funds.
- (c) If your bank is offering the Faster Payments service, ICE PLC will receive your payment within 2 hours. If payment for your order is received by 2pm, your currency will be dispatched the same day. Therefore you should place your order before 1pm for next day delivery.
- (d) If your payment has not been received by 2pm, or ICE PLC has received your payment without the correct transfer reference, ICE PLC will not be responsible for any delay in processing your order. If you have specifically requested a Saturday delivery on a Friday but your payment has not arrived by 2pm you will not get a reimbursement of any additional fee that you may have paid.
- (e) If your bank is not offering Faster Payments service, ICE PLC will receive your payment within 2 to 3 Business Days, and ICE PLC will despatch your order on the same day if it receives your payment by 2pm (if received later, your order will be despatched the following day). Delivery of your order may take 5 to 6 Business Days. Due to exchange rate fluctuations, payment must be received within 4 Business Days, or the order may be subject to cancellation.
- 6.2.3 By HomeVantage Account Transfer: If you are a HomeVantage Current Account customer of ICICI Bank, you can choose to visit any of our branches and pay for your order using your HomeVantage account. Once you have placed your order with ICICI Bank, funds will be transferred from your account. Your order can not be cancelled after payment has been sent from your bank account, unless you are eligible for Holiday Cancellation Refund under clause 4.7 above.

## 7. DELIVERY

- 7.1 You can know the status of your order at any time by calling ICICI Bank Travel Money helpdesk on 014 55 89 7820.
- 7.2 The Product will only be delivered to the registered address for the card or bank account used to purchase the order. No delivery is made to any other address.
- 7.3 All orders are despatched by ICE PLC using Royal Mail Special Delivery (unless you are advised otherwise). A signature will be required on delivery of the Product.
- 7.4 The following delivery times will apply if you choose to have the Product delivered to your home address:

Order Placed	Order Dispatched
Before 2pm Monday to Friday	Same Day
After 2pm Monday to Thursday	Following Day
After 2pm Friday, and all weekend	Monday

The delivery schedule is subject to variation for public holidays. During these periods, information about revised delivery times will be posted on the Website.

- 7.5 Next day delivery may not apply for payment made by bank transfers. We will dispatch the order once we have received the funds.
- 7.6 Your order should reach you next working day before 1pm. You should inform ICE PLC of any problems with the delivery of your order as soon as reasonably possible, so that they can be remedied for you. Claims may be reduced or rejected if ICE PLC has not been given an opportunity to resolve the problem at the earliest.
- 7.7 We will not be liable for any losses or expenses arising from late or non-delivery by Royal Mail. If Royal Mail fails to deliver an order, you will get a full refund of your money after 10 Business Days of dispatch.
- 7.8 You must refuse to accept any packages which appear to have been tampered with or damaged during transit

by Royal Mail. If you sign for a package which has been damaged or tampered with, you may incur financial loss, for which we are not responsible.

- 7.9 Royal Mail can deliver your order on a Saturday, for an additional fee of only £0.99.
- 7.10 Royal Mail may not be able to deliver to certain areas in the United Kingdom. Information of such areas can be viewed at Royal Mail website at <http://www.royalmail.com/portal/rm>.

## 8. SERVICE ASSURANCE

- 8.1 Once we have checked your identification proofs and ICE PLC receives your payment on time, if ICE PLC fails to dispatch your order at the stated time as per clause 7.3 then ICE PLC would send you £5 sterling equivalent worth of additional currency. This assurance excludes any delays caused by Royal Mail, as per their terms and conditions.

## 9. BUY BACK SERVICE

- 9.1 We do not buy back currency.

## 10. IMPORT AND EXPORT REGULATIONS

- 10.1 You must independently check the relevant currency restrictions applicable in different countries.

## 11. COMPLAINTS

- 11.1 If you experience problems with the delivery or any other aspects of your order, you should approach ICE PLC with your complaints. ICE PLC is responsible for dealing with all your complaints and queries. ICICI Bank will not be responsible for any deficiency in service provided ICE PLC.
- 11.2 To make a complaint, you may call 014 55 89 7820. If you would like to make a written complaint, write to:

ICE PLC.

Albany Court Yard, 47-48 Piccadilly,  
London, W1J 0LR

- 11.3 ICE PLC will investigate and respond to your concerns promptly. Within 2 working days of receiving your complaint, ICE PLC will send you a written acknowledgement. Within 4 weeks, ICE PLC will write to you again with its final response or to explain why it needs more time to respond. If ICE PLC has not already responded to you, it will send you its final or other response within 8 weeks and will tell you how to take your complaint further if you are still not satisfied.

## 12. LIABILITY

- 12.1 If we are in breach of our obligations under these terms and conditions, we will only be liable to you for the direct losses that you incur. Direct losses means the value of the currency you ask ICE PLC to transfer, pursuant to purchase of this Product by you.
- 12.2 We will compensate you based on a reasonable pre-estimate of the loss you suffer resulting from such breach. Our maximum liability to you in respect of each order for the Product will be to refund the total value of that order.
- 12.3 We will not be liable to you for any losses that we could not reasonably be expected to foresee or to occur.
- 12.4 Neither we nor you will be responsible to the other if the failure to comply with any of these terms and conditions is:
- (a) due to unforeseeable circumstances beyond our/your control, such as war, riots, the consequences of which would have been unavoidable despite all efforts to the contrary;
- (b) due to any governmental or court order or any other legal obligation.
- 12.5 You will compensate us for losses caused to us as a result of your fraudulent conduct or if you breach these

terms and conditions. The amount paid by you under this condition will represent a reasonable assessment of our losses. The protection provided by you under this condition will not apply if we deliberately or negligently caused the loss.

## 13. DATA PROTECTION POLICY

- 13.1 We are committed to the lawful and correct treatment of personal information and will only use information obtained lawfully and in accordance with the Data Protection Act 1998 ("the Act"). This privacy policy statement will apply equally to all of our offices irrespective of where they are based.
- 13.2 We may use your personal information in order to process your order or for any other reason relating to the provision of this Product. This may include sharing information about you with credit reference agencies and other third parties to help verify your identity and your address. We will not make marketing approaches to you without your consent.
- 13.3 We may also use your information for research and statistical analysis in order to improve the services we offer. If you ask, we will tell you what information we hold about you and provide you with a copy in accordance with the Data Protection Act. Under the Data Protection Act 1998, you have the right to see the personal records we hold about you. A fee may be payable by you. To access these records you should contact our helpdesk at 014 55 89 7820 or make a written request to ICE Plc.
- 13.4 The information we hold about you is confidential and will only be disclosed:
- with your consent;
  - to our agents and others in connection with running accounts and services for you;
  - to investigate or prevent crime;

- the law permits or requires it.

13.5 We may check and share information provided by you with fraud prevention agencies. It is important that you give accurate information.

13.6 We may monitor or record phone calls with you.

13.7 Your information may be transferred to third parties based in countries outside United Kingdom (including outside the European Economic area). We will ensure that these third parties process your information in accordance with the data protection norms that we apply here in the United Kingdom.

## **14. PROMOTIONS**

14.1 ICICI Bank may from time to time provide you with information relating to other services that it offers, only if you have given a consent for receiving such information. If at any time you wish to revoke your consent so that you do not receive such information, please contact us at 080 8131 4151.

## **15. CHANGE OF TERMS**

15.1 These terms may be changed in respect of future orders to reflect changes in the law, changes in market conditions or to meet regulatory requirements. If any change is made in these terms and conditions, the revised version will be posted on the Website. You are advised to visit the Website regularly and keep yourself updated about the terms and conditions before placing orders.

## **16. TRANSFER**

16.1 We may transfer our rights or duties or arrange for any other party to carry out our rights or duties. Only such third parties would be chosen which are considered capable of performing these rights or duties so that there is no reduction in the service standard provided to you.

## **17. APPLICABLE LAW**

17.1 These terms and conditions will be governed by English Law. Any dispute will be resolved in the courts of England and Wales.

“These online Terms and Conditions are valid from January 4, 2013.”