

Summary of changes – HiSAVE general Terms and Conditions – effective from 31st July 2023.

Clause	Old text	Clause	Changed text
1	"Nominated Linked Account"	Definition	"Nominated Linked Account" means a current account from which your funds will be transferred to open a HiSAVE Account. You will have to register this account at the time of opening the HiSAVE Accounts. You will need to first open one if you do not already hold a valid current account with any UK Bank or Building Society from which funds may be transferred.
2	"Notice Savings Account"	Definition	"Notice Savings Account" is type of savings account where interest rate is variable and funds can be transferred any time, however for withdrawals customer needs to provide the notice period as stated within the terms and conditions applicable to the product.
1.1	Our HiSAVE Accounts are available to individuals aged 18 or over who are resident in the United Kingdom (UK), not including the Channel Islands and the Isle of Man. If you cease to be eligible for the account, we may close it. (See condition 18)	Eligibility	Our HiSAVE Accounts are available to individuals aged 18 or over who are resident in the United Kingdom (UK), not including the Channel Islands and the Isle of Man. If you cease to be eligible for the

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			account, we may close it in accordance with condition 18
2.1	<p>1 HiSAVE Accounts are online, variable rate savings account. We will only be able to open your HiSAVE Account after we have carried out various checks. We are required by law to verify your identity and address. If we cannot carry out these checks electronically, and under certain other circumstances, we will ask you to provide independent documentary evidence of your identity and/or address (for example electricity bill as proof of address or passport as proof of identity). Please note that we require duly certified true photocopies of your documents. Please do not send original documents to us. If you send original documents, we will take due care to return them back to you but we cannot guarantee the safe delivery of the documents to you due to reasons beyond our reasonable control. For more details on acceptable documents and certification, please visit: http://www.icicibank.co.uk/personal/faqs/opening-an-Account-Hisave.html If we have not received satisfactory documentary evidence within three months of receiving your application, we will reject the application and you will have to re-apply online to open a new HiSAVE Account.</p>	Opening an Account	<p>HiSAVE Accounts are online, variable rate savings account. We will only be able to open your HiSAVE Account after we have carried out various on-boarding checks. We are required by law to verify your identity and address. If we cannot carry out these checks electronically, and under certain other circumstances, we can ask you to provide independent documentary evidence of your identity and/or address (for example electricity bill as proof of address or passport as proof of identity). Please note that we require duly certified true photocopies of your documents. Please do not send original documents to us. If you send original documents, we will take due care to return them back to you but we cannot guarantee the safe delivery of the documents to you due to reasons beyond our reasonable control.</p> <p>For more details on acceptable documents and certification, please visit:</p>

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			<p data-bbox="1294 236 2004 320">http://www.icicibank.co.uk/Personal/faas/oDeninq-an-Account-Hisave.html</p> <p data-bbox="1294 341 2027 576">If we have not received satisfactory documentary evidence within three months of receiving your application, we will reject the application and you will have to re-apply online to open a new HiSAVE Account.</p>
2.7	<p data-bbox="331 639 1021 815">If you open an account with us at a distance (over the phone or post or Internet), you are protected by the Financial Services (Distance Marketing) Regulations 2004. The major types of protection are:</p> <ul data-bbox="331 826 999 1002" style="list-style-type: none"> <li data-bbox="331 826 999 890">• Detailed information before you agree to open the account; <li data-bbox="331 901 999 933">• A 14-days right of cancellation; and <li data-bbox="331 944 999 1002">• Restrictions on how a financial service is supplied if you have not asked for it. 	Opening an Account	<p data-bbox="1294 639 2027 815">If you open an account with us at a distance (over the phone or post or Internet), you are protected by the Financial Services (Distance Marketing) Regulations 2004. The major types of protection are:</p> <ul data-bbox="1294 858 1989 1114" style="list-style-type: none"> <li data-bbox="1294 858 1989 938">• Detailed information before you agree to open the account; <li data-bbox="1294 970 1989 1002">• A 14-days right of cancellation at no cost; and <li data-bbox="1294 1034 1989 1114">• Restrictions on how a financial service is supplied if you have not asked for it.
2.8.2	<p data-bbox="331 1182 1021 1390">If you have applied for a single HiSAVE Account, you will be able to choose your password while completing the online application form. Selection of the password online is safe and secure. You will need this password along with the User ID (sent by email) in order to log on to your account.</p>	Opening an Account	<p data-bbox="1294 1182 2027 1342">If you have applied for a single HiSAVE Account, you will be able to choose your password while completing the online application form. Selection of the password online is safe and secure. You will need</p>

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			this password along with the User ID (sent by email to your registered email) in order to log on to your account.
2.8.3	If you have applied for a joint HiSAVE Account, the primary applicant will be able to choose their password while completing the online application form. The secondary applicant will not be able to choose his/her password online and it will be sent separately to his/her communication address within seven Business Days from the date of account opening.	Opening an Account	If you have applied for a joint HiSAVE Account, the primary applicant will be able to choose their password while completing the online application form. The secondary applicant will not be able to choose his/her password online and it will be sent separately to his/her communication address within seven Business Days from the date of account opening via email to the registered email.
2.8.5	When you log on to your HiSAVE Account for the first time, you will be prompted to change your password. This is to maintain security of your own account	Opening an Account	When you log on to your HiSAVE Account for the first time, you will be prompted to change your password. This is to maintain security of your own account. You are requested to change the password promptly.
3.1.3	If you transfer the funds other than your Nominated Link account, we reserve the right to send those funds back to the originating account	Initial deposit to your Account	If you transfer the funds from other than your Nominated Link account, we reserve the right to send those funds back to the originating account
3.2.6	We will transfer funds to your HiSAVE Account on the day we receive cleared funds (the sixth	Initial deposit to your	We will transfer funds to your HiSAVE Account on the day we receive cleared funds (the Second Business

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	<p>Business Day) but you will start earning interest from the second Business Day of us sending the cheque to the Bank holding your Nominated Linked Account. However, cheques received after 2:00 pm UK local time or on a day that is not a Business Day, will be treated as though we have received it on the next Business Day.</p>	<p>Account – By cheque</p>	<p>Day from the date of transfer) and you will start earning interest from the second Business Day from [date of transfer] of us sending the cheque to the Bank holding your Nominated Linked Account. However, cheques received after 2:00 pm UK local time or on a day that is not a Business Day, will be treated as though we have received it on the next Business Day. The ICS Scheme rules state that “Any beneficiary of a cheque or a paper credit paid in on a bank business day will receive the value by 23:59 on the next bank business day or will be advised where the item has not been paid including the reason why”.</p> <p>ICS creates a next-business-day cheque clearing cycle, by enabling images of cheques and credits to be captured at the point of deposit; these are then sent to the paying/beneficiary bank electronically, removing the need to exchange the physical paper items between the collecting and paying banks.</p>
3.4	<p>We will send a confirmation to your registered email/ postal address informing you once the direct debit has been set up.</p>	<p>Initial deposit to your Account – By cheque</p>	<p>We will send a confirmation to your registered email and residential postal address informing you once the direct debit has been set up.</p>
3.6	<p>When you call our Customer Service Centre to unblock your accounts, if you fail to prove your identity, we will require you to provide satisfactory</p>	<p>Initial deposit to your Account – By cheque</p>	<p>When you call our Customer Service Centre to unblock your accounts, if you fail to prove your identity, we will require you to provide satisfactory documentary</p>

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	documentary evidence of your identity and address before unblocking account.		evidence of your identity and address (as mentioned in section 2.1 in Opening of Account) before unblocking account.
4.3	We may also occasionally contact you by post. If we communicate with you through post, we will use the postal address on our records	Communication between You and Us	We may also occasionally contact you by post. If we communicate with you through post, we will use the postal address on our records. It is your obligation to ensure that your contact details maintained with the Bank are updated and accurate.
5.8	New	Payments into your HiSAVE Account	<p>In the event 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:</p> <ul style="list-style-type: none"> <li data-bbox="1384 1102 2033 1353">i. 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,

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			<p>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.</p> <ul style="list-style-type: none"> <li data-bbox="1375 815 2033 1007">ii. 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]. <li data-bbox="1375 1034 2033 1374">iii. 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

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			<p>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.</p> <p>iv. 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.</p> <p>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.</p>
7.2	We will not give you written confirmation when we receive funds into your HiSAVE Accounts or when we transfer funds from your HiSAVE Accounts to your Nominated Linked Account.	Confirmation of instructions and transactions	We will not give you written confirmation when we receive funds into your HiSAVE Accounts or when we transfer funds from your HiSAVE Accounts to your Nominated Linked Account. These transactions

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	These transactions will appear in your account statements.		will appear in your account statements which are issued on a monthly basis. Any funds received after the last working day of month will show as a transaction on the subsequently issued statement.
8.1	<p>You can give us instructions either:</p> <ul style="list-style-type: none"> • By calling our Customer Service Centre; or • Using Internet Banking Service and sending an email through the “Accounts Manager” option. <p>Generally, we cannot change or stop an instruction given by you over the telephone or through the Internet Banking Service (unless we inform you otherwise) because we start processing instructions when we receive them. If we are able to cancel your instructions, there may be a charge for this. We will confirm any charges to you before we process your request for cancellation</p>	Operating – your account	<p>You can give us instructions either:</p> <ul style="list-style-type: none"> • By calling our Customer Service Centre; or • Using Internet Banking Service and sending an email through the “Accounts Manager” option. <p>Generally, we cannot change or stop an instruction given by you over the telephone or through the Internet Banking Service (unless we inform you otherwise) because we immediately start processing instructions when we receive them. If we are able to cancel your instructions, there may be a charge for this. We will confirm by email any charges to you before we process your request for cancellation.</p>
8.17	If you have forgotten your password, you will need to go to the login page of your Internet Banking facility and make an online request for a password re-issue using the “Forgot Password” option, or contact our Customer Service Centre.	Operating – your account	If you have forgotten your password, you will need to go to the login page of your Internet Banking facility and make an online request for a password re-issue

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	<p>The new password will be sent to your registered postal address within seven Business Days.</p>		<p>using the "Forgot Password" option, or contact our Customer Service Centre. The new password will be sent to your registered postal address within seven Business Days in the event you are unable to generate a new password online.</p>
8.18	<p>If you have not carried out any transaction related to deposit in your HiSAVE Account for 24 months, we will treat it as an Inactive Account and restrict access to it. You will be able to view your account online, but you will not be able to carry out any transactions. You can activate your HiSAVE Accounts by calling us at our Customer Service Centre. In any event, the money in the Inactive Account will always remain your property, no matter how many years have passed.</p>	<p>Operating – your account</p>	<p>If you have not carried out any transaction related to deposit in your HiSAVE Account for 24 months, we will treat it as an Inactive Account and restrict access to it. You will be able to view your account online, but you will not be able to carry out any transactions. You can activate your HiSAVE Accounts by calling us at our Customer Service Centre at In UK: 0344 412 4444 , outside UK +44 203 478 5319. In any event, the money in the Inactive Account will always remain your property, no matter how many years have passed, you will continue to receive interest as defined in the product. unless it is marked as Dormant refer to 8.20.</p>

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10.2	If you receive a call from us, do not disclose your security details to anyone, unless you are completely satisfied that the call is from ICICI Bank UK PLC and not from a third party.	Security and access	If you receive a call from us, do not disclose your security details to anyone, unless you are completely satisfied that the call is from ICICI Bank UK PLC and not from a third party. The Bank will only call you in a limited number of circumstances including where the Bank suspects fraudulent activity has occurred on your account, when the account is due to mature or when it requires an update of your personal information.
10.5	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.		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. You are informed of this each time you call Customer Service.
11.4.1	1 If you have chosen the HiSAVE Accounts - annual interest option, interest will be paid on 31st March of each year and at closure of the account.	Interest and Tax	If you have chosen the HiSAVE Accounts - annual interest option, interest will be paid on 31st March of each year and at closure of the account, whichever is earlier.

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14.1	<p>We may change these Terms and Conditions, including our charges, for valid reasons such as changes in market conditions, the cost of providing service to you, legal or regulatory requirements affecting us or any development of our systems or processes. If we believe any term is not clear, we will modify it to make it simple and clear without altering the meaning, providing service to you, legal or regulatory requirements affecting us or any development of our systems or processes. If we believe any term is not clear, we will modify it to make it simple and clear without altering the meaning.</p>	<p>Changes to these Terms and Conditions</p>	<p>We may change these Terms and Conditions, including our charges, for valid reasons such as changes in market conditions, the cost of providing service to you, legal or regulatory requirements affecting us or any development of our systems or processes. If we believe any term is not clear, we will modify it to make it simple and clear without altering the meaning.</p>
15.1	<p>We do not charge for operating the HiSAVE Accounts except for those charges in respect of CHAPS transfers and ordering physical statements. However, we may wish to introduce new charges in the future for valid reasons as mentioned in condition 14.1 above. We will inform you at least two months in advance about these charges and if you are dissatisfied with the new charges, you will have the right to close your account without loss of interest or any additional charges.</p>	<p>Charges</p>	<p>We do not charge for operating the HiSAVE Accounts except for those charges in respect of CHAPS transfers ordering physical statements, or any other charges with regards to cancellation of instructions. However, we may wish to introduce new charges in the future for valid reasons as mentioned in condition 14.1 above. We will inform you at least two months in advance about these charges and if you are dissatisfied with the new charges, you will have the right to close your account without loss of interest or any additional charges subject to any deductions in terms of payments previously owed to the Bank.</p>

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17.1.1	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.	Liability	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. We shall not be liable to you for any loss or damage suffered by you if your instructions are inaccurate or incomplete
17.1.3	We shall not be liable to you for any loss or damage suffered by you if your instructions are inaccurate or incomplete	Liability	If you think an incorrect payment has been made, please contact us immediately on our Customer Service/Support at 0344 412 4444 or If you're outside the UK please call +44 203 478 5319 [xx].
26	New	Death and disability	If you want any further information on the sources of support available to disabled and/or those customers who are categorised as vulnerable you may contact our [Customer Service Centre].