

# Personal Banking Terms and Conditions

*ICICI Bank*

Personal Banking - Terms and Conditions with effect from 31<sup>st</sup> January 2025

Sections	Page No

A. Introduction	5
B. Definitions	5
C. General Terms:	8
1. Opening a Personal Banking Account	
2. For Joint Accounts	
3. Contacting each other	
4. Authorising others to operate your Accounts	
5. Changing your Account	
6. Inactive and Dormant Accounts	
7. Money laundering regulations	
8. Important security information	
9. Crypto Assets	
D. Payment Services	12
1. Requirements for making a payment	
2. SWIFT Payments (Payments that involve a foreign currency exchange)	
3. Direct Debits	
4. Debit Card payments	
5. Cash withdrawals	
6. Cash Deposit	
7. Cheques	
8. Standing orders	
9. Payments into your Account	
10. <u>APP (Authorised Push Payment) Scam Reimbursement</u>	
11. Clearing cheques	
12. Same Business Day payments	19
13. Bankers Draft	
E. Channel of Payments	
i. Personal Internet Banking	
ii. Mobile Banking Services	
iii. Telephone Banking Services	20
iv. Debit Cards	
F. Money Transfer to India	
G. Product Specific Terms and Conditions	
1. Current Accounts	
2. Savings Account	
3. Fixed Deposit (Non-Withdrawable)/ Fixed Deposit (Withdrawable)	

H. Additional Terms and Conditions	22
1. Enquiries about an instruction	
2. Cut off times and Limits	
3. Authorization of Payments	
4. Conduct of your Account	
5. Liability	
6. Suspension/ Restriction of services like Internet Banking, Telephone Services, Debit Cards	
7. Interest Rates	
8. Changes to Interest Rates	
9. Charges	
10. statements	
11. Changes to these Terms and Conditions	
12. Closing your Account	
13. Set-off	
14. Promotions	
15. Your Personal information	
16. Services of third party service providers	
17. Credit reference and fraud prevention	
18. Financial difficulties	
19. Your statutory rights	
20. Complaints	
21. Miscellaneous	

### A. Introduction

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 Account(s). 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 UK PLC. 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 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 Limited. ICICI Bank Limited is regulated and authorised to take deposits in India by the Reserve Bank of India.

### B. Definitions

In these Terms and Conditions:

"Account" means a Savings or Current Account(s);

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

"Authorised Push Payment (APP)" is a type of payment where the person making the payment (the payer) intentionally authorises the transfer of funds to another account, typically via online or mobile banking.

"Authorised Push Payment (APP) Scams" In APP Scams, funds are sent as a result of deception or manipulation to an account holder who is not the intended recipient or is not for the intended purpose. Victims are tricked into sending money to fraudsters to an account that they control and which you do not.

"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.

"Card" means a valid ICICI Bank VISA Debit Card issued to you with your Current Account.

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

"Customer IDs" means a unique number given to every customer.

"Customer Service Centre" means our customer services unit specified under "Contact Us" section on ICICI Bank UK Plc. website ([www.icicibank.co.uk](http://www.icicibank.co.uk)). This can be reached by calling on 0344 412 4444. (Calls to this number, use free plan minutes if available, otherwise they cost the same as 01/02 prefix calls.) If outside the UK please call +44 203 478 5319, if you are in India call us on our toll free number 1800 419 6588.

"Current Account" means a Personal Current Account

"CVV" Card Verification Value, these are the 3 digits on the back of your card, next to the signature strip

"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(s), which may vary in amount or date. Each individual payment is requested from us by the business or organisation and is authorized by you.

"EUR", "EURO" and "€" means the lawful currency for the time being of the EUROSISTEM issued by European Central bank.

"Frozen"/ "Freeze" means an action which will be taken by the Bank to prevent transactions from occurring in the account. Till all the relevant checks carried out by the Bank are completed, the account transactions will not be honoured and it will be cancelled.

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

"GDPR" is the General Data Protection Regulation and UK Data Protection Act 2018, the successor regulation to the Data Protection Act 1998 is a United Kingdom Act of Parliament which intends to strengthen and unify data protection for all individuals within the United Kingdom (UK).

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

"HiSAVE Account" means HiSAVE Savings Account, HiSAVE SuperSaver Savings Account HiSAVE Super Savings Account - Bonus Saver, HiSAVE Bonus Saver Series 2, HiSAVE Bonus Saver and HiSAVE Notice Savings Account, together or separately.

"Inactive Account" means an Account in which no customer-induced transactions have happened in the last 24 months.

"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.

"International Transaction" means any Transaction carried out by you with the Card outside the UK.

"Merchant Establishment" or "Supplier" means any person (including a retailer or a bank) who agrees to accept a Card and/or, if applicable, the Debit Card Number as payment for goods, services or cash.

"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.

"Personal Banking Accounts" means accounts held by a Personal Banking customer such as Personal Current account, Savings Account, Fixed Deposit (Non-Withdrawable), Fixed Deposit (Withdrawable), Recurring Deposit and Notice Savings Account, together or separately.

"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.

"POS Terminal" means a point of sale terminal.

"PSD2" Revised payment service directive (PSD2) means a United Kingdom law under the Payment Services Regulations.

"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 Savings Account

"Same Business Day Payments" or "Same Day Payment" means GBP payments made directly to the Account(s) 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.

"Card Service" means the Debit Card Service offered by us to you through which you may withdraw cash through an ATM or make payments and give us instructions relating to Account(s) you hold with us. The Service may be provided by us or through our associates or contracted service providers.

"Shared Network" means VISA networks that accept the Card.

"Terms and Conditions" means these Terms and Conditions (as amended from time to time) which apply to the use of the Service.

"Service Request" means a request placed by a customer through phone/online/email/branch.

"Standing Order" means regular payments you instruct us to make from your Account(s) 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.

"Transaction(s)" means each transaction by which cash, goods or services are obtained by the use of a Card and/or, if applicable, the Debit Card Number.

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

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

"User ID" means the identification number we give you which enables you to use our Internet Banking Service.

"VISA Regulations" means the guidelines issued by VISA to all member banks within its network from time to time.

"VISA" means a mark owned by VISA International.

"Website" means our website, [www.icicibank.co.uk](http://www.icicibank.co.uk).

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

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

### **C. General Terms:**

#### **1. Opening a Personal Banking Account:**

##### **i. Accounts can be opened by:**

- An individual aged 18 or over; who are legal residents of the United Kingdom (UK), or India. If you cease to be eligible for the account, we may close it. (See condition G.12 - Closing your Account)
- Two individuals in their joint names. We may allow up to a maximum of five individuals to open a joint Account. Please contact us in Branch for further information on this.
- An individual having a valid email address and mobile phone number (UK or India). To protect your security we are also required to verify your email address and mobile number.

##### **ii. You can open a Current Account with us:**

- By downloading ICICI Bank UK - I mobile app (available on Android and IOS),
- By visiting [www.icicibank.co.uk](http://www.icicibank.co.uk) website go to personal banking and current account, or <https://www.icicibank.co.uk/en/personal/branch-banking/Personal-current-account/overview>
- Complete an Account opening application form and submit at any of ICICI Bank UK Branches.

You will be asked to provide independent documentary evidence of your identity and/or current address for fraud prevention and to comply 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 form are not an exhaustive list and we may need you to provide other documents and/or information. We are also entitled to decline to open an Account.

#### **2. For Joint Accounts**

- i. Any one of you may give instructions on the Account, including withdrawing the full balance, unless specified otherwise.
- ii. Any one of you may request information or enquire about any details on the joint Account.

- iii. Requests for additional Account opening in joint names as well as closure of existing joint Account, will need authorization by all joint Account holders.
- iv. 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.
- v. All Account holder (s) will be jointly and severally liable for the Account or any money owed to us. This even applies if your relationship breaks down.
- vi. If in case of such difficulties, between you, one or both of you should contact us in writing and notify us that the relationship has broken down.. 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.
- vii. If all joint Account holders agree in writing, a joint Account can be transferred into an individual Account in the name of one of the joint Account holders.
- viii. You can also request us to close the Account or for one or more of the (joint) Account holders' name to be removed from the Account. Such request needs to be authorised by all (joint) Account holder/s.
- ix. There may be instances when your Account may be blocked. This may happen, for example, in the circumstances of the Account holders becomes bankrupt.
- x. We may disclose information to any of the Account holder/s we hold about the Account(s), such as information contained in your old bank Account 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.
- xi. If any one of the Account Holder dies, the Account can be operated by the survivor(s).

### 3. Contacting each other:

- i. We may contact you by various means such as by email, meeting in person, text message, post and/or telephone.
- ii. If you change your name or 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.
- iii. We will not be responsible for any delays caused by postal authorities.
- iv. You can contact us by calling our Customer Service Centre number. Alternatively you may also email us at [ukservice@icicibank.com](mailto:ukservice@icicibank.com) or write to us at ICICI Bank UK, RO Box 68921, One Thomas More Square, London E1W9HB.
- v. 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.
- vi. 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

- i. 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.
- ii. 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.
- iii. 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

i. Cooling off period: If you are unhappy about your choice of Account, you can cancel it, with no cancellation costs, 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.

### ii. Switching your Account outside ICICI Bank

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 subject to the closure terms and conditions of the linked savings product such as Fixed Deposit (Non-Withdrawable), Notice Savings Account, Fixed Deposit (Withdrawable). However, we may retain any credit balance until you have repaid any money you owe us.

iii. 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

i. 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 you against fraud. We will inform you at least three months before making your Account Inactive.

### ii. The following transactions will not be allowed on an Inactive Account:

- Cash or Cheque deposits or withdrawals
- 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 up another Account
- Setting up Standing Orders
- Adding a joint Account holder to an existing Account.

iii. No Physical Account statements will be sent for an Inactive Account.

iv. To activate an Inactive/ Dormant Account, you will need to visit any of our Branches and provide us with proof of your valid Identity and current address. Alternatively, 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. To know more. Please call us on Customer Service Centre.

v. Your money in an Inactive Account will always be your property no matter how many years pass. Interest will continue to accrue for up to 15 years (if held in a savings account). Please note that the current accounts are non-interest bearing accounts.

vi. Your Account will become legally 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 valid 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 to provide 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 a satisfactory evidence.

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

8. Important security information

- i. 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 off them safely. You should take simple precautions such as shredding paper containing such information.
- ii. 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 our Customer Service Centre. 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.
- iii. 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.
- iv. 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.
- v. 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.
- vi. Cards and PINs
  - Sign your card on the signature strip as soon as you receive it.
  - Never disclose the PIN or card security codes to anyone, 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.
- vii. Telephone Banking
  - When you will call us, we will confirm your identity using our security procedures (such as answers to questions about you) or when we request you to input your 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.

viii. Personal Internet Banking

- Keep your personal computer safe and secure by using an up-to-date anti-virus, spyware software and a personal firewall.
- Never disclose your online banking password. We will never ask you for your password.
- Always access our Internet Banking by typing the Bank website address i.e. [www.icicibank.co.uk](http://www.icicibank.co.uk), into your web browser.
- Do not access the Banks website from any link mentioned in any email or any message.
- Never respond to any email that asks for confidential or personal security information. We will never send you such an email.
- 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.
- 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.

ix. Mobile Banking

- While using Mobile banking, you must keep your security details (like M-PIN, pin numbers, passwords) undisclosed 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.

9. Crypto Assets

- To safeguard the interest of our customers, the Bank is prohibiting its customers from using the Bank's products and services to deal in any type of virtual/crypto currencies ("VCs") or provide services for facilitating anybody in dealing with or settling of VCs including transfer/receipt of money in accounts relating to purchase/sale of VCs.
- This also includes your relationships with crypto asset exchanges and custodian wallet providers. Additionally, relationships with customers (Retail, Business and Corporate) involving any virtual/digital currencies (i.e. cryptoassets) will not be maintained.
- The Bank will immediately freeze any/all of your accounts if the account is found to be used in crypto/virtual currencies transactions. In case of freeze, please note that you will not be allowed to perform any transactions.
- To unfreeze your account, we will require a declaration to be made to the Bank as per this format ( <https://www.icicibank.co.uk/content/dam/icicibank/icici-assets/uk/declaration-for-crypto-and-virtual-currency-related-transactions.pdf> ) within 30 days. In case No declaration is received, the bank will close every account held by you with the Bank (either individually or jointly, which also includes linked savings and deposit accounts).
- Please note that on if found breaching the terms and conditions on VC transactions for the second time, the Bank will (without notice) be closing every account held by you with the Bank (either individually or jointly, which also includes linked savings and deposit accounts).

**D. Payment Services**

The different types of transactions you can make from your Current Account are as below:

- Internal Transfers within ICICI BANK UK PLC.
- Same Business Day
- CHAPS
- SWIFT
- Money Transfers to India
- Standing orders
- Direct Debits
- Debit Card payments
- Cash Deposit and Withdrawals

- Cheques

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

1. Requirements for making a payment:

When making a payment, you must ensure there is a sufficient available balance in your Account and you must provide us with correct and complete Payee or Beneficiary 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). If you think an incorrect payment has been made,

- please contact us immediately via one of the following contact numbers:
- In UK : 0344 412 4444      - outside UK : +44 203 478 5319      - In India : toll free number 1800 419 6588

2. SWIFT Payments (Payments that involve a foreign currency exchange):

- 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.
- 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.
- Any 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).

3. Direct Debits:

- To set up a Direct Debit you must submit a Direct Debit instruction to the recipient.
- 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.
- 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.
- All Direct Debits received will be processed by us within 24 hours of receiving the request from the recipient or the recipient's bank.
- If you think there has been an incorrect Direct Debit payment, 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 set the Direct Debit up. You should also contact them to let them know what you have done and why.

4. Debit Card payments:

- You can pay for goods and services using your Debit Card in the UK and abroad at merchants who display a VISA logo.
- 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. You may also use

- your Debit Card to make contactless payments up to a limit of £100. For online, telephone or mail order transactions we will also require certain personal details and the three digit (CVV) card security number on the back of your card. We will advise the merchant 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 merchant for further information. This may result in you being asked to produce further identification.
- iii. We will not be responsible if a merchant or other supplier refuses to accept your Debit Card for reasons beyond our control.
  - iv. 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 merchant. We will make the payment to the merchant on the same day or the day we receive the payment request from VISA.
  - v. We cannot cancel a payment made using a card once you have given your consent to make the payment to the merchant. You will need to contact the merchant 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.
  - vi. If a merchant agrees to give a refund for a purchase made using a card payment, we will make the refund when we receive clear funds from the merchant.
  - vii. 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.
  - viii. The Bank may be able to provide with the merchant information details on the transactions carried out on your account, for the last 24 months period, only.
5. Cash withdrawals:
- i. Cash Withdrawal is only available at Harrow Branch w.e.f 1<sup>st</sup> July 2024
  - ii. 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.
  - iii. 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.
  - iv. For withdrawals over the counter at Branch, 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 £2,000 over the counter in one day. If you wish to withdraw more than £2,000, you will need to contact Harrow Branch or Customer Service Centre, 1 Business Day in advance.
  - v. 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.
6. Cash Deposit:
- i. Cash Deposit is only available at Harrow Branch w.e.f 1<sup>st</sup> July 2024
  - ii. You can pay in cash at Harrow Branch. We may ask you to complete a paying-in slip to do this. Counterfeit currency may be confiscated. You must not send cash to us by post.
  - iii. If you pay cash at 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.

- iv. 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 7 (Cheques) below for the treatment of cheques.
- v. 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.
- vi. 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

## 7. Cheques:

- i. Effective Sep 01, 2024, there will be a charge of GBP 50 for issuance of Chequebooks
- ii. 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.
- iii. 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 (reference number).
- iv. You can write cheques only in the currency of your Account.
- v. 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.
- vi. If we receive a cheque issued by you that is more than six months old, we may decline to pay it.
- vii. We may decide not to pay a cheque if:
  - There is not enough money in your Account or
  - The cheque 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.
- viii. You must tell us as soon as possible if you become aware that any cheque has been lost or stolen.
- ix. 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.
- x. 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
- xi. 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.

## 8. Standing orders:

- i. 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.
- ii. 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.
- iii. You can instruct us to stop or cancel a standing order by telling us at any Branch, by Customer Service Centre 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.
- iv. If you wish to cancel a standing order which has been set up using the Internet Banking facility, we recommend you to 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.
- v. If you set up a standing order by visiting a Branch, you can cancel it at the Branch or using the Customer Service Centre service.

#### 9. Payments into your Account:

- i. 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.
- ii. All UK electronic payments received between 9:00 am and 3:30 pm (UK time zone) on a Business Day, will be credited into your Account within two hours of receipt of funds by us.
- iii. All UK electronic payments received after 3:30 pm on a Business Day (UK time zone) or anytime on a non-Business Day, will be credited into your Account by 11:00 am on next Business Day.
- iv. 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 visit any of our Branches or call us on our Customer Service Centre

In UK : 0344 412 4444      - outside UK : +44 203 478 5319      - In India : toll free number 1800 419 6588. We refer you to our contact number mentioned in customer service centre of Section B – definition of the terms and condition.

- v. Any transfer of funds into your Account should satisfy the Bank's internal checks in accordance with the governing regulations before it is credited into your Account. The Bank reserves the right to seek information about any transfer into your Account, in particular with regards to the source of funds. The Bank is not responsible for any payment into your Account until the sums are credited into the Account. .
- vi. Payment instructions received from the payer's Bank may be rejected by us if your Account is inactive, legally 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.
- vii. In the event a payment is fraudulently or mistakenly paid into your Account (including but not limited to any payment credited due to technical/system/manual error) or if a rejection is received from the payer's Bank for a previously received payment instruction:
  - We may automatically debit such sums from your Account or mark a temporary overdraft of such sums from your Account. . 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 and may report it to the relevant credit authority as we deem appropriate. If we do so, we will apply interest and charges as mentioned in our Rates and Charges Leaflet for the unauthorised overdraft.

- If there are insufficient funds in your Account, you will be liable to ensure such amounts are credited into your account [or paid to ICICI Bank UK in GBP currency].
- If there are insufficient funds in your Account, we may mark a lien over your Account for such amounts due and payable and reserve our rights to recover and initiate legal action as we see fit. In such circumstances, the Customer shall be responsible for any costs, fees and expenses in recovering the sums due. We shall have the right to claim interest on any sums due until receipt of payment as applicable by law.
- We also reserve the automatic right to set-off the amount owed by you to reduce an amount owed to you in any other account maintained by you with us, if applicable
- For any of the instances stated above, we are entitled to initiate legal action as the Bank deems fit and such legal costs/fees/expenses including claim interest until date of receipt of outstanding amount owed, calculated as per applicable statutory law shall be borne by the customer and shall be liable for the same.

#### 10. APP (Authorised Push Payment) Scam Reimbursement Requirement

i. Under the mandatory reimbursement requirement introduced by the Payment Systems Regulator (PSR) on October 7, 2024, victims of Authorised Push Payment (APP) Scams have the right to be reimbursed subject to the below eligibility criteria and exclusions to the reimbursement requirement.

ii. Victims are eligible as per the below criteria:

- The reimbursement will only be applicable for APP made on or after October 7, 2024. Any APP made before October 7, 2024 will be deemed out of scope and will be reviewed outside of the reimbursement requirement.
- Payments that are in scope of the policy will have been made via Faster Payment or CHAPS.
- The claim must be raised within 13 months of the final payment being made as part of the scam.
- The maximum claim under the PSR's reimbursement for APP scam is £85,000. Any amount in excess of £85,000 will be investigated on a case-by-case basis and any additional reimbursements over the £85,000 threshold would be assessed accordingly.
- The reimbursement is applicable to individuals where an authorised push payment has been made using the Faster Payment scheme or CHAPS within the UK and has been sent to a 'relevant' UK account (as defined in Specific Direction 20 as published by the PSR).
- Before reimbursement, the Bank may levy an excess of £100 per claim, which is a fixed amount. There are some factors which may mean the excess of £100 per claim may not be applicable, subject to review.
- We aim to investigate and refund the claim within five working days. However, certain cases may require further investigation which can take up to 35 working days.
- The details of the claim will be shared with any banks the funds have been sent to, in order for ICICI Bank UK PLC and the receiving bank to work together to investigate the claim and provide the correct outcome.

iii. There are certain factors that could be categorised as exclusions to the reimbursement requirement as set out by the PSR. These can include but are not limited to:

- Payments made before October 7, 2024
- Claims made over 13 months after the last payment was made as part of the scam
- Payments outside of the UK (international payments)
- Civil disputes
- Scam payments made via debit card, cash or cheques
- Unauthorised payments (you have not made or authorised the payment/s)
- Any payments sent to an account in your control
- Payments which are sent or received by credit unions, national savings banks or municipal banks
- First Party Fraud which means fraud involving the account holder themselves
- Transfers to friends or family, including multiple transactions, where the recipient and purpose were as intended
- Payments made for illegal activities
- Cases where there is evidence of significant gross negligence by the account holder, such as:
  - o Ignoring warnings or interventions from the bank or authorities
  - o Failing to promptly report suspected fraud or APP Scams upon becoming aware of them
  - o Not providing necessary information when reasonably requested to support the claim
  - o Refusing consent for the bank to report the fraud to law enforcement or failing to report it personally when required.

#### 11. Clearing cheques:

- i. We would accept cheques for clearing in GBP only.
- ii. The "clearing cycle" is the time taken for money paid from cheque deposits into your Account.
- iii. All cheques deposited in our Branches by 2:00 pm (the "cut off time") will be send for processing on 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.
- iv. When you pay a GBP cheque from another bank in the UK into your Account with us:
  - We will process the cheque in your Account on the same day.
  - We will start paying interest (if any) on the cheque from the second Business Day after we receive it.
  - If the cheque is deposited before the cut off time, the funds will be available for your use from the second business day (post 2 pm UK time); but the cheque may still be returned unpaid up until the second business day after we receive it.
  - So, for example, if you pay in a non - ICICI Bank UK Plc. cheque on Monday (working day), you will be able to use the funds on Wednesday (working day - post 2 pm UK time).

- In case if the cheque is returned by the clearing bank post that, the Bank will then further investigate the reasons and the processing of the credit to your Account may effect accordingly.
- v. If the bank, building society or any other organisation where 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 £15.00 for cheque returns if cheque is returned due to insufficient funds.
- vi. In all circumstances, you will be the owner of the funds on the second 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.
- vii. If any cheque(s) are deposited with giro slips at any other UK bank, you will be able to earn interest or utilise the funds post receipt of clearing funds from the other Bank to ICICI Bank UK Plc. your Account.
- viii. 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 Bank notifying you.

If a cheque is returned unpaid by the paying bank before the end of the second 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 and apply interest or charges as mentioned in our Rates and Charges Leaflet.

## 12. Same Business Day payments

- i. All UK GBP electronic payment requests placed at any of our Branches or online before 1:00 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.
- ii. All UK GBP electronic payment requests placed at any of our Branches or online after 1:00 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 1:00 PM	Same day	Same day
Monday to Friday - after 1:00 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.

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

## 13. Bankers Draft

- i. Starting Sep 01, 2024, issuance of GBP Drafts is centralized
- ii. A charge of GBP 25 will be applicable for issuance of GBP Draft
- iii. GBP Drafts will be dispatched to registered communication address within 7 working days.
- iv. Request for GBP Drafts can be placed at any branch or by contacting our 24x7 Phone Banking team

## E. Channel of Payments

### i. Personal 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. For further information, please see our Website at [<https://www.icicibank.co.uk/en/personal/faqs/terms-and-conditions?%23hisaveacc>] or visit us in branch.

## ii. 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.

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

- Apply for Current Account
- 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 within UK bank Accounts;
- Carry out any other additional service that we may provide in future;
- Carry out Money Transfers to India.

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

## iii. Telephone Banking Services

- a. You can use Telephone Banking for Accounts held solely or jointly by you.
- b. Telephone Banking is available, provided that your identity can be verified by speaking to a customer services officer and completing security procedures.
- c. To use Telephone Banking, call our Customer Service Centre via one of the following numbers:  
In UK : 0344 412 4444      - outside UK : +44 203 478 5319      - In India : toll free number 1800 419 6588
- d. To help us continually improve our services and in the interests of security, we may monitor and/or record your telephone calls with us.
- e. 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 related to your Account.
  - Money Transfer to India
- f. 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. When you call us, we will confirm your identity using our security procedures, which may be such as answers to questions about your Account, 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 any loss or theft of such information.
- g. On satisfactory completion of the security procedures and acceptance of telecom mandate we will act on instructions given by you.
- h. 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 may terminate or suspend the Telephone Banking service at any time for reasons beyond our control. 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 or for reasons beyond our control.

## 4. Debit Cards:

## **F. Money Transfer 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 more details.

## **G. Product Specific Terms and Conditions**

### **1. Current Accounts:**

i. Currency and minimum balance: A Current Account can be opened in GBP or any other currency which we may offer. No minimum balance is required to be maintained in your Current Account.

### **ii. Funding at the time of Account opening:**

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

- give us a cheque drawn from your UK based bank,
- deposit cash at Harrow Branch or
- transfer the money electronically from your existing Bank Account, once the Current Account details are 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 as applicable.

### **2. Savings Account:**

i. Currency and minimum balance: No minimum balance is required and can be opened in GBP currency, only. Please check our Website to check the prevailing interest rates offered on the Savings Account.

### **ii. Eligibility:**

- You must have a linked Current Account with ICICI Bank UK PLC
- You must be at least 18 years old who are legal residents of the United Kingdom (UK), or India
- You must have a valid email address

### **iii. Interest rates and payment of interest**

- 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
- 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 our Customer Service Centre. For any change to Interest Rates, please refer to the clause G.8 of the Additional Terms and Conditions, Changes to Interest Rates.

### **iv. Transfer of Funds**

- The transfer of funds from and to your Savings Account can be made to your linked ICICI Bank UK PLC Current Account, only. You may withdraw money from your 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. Fixed Deposit (Non-Withdrawable)/ Fixed Deposit (Withdrawable):**

- i. Currency, Term and minimum balance: Fixed Deposit (Non-Withdrawable)/ Fixed Deposit (Withdrawable) can be opened in GBP currency with a minimum balance of £1000 and for periods as specified by us from time to time. The term of the Fixed Deposit (Non-Withdrawable)/ Fixed Deposit (Withdrawable) will start on the date on which we receive cleared funds in the Fixed Deposit (Non-Withdrawable) account upon satisfactory completion of all documentation as required by us.
- ii. Fixed Deposit (Withdrawable) can also be opened in USD or GBP or EURO currency. The minimum balance required is 1000 in the respective currency of the Term Deposit.
- iii. Eligibility:
  - You must have a linked Current Account with ICICI Bank UK PLC
  - You must be at least 18 years old who are legal residents of the United Kingdom (UK), or India
  - Valid email address
- iv. Interest rates
  - Interest rate on the Fixed Deposit (Non-Withdrawable)(s)/ Fixed Deposit (Withdrawable) will be credited to your Current Account as may be prescribed by the Bank from time to time and for periods as specified by us from time to time.
  - The Interest is accrued on a daily basis at the gross rate applicable at the time your Account is opened and is paid monthly, quarterly or annually into your linked Current Account depending upon the option chosen by you.
  - Interest paid on Fixed Deposit (Non-Withdrawable)(s)/Fixed Deposit (Withdrawable) is calculated as simple interest and not as compounded.
  - On the date of maturity of the Fixed Deposit (Non-Withdrawable)/ Fixed Deposit (Withdrawable), the maturity funds i.e. Principle + Interest, will be transferred to your linked Current Account.
  - We would pre notify you about the maturity details of your Fixed Deposit (Non-Withdrawable)/ Fixed Deposit (Withdrawable) through a suitable means. The maturity details are also provided in your monthly Bank statements provided by us.
  - The Fixed Deposit (Non-Withdrawable)/ Fixed Deposit (Withdrawable) will then not earn any interest from the day of maturity, as if the deposit will be closed and the funds will be credited to the linked ICICI Bank UK PLC. Current account.
  - In case of Fixed Deposit (Non-Withdrawable), the Interest rates are fixed at the time of account opening and no early withdrawals, closures or additional deposits are permitted during the term of your Fixed Deposit (Non-Withdrawable).
  - In case of Fixed Deposit (Withdrawable), early or partial withdrawal of the deposit is permissible, however there will be loss of the interest. For Joint accounts, the request for premature or partial withdrawal has to be provided by all the applicants.
  - If any Fixed Deposit (Non-Withdrawable) 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.
  - No early or partial withdrawals from a Fixed Deposit (Withdrawable) are allowed before the end of the agreed term. In exceptional circumstances withdrawal may be permitted before the term of the Fixed Deposit (Withdrawable) concludes however this may result in loss of interest.
  - If a Fixed Deposit (Withdrawable) Holder dies or becomes bankrupt, the deposit amount and accrued interest will be paid without notice or loss of interest. If the Fixed Deposit (Withdrawable) 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.
  - We will send you a deposit confirmation advice once the Account is opened and which will mention the details of the Fixed Deposit (Withdrawable) e.g. amount, term, interest rate etc.

## H. Additional 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 our Customer Service number (0344 412 4444,( If outside the UK please call +44 203 478 5319 ,if you are in India call us on our toll free number 1800 419 6588.) by writing to us on [ukservice@icicibank.com](mailto:ukservice@icicibank.com) or in person by visiting at any of our Branches.

### 2) Cut off times and Limits:

- 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 instruction after the cut off time, we will treat this for 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 for the next Business Day. Cut off times may vary for different types of payment and for different ways in which the payment is requested.
- 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.
- 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	Mode of Request	General cut off time for giving us instructions	Maximum execution time	Payment limit [currency]	Can you arrange a payment to be sent on a future date?
Internal Transfers	Branch	2:00 PM	Same Day	NA	No
	Internet Banking	Anytime	Immediate to Next Business Day	50,000 per day	Yes
	Mobile Banking	Anytime	Immediate to Next Business Day	50,000 per day	No

Faster Payments	Branch	1:00 PM	Same Day	100,000 per day	No
	Internet Banking	Anytime	Same Day	20,000 per Business day	No
	Mobile Banking	Anytime	Same Day	20,000 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, money being sent to)	NA	No
Bankers Draft	Branch or Phone Banking	GBP 4:00 PM	GBP Drafts will be dispatched to registered communication address within 7 working days	NA	No
Standing Order	Branch	GBP 2:00 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 D.8	Yes
	Internet	Anytime	Same or Next Business Day for external transfer and if request is received before cut off.	Refer Section D.8	Yes
Cash Deposit	Only at Harrow Branch	2:00 PM	Immediate		No
Cash Payment	Only at Harrow Branch	2:00 PM	Immediate		No
INR Demand Draft	Discontinued w.e.f 1 <sup>st</sup> Sept 2024				

#### Modification and cancellation of payments

Payment Type	Request Type	Modification/ Cancellation	
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.

	Internet Banking	Any time before execution date	Future dated internet transfer can be modified or cancelled before we send the payment.
Standing Order	Branch	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.
	Internet Banking	Any time before execution date	You can cancel a standing order by Internet Banking as day before we execute payments.

### 3) Authorization of Payments

- i. 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.
- ii. We may delay or refuse to make or authorise a payment if:
  - We reasonably believe that you did not give us the instructions or;
  - 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 establishing a contact with you as per the information we hold on our records for you. We may decline the payment requests if we are not able to contact you for the safety of your Account.
- iii. If we refuse to make a payment that you have requested, we will inform you of this within 2 Business days. 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).
- iv. 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

- i. When making a payment, you must ensure there is always a sufficient available balance in your Account. In case you enter into a transaction without having sufficient balance, we may allow an unarranged 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 the prevailing interest and charges as mentioned in our Rates and Charges Leaflet.
- ii. Each time your Account becomes overdrawn and we will inform you accordingly and you must regularize your Account immediately. Failing to do so, may affect your credit history.
- iii. We may not allow a payment, if it makes your Account overdrawn. If we do allow a transaction and your Account becomes overdrawn, this does not mean that we have agreed to an overdraft. You must immediately pay enough money into your Account to cover the overdrawn amount plus any interest accrued on unarranged overdraft, as per our rates and charges.
- iv. We may utilize any amount you have in your Account(s) (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 the set-off. Please refer to provisions under clause G.13 ("set-off").

- v. 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.
- vi. If a petition for a bankruptcy order is presented against you, we may:
  - 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
  - Set up a separate Account in your name into which any of your future payments will be credited.
- vii. In an effort to combat fraud and to keep our customers safe, ICICI Bank has introduced alert services.
  - Our alert services helps you manage your money. If we have your correct mobile number or email address, you'll automatically receive a text (free of charge) and/or email, to alert you of the payments being made to and from your Accounts. These alerts may also help you spot any suspected fraudulent transactions early. We will not be able to send you these alerts, if you have opted for not to receive them. For more information, please refer to our Text Alert Terms and Conditions.

## 5) Liability

### i. Payments and Withdrawals

- We will not be liable if your payment is delayed or sent to the wrong person because you gave us incorrect details. We will use reasonable efforts to recover the payment for you.
- If you provide us with extra information to that specified/ required by us, we will only be responsible for making the payment based on the information we have received from you.
- We shall not be liable to you for any loss or damage suffered by you if your instructions are inaccurate or incomplete
- You will not be able to withdraw funds, make any transfer or other payment if the operation of your Account has been restricted by us. We may notify you about this but in some cases we will not be able to notify/inform, for instance, when we are under a legal obligation to not share information with you. For details on any restrictions on your Account, please contact us at any of our Branches.

### ii. Unauthorized transactions

- You should 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 a Branch or through our Customer Service Centre service. If you do not tell us promptly and in any event within 13 months after the date the payment was debited, you will not be entitled to have any errors corrected or amounts refunded. Otherwise, and subject to paragraph 18.2 below, an unauthorised or incorrect payment which you have notified the bank of will be refunded after investigation by the relevant team 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.

### iii. No Liability in Exceptional circumstances:

- We will not be liable for any losses suffered by you if we delay or refuse to process any payment if in our reasonable opinion it is prudent to do so and in the interest of crime prevention or in compliance with applicable laws including sanctions laws, regulations or any legal or regulatory requirements; or due to any unforeseeable circumstances which are outside our control if such delay or refusal is a consequence of checks carried out as part of the financial crime risk management activity of the bank or Group. The Bank shall not be liable for any failure or delay in performance of any of its obligations, under this Agreement, to the extent such failure or delay is due to a Force Majeure Event.

iv. Liability for unauthorised transactions

- As per PSD2, you may be liable up to a maximum of £35 for any losses incurred in respect, of unauthorised payments from your Account From the use of a lost or stolen security details; or where you have failed to keep your security details and ATM card safe.
- You will be liable for all losses if:
  - a. You have acted fraudulently.
  - b. You have intentionally shared your Account details with another person which allows him or her to make payments from your Account or
  - c. You have intentionally; or with gross negligence failed to keep your security details safe.
- If you feel your Account details or security details have been compromised, please advise the bank immediately so we can make the necessary arrangements to safeguard your Account. You will not be liable for any losses occurring after you have notified us.
- 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.

v. Compensating us for loss

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

- You have acted fraudulently; or
- 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 may include 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

6) Suspension/ Restriction of services like Internet Banking, Telephone Services, Debit Cards:

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

- We have reasonable grounds to suspect that your security details have not been kept safe;
- We have reasonable grounds to suspect unauthorised or fraudulent use of your security details; or
- 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 endeavour to inform you at the earliest opportunity.

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.

7) Interest Rates

- You can find out about our interest rates by calling our Customer Service number, visiting our Website or visiting any of our Branches. When you open an Account, we will give you information on the interest rates which are applicable to your Accounts, if any.

- 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, if any, will be paid into your Accounts on the last Business Day of each month, unless specified in respective product terms and conditions.
- Bank will not deduct any income tax from the interest you have earned on your Account(s). Customer has to do self-assessment on their own to comply with the UK tax return; Bank issues Interest certificate to customer to assist them in tax filing. Also, customer's interest details are reported to HMRC by the bank annually through BBSI reporting.
- 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.

#### 8) Changes to Interest Rates:

- When we change the interest rates on your Accounts, we will update the information with our Branches, call centre and Website.
- We may change interest rates applied to your Account:
  - i. If the change is to your advantage, we will tell you about the change within 30 days of the change and.
  - ii. If the change is to your disadvantage, we will inform you before any other changes in advance a period of 30 days. 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.
- i. A change to a rate of interest would be notified, only where the balance of the Account is more than £100.

#### 9) Charges

- 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.
- If we increase any of these charges or introduce a new charge, we will inform you 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.
- If any amount is due and payable by you which is not paid by the due date, you will be liable to pay interest on such sum, as mentioned in our Rates and Charges.
- When you give us any instructions through Branches or Customer Service Centre, to carry out a transaction or a service where there is a charge, will inform you of the charge and seek your confirmation before proceeding with the instructions.

#### 10) Statements

- We will provide you monthly Account statements for your Accounts, free of cost at a minimum of monthly frequency. We will be sending you an email each month informing you that your bank statement for the previous month is ready to be viewed online. You will be able to access your monthly bank Account statement in a secured PDF format by logging into your Account, online. We will not charge you for this service.
- 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.

- 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.
- You can ask us to send you a copy of a paper statement we have already provided but we will charge you for this.
- Your statements will show all amounts added to or taken from your Account since the previous statement along with details of individual transactions.
- We may use messages on or with your statements to tell you about changes to any of our Terms and Conditions or to other agreements or services you have with us.
- If you have a joint Account, we will provide the statement to each of you.
- 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

- We may change these Terms and Conditions from time to time.
- We will advise you of any such changes covered under these terms and conditions including changes to charges which are to your disadvantage, we will inform you at least two months in advance of the changes. 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 advise you of any changes under these terms and conditions, including changes to charges, which are not to your disadvantage, within 30 days of making such change.
- We will provide a copy of the new Terms and Conditions or a summary of the changes, on an annual basis. You can also view these Terms and Conditions on our Website.

#### 12) Closing your Account

- You can close your Account any time by visiting any of our branches or writing to us at ICICI Bank UK PLC, PO Box 68921, One Thomas More Square, London E1W 9HB. You should return any Debit Cards or unused cheques provided to you (cutting both before sending them).
- If you have a joint Account, we would require all joint holders to authorise closure of the Account.
- 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.
- Upon closing your account, we will transfer the closure proceeds via Faster Payment to your specified external Bank account. We may also send you the closure proceeds by a Demand Draft, after deducting any money you owe us, if the account address is in the UK. Else, the closure proceeds funds would be transferred through SWIFT or Faster Payment modes.
- We may close your Inactive account and The Bank will transfer the closure proceeds to your external account if in case the balance on your account is more than GBP 1.
- If the balance on your account is less than GBP 1, the Bank will not transfer this remainder amount left in your account. A balance of GBP 1 or below will be considered by the Bank towards your account closure charges and a narration of 'Account Closing Charges' will be reflected in your account statement.
- If your account does not have sufficient balance which takes the SWIFT/ Faster Payment or any other transfer charges, the Bank will not transfer the remainder amount left in your account. These charges will be considered by the Bank towards your account closure charges and a narration of 'Account Closing Charges' will be reflected in your account statement. The credit balance when lower than the transfer charges- will be debited.

- 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 or any of our Branches.
- We can also close your Account by giving you not less than two months' notice before we close your Account. In the closure letter you will be advised of the date that the account will be closed and will be provided with an explanation as to the reason for the closure (unless the Bank is precluded from doing so, pursuant to its legal and regulatory obligations).
- We can also close your Account immediately for any of the reasons below where we believe you have been, or may be:
  - i. seriously or persistently broken this agreement and any terms and Conditions applicable in any way;
  - ii. have become insolvent;
  - iii. using or obtaining, or allowing someone else to use or obtain, a service or money illegally;
  - iv. acting fraudulently;
  - v. weren't entitled to open your Account or use the service, or are no longer entitled to have the Account or service;
  - vi. haven't given us adequate information that we've requested about your liability for tax;
  - vii. behaving improperly (for example, in a threatening or abusive manner to our staff);
  - viii. giving us false information; or
  - ix. using your Account for an illegal purpose.
  - x. you're using the Account for a purpose not covered by this agreement;
  - xi. by continuing the agreement, we (or another Group Company) may be exposed to action from any government, regulator or law enforcement agency;
  - xii. by continuing the agreement, we (or another Group Company) may break a law, regulation, code, court order or other duty, requirement or obligation, including compliance with any internal financial crime risk management activity;
  - xiii. there's been a breach of security or misuse of your Account, security details or a payment device; or
  - xiv. you're involved in criminal activity whether or not linked to your Account or your relationship with us.
  - xv. you're using your Account for purposes relating to betting, gambling, lotteries and such other similar transactions at betting/gambling shops, establishments and over the internet
- If we plan to close, move or significantly reduce the opening hours of your Branch (by 30% or more), 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.
- 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.
- 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.
- 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 in your Account.

### 13) Set-off

- We may use any credit balance (in any currency) on any Account(s) 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 setoff.
- 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. For further information please visit one of our Branches or contact Customer Service at In UK : 0344 412 4444 - outside UK : +44 203 478 5319 - In India : toll free number 1800 419 6588

#### 15) Your Personal information:

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 2018 and the General Data Protection Regulation and any national implementing laws, regulations and secondary legislation, and any other applicable laws.

We and other Group companies will access, use, analyse and process your information in line with details provided in the Privacy Notice under section 'Purposes of processing'.

We will not disclose your information outside the Group or with third parties except for the reasons provided in the Privacy Notice under section 'Recipients or categories of recipients' :

- 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 the applicable data protection requirements will be equally applicable on them.
- 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.

We will use your information to inform you by mail, telephone or email about products and services that may be of interest to you, if we have a lawful basis to do so. To get more information on "lawful grounds on using your information", refer the Privacy Notice published on our Bank's website. Our Privacy Notice explains how we collect, use, disclose, transfer and store your information and sets out your rights to your information.

Under the General Data Protection Regulation (GDPR) and the UK Data Protection Act 2018, you have the right to see the personal records we hold about you. You can ask Bank to provide this information after identifying yourself.

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.

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.

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 a minimum of eight years after the end /closure of the relationship with us.

#### 16) Services of third party service providers

From 2019 as per the provisions under Revised Payment Service Directive (PSD2) you can allow another third party service provider, with your clear and specific consent to make an online payment on your behalf. You are advised to exercise caution while giving your consent to a third party service provider and this should be done only with a registered or authorized service provider.

PSD2 obligates the customer to take all reasonable steps to keep their personalized security credentials related to payment instrument or an Account information service safe. This would include to safeguard your credentials known only to the Bank and you.

The Bank reserves the right to stop or block a payment instrument when we have reasonable grounds relating to its security, suspected, unauthorized or fraudulent use of payment instrument. However, before blocking or stopping a payment instrument we would contact you to inform our intention and reason for doing so.

#### 17) Credit reference and fraud prevention

##### a. 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.

##### b. 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.

##### c. 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.

#### 18) Financial difficulties

- a. 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 and this is in relation to an Account held with us, 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 also confirm in writing what we have agreed.
- b. 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.

- c. 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.
- d. 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.

#### 19) 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.

#### 20) 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 +44 2034785319 (if outside UK) to inform us of your concerns.
- Email: [ukcustomerrelations@icicibank.com](mailto: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.

#### Complaints within scope of The Revised Payments Services Directive (PSD2)

We will aim to resolve your complaint which fall within the scope of PSD2 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 payment service related complaints will be resolved within 15 Business Days extending to 35 Business Days in exceptional circumstances (What constitutes 'exceptional circumstances' will be determined on a case by case basis ) 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 35 Business Days or holding response has not been sent within 15 Business Days of the original complaint, you have the right to refer 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](http://www.financial-ombudsman.org.uk)

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk) Telephone: 0300 123 9 123 or 0800 023 4567

Online Dispute Resolution (ODR)

If you remain unhappy with our response to a complaint about a product or service purchased online, you have the option to use the UK's Online Dispute Resolution (ODR) platform. You would need the following email address to use this service: [ukcustomerrelations@icicibank.com](mailto:ukcustomerrelations@icicibank.com) and you can access the platform using the following link -the ODR platform. The ODR platform will ultimately share your complaint to the Financial Ombudsman Service (FOS). Therefore, you may wish to refer your complaint directly to FOS.

## 21) Miscellaneous

### a. Applicable law

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

### b. 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 legal notices, summons or other process may be served upon you by posting the same to you or handing it to you personally. However, we may also serve process upon you by any other means permitted by law. It is therefore important that you inform us of any change in your contact details to ensure that our records are updated and correct.

### c. Circumstances beyond our control

If we fail to perform our obligations towards you because of any event beyond our control such as war, riots, pandemics, 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 you two months' notice.
- In such circumstances, you may also terminate this contract without any penalty.

### d. Transfer of rights and obligations

You may not transfer any of your rights or obligations in relation to your Account(s) or assign or transfer any Account(s) or deposit.

We may transfer all or any of our rights in relation to your Account. We may also transfer any of our responsibilities or 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.

e. 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. The Bank reserves the right to determine the circumstances in which any of the Terms and Conditions may be relaxed. To learn more about this please contact our nearest Branch.

f. 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 30th January 2017, an eligible depositor is entitled to claim up to £120,000. 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 £120,000 each (making a total of £240,000). The £120,000 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](http://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.

g. Client money

As permitted under the FCA & PRA Rules, the Bank acts as banker rather than as trustee in respect of any money we hold on your behalf in an account with ourselves, including where any of your assets are realised upon termination of this agreement. As a result, the Bank will not hold your money in accordance with the FCA's Client Money Rules. In particular, we shall not segregate your money from ours and we shall not be liable to account to you for any profits made by our use as banker of such funds. Further, if the Bank fails, the FCA's Client Money Distribution and Transfer rules will not apply to any money that the Bank holds on behalf of the User and so the User will not be entitled to share in any distribution made under the Client Money Distribution and Transfer rules.

## I. Debit Cards

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 merchants or suppliers for goods and services. It also allows withdrawal of cash from cash machine.

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

2) When you apply for an Account with us, you will receive a Debit Card to access and operate your Account. The letter along with Debit card will show the steps to view your PIN on the Mobile Banking App.. We will not reveal your PIN to anyone else. The details of charges, if any, for your Debit Card are provided in the Rates and Charges Leaflet.

We will only send you a Card if:

- "You" have opened a Personal Current Account with us;
- "Your" card was reported as lost and you asked us to send you another Card (unless your account is dormant, in which case you will have to activate your account before requesting a new Card). For security reasons you will need to activate your Card before you start using it. You can activate your card by our Mobile App or by calling our customer service center on 0344 412 4444 (Calls to this number use free plan minutes if available, otherwise they cost the same as 01/02 prefix calls)
- In the event the Debit Card is lost or destroyed, please contact us immediately.

3) From 2019 at the time of making a transaction using your debit card you will be able to do it using two-factor authentication. Bank would offer any two security features for the elements of strong customer authentication categorized as 'knowledge' (something only the user knows), 'possession' (something only the user possesses) and 'inheritance' (something the user is).

If your Account is in joint names, the Joint holder will also receive a separate debit card.

### 4) Validity

4.1 The Card is valid for use at all ATMs and Merchant Establishments.

4.2 The Card is valid for a period of three years until the last business day of the month indicated on the Card. We will send you a replacement Card prior to the expiry of your existing Card. There will be no charge for reissue of the Card on expiry.

4.3 We will reissue Cards automatically prior to the expiry, Subject to the following:

- a. Cards will not be reissued if there has been no Transaction using the Card in the past 12 months.
- b. Cards will not be reissued for Dormant Accounts. You will have to activate your Inactive Account before making a request for a new Card.
- c. Cards will not be reissued for Cards that have inactive and blocked status

### 5) Card benefits

5.1 You can withdraw cash and make payments at Merchant Establishments with your Card.

5.2 You can use your Card for withdrawing cash from an ATM.

5.3 You can pay for goods and services with your Card and/or, if applicable, by using the Card Number.

5.4 You can use your Card for a transaction by mail, telephone or over the internet when you are not present at the point of sale (cardholder not present transaction).

5.5 You can use your Card outside the UK for cash withdrawal and to make payments at Merchant Establishments. Any transactions made by you using the Card outside the UK will be charged to your Current Account in the applicable currency, which will then be converted into Sterling at the Visa exchange rate on that date, together with other transaction charges as stipulated in our Rates and Charges leaflet. We do not offer a cash back facility on our Cards.

5.6 We will not be responsible for any charges levied by the Shared Network, overseas ATM or by any Merchant Establishment

## 6) Protecting your Account

6.1 You must sign your Card immediately on receipt.

6.2 You must keep the Card safe and not allow it to be used by any other person including a joint Account holder. You must not tell anyone your PIN or other security information.

6.3 Criminals continually look for new ways to obtain your Card or details relating to your Card including your PIN. If you are banking online or entering your PIN details in a public place you should always be vigilant. We will never contact you and ask for sensitive information such as your PIN or the three digit number on the reverse of the Card.

6.4 It is essential that you tell us as soon as you can if you suspect or discover that:

- Your Card has been lost or stolen; or
- Someone else knows your PIN or the three digit security number on the back of your Card. You should tell us by calling us on 0344 412 4444 (Calls to this number use free plan minutes if available, otherwise the cost is same as 01/02 prefix calls) You may be asked to also confirm this in writing to ICICI Bank UK, PO Box 68921, One Thomas More Square, London E1W 9HB. We may use details you have given us as evidence in enquiries carried out by the insurers or the Police.

6.5 If we need to investigate a transaction on your Account, you must cooperate with us and the Police, if we need to involve them.

6.6 We recommend that you memorise your PIN and then destroy any record of it. Security of the PIN is very important. You must treat the PIN as confidential and non-transferable.

6.7 You must notify us immediately and in any event within 13 months of receiving your statement at the latest, of any unauthorised transactions appearing on your statement following the loss, theft or misuse of the Card.

6.8 Additional security measures you should take to keep your Card and Account safe include the following:

- Keep your Card separate from your cheques;
- Do not allow anyone else to have access to or use your Card or PIN;
- Do not disclose your PIN for mail order payments or when paying for goods and services over the telephone or through the internet;
- Comply with other advice given by us in these Terms and Conditions for using Debit Cards to make payments through the internet;
- Do not tamper with the Card;
- Destroy the PIN advice immediately after receipt;
- Never write down your PIN;
- Comply with all reasonable instructions we issue regarding keeping your Card and PIN safe.

## 7) Liability for Unauthorised Transactions

Your liability for the misuse of the Card, unless we can show that you have acted fraudulently, have been grossly negligent, or have allowed someone else to use your Card will be limited as follows:

- If someone else uses your Card before you tell us it has been lost or stolen or that someone else knows your PIN, the most you will have to pay is £50;
- If someone else uses your Card details without your permission and your Card has not been lost or stolen, you will not have to pay anything;
- If someone else uses your Card details without your permission for a transaction where the cardholder does not need to be present, you will not have to pay anything;
- If your Card is used before you have received it, you will not have to pay anything

## 8) Transaction Limits Maximum daily limit

\* for cash withdrawal at ATM £ 300 Maximum daily limit

\* for purchases at merchants £ 5000 Maximum daily limit

\* for online purchases £ 5000

\* The daily limit is refreshed at 6:30 pm UK time from the last Sunday of October to last Saturday of March and at 7:30 pm UK time from the last Sunday of March to the last Saturday of October.

## 9) Personal Identification Number (PIN)

9.1 To enable you to use the Card a PIN will be required which can be viewed in Mobile Banking App. This PIN may subsequently be changed by you at any shared network ATM.

9.2 Path to view your Debit Card PIN on Mobile Banking App : Click on 'Debit Card Management' > Click on 'View PIN' > Select the Account and Debit Card > Proceed to authenticate

9.3 You must ensure that you do not reveal this PIN to anyone and take all precautions to prevent anyone else from seeing your PIN while using an ATM or POS Terminal.

9.4 Any transactions made by using the Card will be considered to have been carried out by you and we will be entitled to assume this unless otherwise notified by you as outlined in condition 6.4.

9.5 Your PIN cannot be changed in locations outside the United Kingdom.

#### 10) Transactions

10.1 We will debit your Account with the value of all transactions carried out by you and all valid charges as applicable.

10.2 All transactions and valid charges will be detailed in the Account Statement.

10.3 You may discontinue use of the Card at any time by informing us and returning the card to us. Cards should be cut diagonally across the magnetic strip into at least four pieces to destroy them before they are returned to us.

10.4 You will be liable for all valid charges incurred until such time we receive notice of the termination.

#### 11) Guidelines for using your Card

11.1 You must ensure that the Card is kept in a safe place at all times and you must not, under any circumstances allow the Card to be used by any other individual.

11.2 Transactions carried out by you at an ATM managed by the Shared Network will be limited to cash withdrawals, balance enquiries and changing your PIN.

11.3 We may change the type of transactions that can be carried out at an ATM managed by the Shared Network.

11.4 All communication to us should be addressed to ICICI Bank UK, PO Box 68921, One Thomas More Square, London E1W 9HB.

#### 12) Use of the Card at an ATM

12.1 The Card is to be used together with the PIN at all ATMs.

12.2 You are advised to retain records of all transactions carried out.

12.3 The daily limit for withdrawals of cash and purchases made using the Card should not be exceeded by you at any time irrespective of the balance in your account.

12.4 You agree not to use the Card to carry out transactions unless sufficient funds are available in the Account. Any dispute in respect of a Shared Network ATM transaction will be governed by VISA regulations. In all such cases, you should notify us of the dispute immediately.

#### 13) Use of the Card at Merchants

13.1 The Card may be used to carry out transactions at Merchant Establishments and POS Terminals. You must input your PIN Number on a Chip and PIN pad with the Merchant Establishment. It is advisable that you retain a copy of the receipt generated for your records. We may grant a temporary unauthorised overdraft to your Account if there is insufficient money in your Account to make the payment. If we do so, we will charge you the applicable interest and charges. Please refer to the Rates and Charges leaflet for this.

13.2 You will not be able to use your Card for purposes relating to betting, gambling, lotteries and such other similar transactions at betting/gambling shops, establishments and over the internet. 13.3 We will not accept responsibility for any dealing you may have with the Merchant including but not limited to the supply of goods and services.

13.4 We accept no responsibility for any surcharge levied by any Merchant and debited to your Account when a transaction is carried out.

13.5 We will consider any valid charge or request for payment received from a Merchant Establishment by us as a proof that the payment was properly incurred at the Merchant Establishment for the relevant amount by you using the Card, as specified in the request, except where the Card has been lost, stolen or fraudulently misused. If you dispute a transaction we will refund you the disputed amount within 24 hours. We will also ask you to fill up a transaction dispute form.

13.6 The Card can be used for transactions made by mail order, telephone or on the internet.

#### 14) Exclusion from Liability

14.1 We will not be liable for any loss or damage arising directly or indirectly out of:

- a. Any defect in quality of goods or services supplied;
- b. If the merchant is unable to accept your Card due to technical difficulties at their end;
- c. The malfunction of any POS Terminal or ATM;
- d. Failure by us to authorise any Transaction as a result of unavoidable circumstances beyond our control such as war, riots (or threats of war or riots), or governmental or court orders;
- e. Any injury to your credit record and reputation caused by the repossession of the Card or any request for its return or the refusal of any Merchant Establishment to honour or accept the Card.

14.2 Should we receive any process, summons or similar order from a court of law or any other appropriate authority which we in good faith believe calls into question your ability or the ability of someone authorised by you to use the Card, then we may decline to allow you to operate your Account and may pay such funds over to an appropriate authority and take other steps, as required to comply with the applicable laws or a valid order of a court of law.

14.3 We may deduct from your Account a reasonable service charge and any reasonable expenses incurred due to a legal action involving your Card and where you were proven to be at fault.

#### 15) Addition of facilities

We may make available to you additional card services on the card, ATMs, POS Terminals and/or other devices through shared networks for your convenience and use.

---

ICICI Bank UK PLC is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority (Registration Number: 223268). ICICI Bank UK PLC is subject to the laws of England and Wales. Terms and conditions apply.