

Most Important Terms and Conditions (MITC)
Amazon Pay ICICI Bank Credit Card

[Click here](#) for applicable Terms & Conditions (T&Cs)

(a) Schedule of Fees and Charges:

Please note that the entire Schedule of Fees and Charges, benefits and features may change at any point of time at the discretion of ICICI Bank with prior notice to the customer.

1. Joining Fees, Annual Fees and Supplementary Card Fees: There is no joining or annual fee for the Amazon Pay ICICI Bank Credit Card.

2. Finance Charges (w.e.f. Nov 15, 2024)

Overdue interest on extended credit		Interest in Cash Advances	
Monthly Rate	Annual Rate	Monthly Rate	Annual Rate
3.75%	45%	3.75%	45%

3. Other Fees and Charges:

Cash advance – transaction fee (w.e.f. Feb 10, 2022)	2.50% on advanced amount, subject to minimum of ₹ 500.																			
Late payment charges (w.e.f. Nov 15, 2024)	Effective Oct 27, 2023: The Late Payment charges on your Card will be a function of the Total Amount Due minus any payment received before payment due date and will be as follows: Outstanding = Total Amount due (as of previous statement) – Payment received before payment due date. <table><tr><th>Outstanding Amount</th><th>Late Payment Charge (₹)</th></tr><tr><td><= ₹ 100</td><td>Nil</td></tr><tr><td>₹ 101 - ₹ 500</td><td>₹ 100</td></tr><tr><td>₹ 501 - ₹ 1,000</td><td>₹ 500</td></tr><tr><td>₹ 1,001 - ₹ 5,000</td><td>₹ 600</td></tr><tr><td>₹ 5,001 - ₹ 10,000</td><td>₹ 750</td></tr><tr><td>₹ 10,001 - ₹ 25,000</td><td>₹ 900</td></tr><tr><td>₹ 25,001 - ₹ 50,000</td><td>₹ 1,100</td></tr><tr><td>> ₹ 50,000</td><td>₹ 1,300</td></tr></table>		Outstanding Amount	Late Payment Charge (₹)	<= ₹ 100	Nil	₹ 101 - ₹ 500	₹ 100	₹ 501 - ₹ 1,000	₹ 500	₹ 1,001 - ₹ 5,000	₹ 600	₹ 5,001 - ₹ 10,000	₹ 750	₹ 10,001 - ₹ 25,000	₹ 900	₹ 25,001 - ₹ 50,000	₹ 1,100	> ₹ 50,000	₹ 1,300
Outstanding Amount	Late Payment Charge (₹)																			
<= ₹ 100	Nil																			
₹ 101 - ₹ 500	₹ 100																			
₹ 501 - ₹ 1,000	₹ 500																			
₹ 1,001 - ₹ 5,000	₹ 600																			
₹ 5,001 - ₹ 10,000	₹ 750																			
₹ 10,001 - ₹ 25,000	₹ 900																			
₹ 25,001 - ₹ 50,000	₹ 1,100																			
> ₹ 50,000	₹ 1,300																			
Over-limit charges*	2.50% on the over-limit amount (subject to a minimum of ₹ 550)																			
Return of cheque (w.e.f. Feb 10, 2022)	2% of Total Amount Due (Min. ₹500) #																			
Auto Debit return fee (w.e.f. Feb 10, 2022)	2% of Total Amount Due (Min. ₹500)#																			
Fee on cash payment at branches	Current Charges ₹ 100 per payment transaction	(w.e.f. Jan 15, 2026) ₹ 150 per payment transaction																		
Card replacement fee	₹ 200																			
Foreign currency transactions**	Current Charges Mark-up of 3.50 %. A refund initiated by the customer on similar Foreign Currency transactions will also attract	(w.e.f. Oct 1, 2025) Mark-up of 1.99 %. A refund initiated by the customer on similar Foreign Currency transactions will also																		

	a 3.5 % mark-up fee.	attract a 1.99 % Mark-up fee.
Dynamic Currency Conversion Fee (w.e.f. Mar 01, 2024)	Current Charges Dynamic currency conversion fee of 1% will be applied on all transactions conducted in Indian currency at international locations or transactions carried out in Indian currency with merchants located in India but registered in a foreign nation.	(w.e.f. Jan 15, 2026) Dynamic currency conversion fee of 1.99% will be applied on all transactions conducted in Indian currency at international locations or transactions carried out in Indian currency with merchants located in India but registered in a foreign nation.
Rent Pay Transactions (w.e.f. Oct 20,2022) ***	1% fee on transaction amount	
Education Transactions (w.e.f. Nov 15,2024)	No fee will be charged for payments made directly to school or college including international education payments from your credit card. However, a fee of 1% of the transaction amount will be charged for education payments made through third-party apps.	
Utility Transactions (w.e.f. Nov 15, 2024)	A fee of 1% of the transaction amount will be charged for utility payment transactions exceeding ₹ 50,000.	
Fuel Transactions (w.e.f. Nov 15, 2024)	A fee of 1% of the transaction amount will be charged for fuel transactions exceeding ₹ 10,000.	
Transportation Transactions (w.e.f. Jan 15, 2026)	A fee of 1% of the transaction amount will be charged on transactions exceeding ₹ 50,000 belonging to the 'Transportation' merchant category	
Skill-Based Gaming Transactions (w.e.f. Jan 15, 2026)	A fee of 2% of the transaction amount will be charged on transactions in the skill-based gaming category	
Wallet Load Transactions (w.e.f. Jan 15, 2026)	A fee of 1% of the transaction amount will be charged for wallet load transactions of ₹ 5,000 or more	
Fuel surcharge	Fuel Surcharge is levied by Merchant Bank. ICICI Bank debits the Cost of fuel along with charges and taxes levied if any as instructed by the Merchant bank at actual. In case of any discrepancy with regards to Surcharge amount debited, customer should reach out to the Merchant Bank. On fuel purchase at Off-us terminals, the surcharge reversal will not include Goods and Services Tax. Surcharge waiver of 1% of transaction value on all petrol pumps on Amazon Pay ICICI Bank Credit Cards.	
Goods and Services Tax (GST)	Effective Jul 01, 2017, the Goods and Services Tax (GST) will be applicable instead of Service Tax. GST may be applicable from time-to-time. Presently the GST rate for banking and financial services is at 18% (applicable on all fees, interest, surcharge and other charges).	

*Over-Limit Fee: Bank may approve certain transactions attempted by the Card Member, which can breach the credit limit, as a service gesture. Please note that if the outstanding amount exceeds the credit limit, an over-limit fee of 2.5% of the over-limit amount (subject to a minimum of ₹ 550) will be levied. Over-limit status may also happen because of fees or interest charges.

****Charges in foreign currency:** If a transaction is made in a currency other than Indian Rupees, the transaction will be converted into Indian Rupees. The conversion will take place on the date the transaction is settled with ICICI Bank, which may not be the same date on which the transaction was made. If the transaction is not in USD, the conversion will be made through USD, by converting the charged amount into USD and then by converting USD amount into Indian Rupees.

Unless a specific rate is required by applicable law, the conversion rate from USD to Indian Rupees will be at the rates provided by VISA, as the case may be, on the settlement date, increased by a Currency Conversion Factor assessment (currently 3.50%) on such transactions.

******* All transactions towards payment of rent on any Merchant Category Code will be levied a 1% fee. No reward point will be extended for the transaction routed through rent payment Merchant Category Codes.

For rewards-related information, please refer to the applicable [Terms and Conditions](#).

Instalment Products ROIs Processing Fee (Instant EMI, EMI on Call)	Following rate of Interest (per annum on reducing balance) on your card would be charged for respective instalment products as may be applicable:			
	Tenure	ROI %		
		Instant EMI		EMI on Call
		POS	ECOM	
	3 months	15.99	15.99	15% to 18%
	6 months	15.99	15.99	15% to 18%
	9 months	15.99	15.99	15% to 18%
	12 months	15.99	15.99	15% to 18%
	18 months	15.99	15.99	15% to 18%
	24 months	15.99	15.99	15% to 18%
	• Processing fee of 2.99%, capped at a maximum of ₹ 299 + 18% GST is applicable on all Instant EMI transactions with effect from Sep 01, 2025.			
	• Processing fee and interest rates charged may differ from the above in case of some special campaigns for Instant EMI. Interest rates between 9.92% and 20% can be charged for such cases with processing fees of up to ₹ 999 or up to 2% of the loan amount with 18% GST			
	• Processing fee of up to 2% of the transaction value will be applicable on all 'EMI on Call' transactions			
	• 18% GST will be charged on the interest component of EMIs on Credit Card.			
Conditions for cancellation of the Instalment facility– (Merchant EMI) w.e.f. May 01, 2025 Prepayment of Instalment Facility	Cancellation of Merchant EMI bookings without levying any foreclosure charges will be allowed only if any of the following conditions are met:			
	• Full refund has been received from the merchant as a single refund transaction			
	• Partial refund amount is received as a single transaction where difference between original transaction amount and refund amount is less than ₹ 1,500.			
Prepayment of Instalment Facility	Foreclosure charges will be levied if the EMI option is opted at the time of purchase and the customer opts to discontinue the EMI facility thereafter.			
	Upon discontinuation of the EMI facility, crediting of deferred EMI interest subvention amount as confirmed at the time of availing the facility, will not be passed on to the Card holders.			
	• If the instalment product is availed on Credit card and is prepaid/ terminated before the stipulated tenure of the product, the outstanding amount at the time of prepayment/termination together with all interest thereon and all other monies in respect of this facility shall become repayable by the Card Member. In			

addition to this, Card Member is liable to pay pre-closure charges of up to 3% on the principal outstanding amount at the time of prepayment/termination along with interest of upcoming unbilled EMI.

- The Card Member may prepay the Facility at any time by contacting ICICI Bank's 24 Hour customer care. The Card Member shall pay such prepayment charges as may be indicated by ICICI Bank in the communication sent to the Card Member at the time of granting the Facility.

#In addition, ₹ 50 + GST will be debited from customer's Savings Bank Account. In case the customer executed a partial payment against the Total Amount Due (TAD), then the fee will be calculated on the Total Amount Due (TAD) minus payment, if applicable.

Transaction categories:

Category	Merchant Category Code (MCC)
Utility	4899, 4900, 4901, 3887, 4897, 5416, 5417, 4812, 4813, 4814, 4815, 4821, 4896, 4902, 3886
Insurance	5960, 6300, 6381, 6399
Grocery & Department Store	3333, 5411, 5412, 5441, 9751, 5311, 5331, 5499
Rent	7014, 7407, 5271, 6513
Government	6760, 9222, 9211, 9399, 9402, 9405
Fuel	1361, 3851, 5172, 5541, 5542, 5983, 9752, 5555
Education	8211, 8220, 8241, 8244, 8249, 8299, 8493, 8494, 7911
Skill Based Gaming	5816
E-Wallet Load	6540
Transportation	4111, 4112, 4784, 4131
Tax	9311, 9313

4. Interest Charges:

1. Interest will be charged if the Total Amount Due is not paid by the payment due date. Interest will be charged on the Total Amount Due and on all new transactions except Fees/charges and GST/Taxes (from the transaction date) till such time as the previous outstanding amounts are paid in full. In addition, interest will be levied on all cash advances from the date of the transaction until the date of payment
2. The rate of interest may be changed at the sole discretion of ICICI Bank
3. In case of default, interest charges may increase up to a maximum of 3.8% per month (46% per annum).

The following illustration will indicate the method of calculating interest charges:

In the table given below, it has been assumed that the Total Amount Due of the previous month's statement has been paid by the payment due date and there is no outstanding amount. The statement date is 15th of every month. Given these assumptions, interest will be calculated as below:

Transaction	₹
Purchase on Apr 10, 2019	2,000
Total Amount Due on statement dated Apr 15, 2019	2,000
Minimum Amount Due on statement dated Apr 15, 2019	100
Payment due date - May 3, 2019	
Purchase on May 7, 2019	800
Payment on May 10, 2019	1,500

On statement dated May 15, 2019, following interest charges will be levied:	
Interest calculations @ 45% per annum	
a) Interest on ₹ 2000 for 30 days (from Apr 10, 2019 to May 9, 2019)	73.98
b) Interest on ₹ 500 for 6 days (from May 10, 2024 to May 15, 2019)	3.70
c) Interest on ₹ 800 for 9 days (from May 7, 2019 to May 15, 2019)	8.88
Total interest charged in the statement dated May 15, 2019	86.56

GST will be applicable on interest charges.

Effective Oct 26, 2023, any fee/GST transaction on the customer's statement after Oct 26, 2023 will not be compounded for interest calculation.

The following illustration will indicate the method of calculating interest charges:
In the table given below, it has been assumed that the Total Amount Due of the previous month's statement has been paid by the payment due date and there is no outstanding amount. The statement date is the 8th of every month. Given these assumptions, interest will be calculated as below:

Transaction	w.e.f. Oct 26, 2023 (₹)
Purchase on Sep 20, 2023	2,000
Total Amount Due on statement dated Oct 08, 2023	2,000
Minimum Amount Due on statement dated Oct 08, 2023	100
Payment due date - Oct 26, 2023	
Purchase on Oct 15, 2023, Rent Pay	2,000
Convenience fee on Rent Pay on Oct 15, 2023	20
Tax on convenience fee	3.6
LPC charged on Oct 29, 2023	600
Tax on LPC	108
On statement dated Nov 08, 2023, following interest charges will be levied:	
Interest calculations @ 45% per annum	
a) Interest on Sep 20, 2023 Transaction	123.29
b) Interest on Oct 15, 2023 Transaction	61.65
c) Interest on Convenience Fee – Pre-deployment	0.56
d) Interest on GST on Convenience Fee – Pre-deployment	0.1
e) Interest on LPC	No interest charged
f) Interest on GST on LPC	No interest charged

6. Late Payment Charges (LPC):

Late payment charges will be applicable if the Minimum Amount Due is not paid by the payment due date.

Illustrative Example for Calculation of Late Payment Charges:

Payment of at least Minimum Amount Due i.e., ₹ 100 in the above example is required to be paid by the payment due date (3rd May), to ensure that no late payment charges are levied. If the minimum amount due is not paid, late payment charges would be levied as per the below table:

Illustrative Example for Calculation of Late Payment Charges:

Effective Oct 27, 2023, late payment will be charged on Total Amount Due minus any payment received before payment due date. The following illustration will indicate the method of calculating Late Payment Charges:

Transaction	₹	₹ (w.e.f. Oct 27, 2023)
Credit Limit	26,000.00	26,000.00
Purchase on Sep 20, 2023	26,000.00	26,000.00
Total Amount Due on statement dated Oct 08, 2023	26,000.00	26,000.00
Minimum Amount Due on statement dated Oct 08, 2023	1,300.00	1,300.00
Payment due date - Oct 26, 2023		
Payment on Oct 28, 2023	1,100.00	1,100.00
Late Payment Fee on Oct 29, 2023	1,000.00	900.00
Tax on Late Payment Fee	180.00	162.00

This charge will also be applicable if you make a payment of less than the minimum amount due by the payment due date. GST will be applicable on late payment charges.

7. Interest- Free (Grace) Period:

The interest free period could range from 18 to 48 days and grace period will be given 3 days after the payment due date.

For a credit cards account the statement for the period from April 15, 2025 to May 15, 2025 the payment due date would be June 2, 2025. Assuming that you have paid your Total Amount Due of the previous month statement by the payment due date, then interest free period would be:

1. For a purchase dated April 24, 2025, the interest free period is from April 24, 2025 to June 2, 2025, i.e. 40 days.
2. For a purchase dated May 14, 2025, the interest-free period is from May 14, 2025 to June 2, 2025, i.e. 20 days.

Thus, the interest free period can vary depending upon the date of purchase. Post the payment due date there will 3 days grace period given to customer and if the Total Amount Due is not paid by the payment due date + 3 days grace, then there will be no interest free period. For cash advances, interest is charged from the date of the transaction until the date of payment. If cardholder make the payment till Minimum Amount Due (MAD) by payment due date + 3 days grace period then there will not be any Late Payment Charges levied to customer however interest will be calculated from the transaction date.

- (a) **Withdrawal Limits:** The Credit Limit and Cash Withdrawal Limit are communicated at the time of delivery of the Card and are indicated in the monthly statements. Available credit limit is calculated by deducting the utilised limit from the Total Credit Limit. In case the Card Member has availed of any loan within the credit limit on the Card, the outstanding loan amount will also be deducted from the Total Credit Limit to arrive at the Available Credit limit.

Cash limit will be a sub-set of credit limit and will be NIL for the first one hundred and eighty days from the date of issuance of the Card, as it is specified on select Cards as may be specified by ICICI Bank. After the expiry of the first 180-day period from the date of issuance of the Card, ICICI Bank will make the cash limit available to the Card Member at its sole discretion and on such terms as may be

communicated by ICICI Bank from time-to-time.

The Card Member shall be entitled to apply for a review/enhancement/reduction of the credit limit and/or cash limit if provided by ICICI Bank, upon completion of 12 months of his/her membership. Alterations upon such review, if any, of the credit limit and/or cash limit will be at the sole discretion of ICICI Bank. ICICI Bank shall at its sole discretion be entitled to review (including enhancement or reduction), the credit limit and/or the cash limit assigned on the Card at any time and only enhancements, if any, to the credit limit and/or the cash limit, shall be effected by ICICI Bank along with the consent of the Card Member.

8. **Billing: Billing Statements – periodicity and mode of sending:** All Card Member will be billed on a monthly basis for all charges incurred by the use of the Card and for all charges applicable to the card account. Please note, only transactions done and settled by the merchant before the statement date will reflect in the Current Bill. If a transaction done in the current billing cycle is settled by merchant in subsequent cycle, then the transaction will also be billed to customer account in subsequent statement cycle.

However, there may be no statement generated for the period in which there has been no outstanding due and no transaction in the account in the past month. The billing statement will be dispatched on a monthly basis to customers at the mailing address as per our records by post and/or by e-mail.

As per the Bank's guidelines, Credit Card e-Statement will be sent to the registered e-mail ID. Physical statement will not be sent to the Cardholder. The Cardholder can download and print the Statement for perusal, records and payment, through the iMobile app or Net Banking. ICICI Bank does not take any responsibility and will also not be liable for any claims if the details provided by the Cardholder are incorrect/incomplete. The Bank will be exempt from all responsibility/ liability arising from misuse and shall be held free and harmless from all losses, costs, damages, expenses that may be suffered by the Cardholder due to any errors, delays or problems in transmission or unauthorised / illegal interception, alteration, manipulation of electronic data or otherwise caused by using e-mail as a means of transmission.

1. **Minimum Amount Payable:** Without prejudice to the liability of the Card Member to immediately pay all charges incurred, the Card Member may exercise the option to pay only the Minimum Amount Due (MAD) indicated in the statement by the due date. The Minimum Amount Due shall be 5% of the outstanding amount or such other amount as may be determined by ICICI Bank at its sole discretion. In case of any repayment through instalments, the instalment amount due during the statement period will be added to the Minimum Amount Due. If the total outstanding is more than the credit or cash limit, then the amount by which the credit or cash limit has been exceeded will also be included in the Minimum Amount Due. Any fee charged in the statement over the credit limit will be considered twice in Minimum Amount Due calculation. Fee & GST on customer's statement post Oct 26, 2023 will also be included in the Minimum Amount Due. Minimum Amount Due shall also include unpaid Minimum Amount Due of the previous statements, if any. Interest will be charged if the Total Amount Due is not paid by the payment due date even if the Minimum Amount Due has been paid.

Effective Oct 26, 2023, fees and GST on the customer's statement post Oct 26, 2023 will also be included in the Minimum Amount Due.

Illustration of Minimum Amount Due Calculation: The following illustration will indicate the method of calculating Minimum Amount Due:

In the table given below, it has been assumed that the Total Amount Due of the previous month statement has been paid by the payment due date and there is no outstanding amount. The statement date is the 8th of every month. Given these assumptions, Minimum

Amount Due will be calculated as below:

Transaction	₹
Credit Limit	26,000.00
Purchase on Sep 20, 2023	24,000.00
Total Amount Due on statement dated Oct 08, 2023	24,000.00
Minimum Amount Due on statement dated Oct 08, 2023	1,200.00
Payment due date - Oct 26, 2023	
Purchase on Oct 15, 2023	2,000.00
EMI Conversion of Purchase on Oct 15, 2023, Rent Pay	-2,000.00
EMI instalment 1 Principal	200.00
EMI instalment 1 Interest	20.00
Tax on EMI Interest	3.60
Processing Fee	20.00
Tax on processing Fee	3.60
Late Payment Fee on Oct 29, 2023	900.00
Tax on Late Payment Fee	162.00
Purchase on Oct 30, 2023	1,000.00
Overlimit Fee	550.00
Tax on Overlimit Fee	99.00
Closing Balance	26,958.20
On statement dated Nov 08, 2023, following MAD will be calculated:	
Overdue of previous statement	1,200.00
EMI Instalment (Principal & Interest)	220.00
GST on EMI Interest	3.60
Overlimit Amount above Credit Limit	958.20
Late Payment Fee - Post deployment	900.00
GST on Late Payment Fee - Post deployment	162.00
Overlimit Fee Transaction - Post deployment	550.00
GST on Overlimit Fee Transaction - Post deployment	99.00
Processing Fee- Post deployment	20.00
GST on Processing Fee- Post deployment	3.60
5% on remaining balance	1,142.09
Total MAD	5,258.49
Minimum Amount Due*	5,260.00

*Rounded-up to nearest tenth digit provided total amount due is not equal to minimum amount due

If the customer has registered for Auto Debit facility towards Credit Card repayment and has selected the Minimum Amount Due option, then the same will be executed on the due date, provided no amount is paid by the customer before the due date.

If the customer has paid an amount less than the Minimum Amount Due before the due date, then the differential amount would be debited. If the customer has paid an amount, which is equal to or more than the Minimum Amount Due before the due date, then no additional amount will be debited from the customer's liability account.

If you spend ₹ 5,000 and pay back exactly the Minimum Amount Due (subject to a minimum payment of ₹ 100) every month, it will take you up to 6 years and 6 months to pay back the total amount. We therefore suggest that whenever your cash flows allow, pay back an amount substantially more than your Minimum Amount Due. Transactions converted to EMI/and promotional cashback will not be considered as a payment towards the outstanding of the Card.

In case the Card member makes an excess payment compared to the outstanding of the Card, there

will be credit balance in the Card account. This will be adjusted against the subsequent transactions on the Card. However, no interest can be claimed on this excess credit amount.

2) Method of payment: Payments towards the Card Account may be made in any of the following ways:

- Scan to Pay: Use Scan to Pay for making QR-Code based Unified Payments Interface (UPI) payments
- UPI Payment: Make UPI payment through any UPI-enabled app/ Bharat Interface for Money (BHIM) app to ICICI Bank
- Virtual Payment Address (VPA) : 16-digit credit card number@icici (For ICICI Bank American Express Cards, prefix '0' with Credit Card number).
- National Electronic Funds Transfer (NEFT): Pay from your other bank Net Banking facility, if they have the NEFT facility. Use Transaction Code 52 and Indian Financial System (IFS) Code for ICICI Bank as the destination bank.
- Cash: The Card Member may deposit cash at any of the branches of ICICI Bank towards the Card payment. Such payments at branches would attract a fee of ₹ 100 per payment transaction
- Cheque/Draft: Make a cheque or draft favouring ICICI Bank Credit Card No. XX1234 and drop it into the collection box at any ICICI Bank Branch/Skypak dropboxes/ATM locations where drop boxes are available. If the customer has made the payment towards the Credit Card dues by cheque, then the Credit limit equal to the cheque amount will be released only post realisation of the cheque
- Net Banking: If the Card Member holds a Savings Account with ICICI Bank, he or she may pay online through the ICICI Bank website. Just log in to www.icicibank.com
- Auto Debit: If the Card Member holds a Savings Account with ICICI Bank, he/she may pay directly through the Savings Account by giving an instruction in writing to debit the payment from such account every month on the payment due date. In case the payment due date falls on a Sunday, the amount would be debited from such account on the next day
- Click to Pay: Pay your ICICI Bank Credit Card dues from any of your other bank Savings Accounts' Net Banking using Click to Pay (please note the TAT for payment and ensure payment is credited to the Bank before the payment due date to avoid interest / charges).
- iMobile Pay app: Customers can make payments by logging in to the iMobile Pay app.
- ICICI Bank ATMs: Customers can make payments at any ICICI Bank ATM using their Debit Card

3) Refund/Failed/Reversed Transactions: Any merchant refund, income reversal, chargeback/fraud credit (permanent) received by the cardholder will be considered as payment.

If the above-mentioned reversals are received by the cardholder after the statement is generated and before the payment due date, then it will be adjusted against the Total Amount Due (TAD) and Minimum amount Due (MAD) on the current statement cycle.

- a) If the above-mentioned reversals are received by the cardholder after the payment due date and before 2 days prior to the next statement generation date and the customer has already made the payment of the Total Amount Due (TAD) by the payment Due Date, then the amount will be transferred to the Bank's Savings Account
- b) If the customer has not made any payment or paid partially against the Total Amount Due (TAD) by the payment Due Date, then these reversals will be adjusted against the current balance of the Credit Card and any residual amount left out of these reversals post adjustment, will be transferred to the Bank's Savings Account.

To select the customer's Savings Account, the steps below will be followed:

- a) If the customer has opted for Auto Debit facility, then the Savings Account setup for Auto Debit will be considered for the transfer of funds
- b) If customer has not opted for Auto Debit facility but still has the Bank's Savings Account(s), then the

- latest Open, Active, Non-Dormant Savings Account will be considered for the transfer of funds
- c) If the customer does not have the Bank's Savings Account, then a communication will be triggered to the customer seeking the Savings Bank Account details for crediting the amount.
- 4) Cancellation of Credit Cards:
- For an existing Card account: If all Credit Cards have not been used for a period of 12 months, the process to close the Card shall be initiated after intimating the cardholder. If the cardholder wishes to continue using the Card, in such case, explicit consent within 30 days would be required; failing which, the Card account shall be closed, subject to payment of all dues by the cardholder.
- For a new Card: The Card needs to be activated by the customer within 30 days of Card issuance. If the Card has not been activated by the customer, the Bank shall keep the Card active, only with OTP based consent/activation by the customer. All other cards shall be closed in the next 7 working days (by the 37th day from the Card issuance date) without any cost to the customer. The Bank will not levy a fee for the Card and not report the Card information to the bureau unless the new Card is activated by customer.
- 5) Changes in fees and charges: Changes in fees/charges shall be made only with prospective effect giving prior notice of at least one month to the customer. If a cardholder desires to surrender his/her Card on account of any change in fees/ charges to his/her disadvantage, he/she shall be permitted to do so without levying any extra charge for such closure, subject to payment of all dues by the cardholder.
- 6) Billing Disputes Resolution: In the event the Card Member disagrees with the charges indicated in the statement, it should be communicated in writing to the correspondence address of ICICI Bank within 60 days of receipt of the statement, failing which, it would be construed that all charges indicated in the statement are in order.
- 7) Contact details of ICICI Bank Customer Care Centre: The Card Member may contact ICICI Bank at the below mentioned Customer Care number, as may be notified by ICICI Bank from time to time. Toll Free Customer Care Number for Amazon Pay ICICI Bank Credit Card: 1800 102 0123.
- 8) Grievance Redressals/Complaints/Escalations: In the event that you are not satisfied with our services, you may register your grievance by (i) visiting 'Complaint Form' at www.icicibank.com or (ii) calling at our Toll Free number or (iii) writing to Ms. Sharlet Malvankar, Nodal Officer, ICICI Bank Limited, Bandra Kurla Complex, Mumbai- 400051, India. In all your communications with us, please indicate your complete Credit Card number.
- 9) Complete Postal Address of the Bank: ICICI Bank Limited, Bandra Kurla Complex, Mumbai- 400051, India.
- 10) Toll-free Number for Grievance Redressals: In the event you are not satisfied with our services, you may register your grievance by dialling our toll-free number 1800 102 4242.
- d) Default and Circumstances:
- i) If the Card Member fails to pay the Minimum Amount Due by the date indicated in the billing statement, it shall be treated as a default. In case of a default, the Bank can forward the default report to the Credit Information Bureaus or to such other agencies as approved by law. The period between the payment due date and the billing date indicated on the billing statement is considered as the notice period for reporting a Card Member as a defaulter. Terms and Conditions governing Credit Card Facilities shall be applicable to the Supplementary Card Holders as well
- ii) Procedure for withdrawal of default report and the period within which the default report

would be withdrawn after settlement of dues:

- iii) *The Bank submits the Card Member's data to CIBIL (Credit Information Bureau (India) Limited) every month in the format prescribed by CIBIL. This data includes the repayment status of all Cardholders, both defaulters and current, for the previous month. CIBIL uploads the submitted data onto their server in another thirty days.
- iv) Recovery of dues in case of death/permanent incapacitation of the Card Member: It shall be in accordance with the applicable laws after giving sufficient notice for payment of dues and all information regarding the outstanding dues, to the successors/nominees/legal heirs of the Card Member
- v) ICICI Bank offers free insurance cover on certain Cards through a tie up with ICICI Lombard General Insurance Company Limited or any other Insurance Company as may be decided by ICICI Bank from time to time. For insurance details, cardholders are advised to go through the brochure in the welcome kit or refer to www.icicibank.com
- vi) The debt collection policy of the Bank is built around dignity and respect towards the borrowers. The policy is built on courtesy, fair treatment and persuasion. The Bank believes in following fair practices regarding collection of dues and thereby fostering the borrower's confidence and long-term relationship. Detailed Policy on Collection of Dues and Repossession of Security is available on www.icicibank.com/personal-banking/debtservice/debt-service-policy
- vii) The Borrower agrees that the Bank may suspend usage of the sanctioned limits in the event the Borrower is declared a wilful defaulter under the applicable RBI regulations and guidelines.
- viii) The Borrower shall at its own expense, allow ICICI Bank to appoint auditors (or award a separate mandate to the Borrower's auditors), chartered accountants, cost accountants, forensic experts or other consultants for carrying out concurrent or special audit or examination of the Borrower, where such audit or examination is required to be conducted pursuant to regulatory requirements.

(e) Termination/Revocation/Surrender of Card membership:

The Card Member may at any time choose to terminate the Card Account with or without giving any prior notice. For avoiding misuse, it is advised to cut the Credit Card into four pieces, ensuring that the hologram and magnetic strip are destroyed permanently. The Card Member may terminate the Card membership at any time by writing to 'ICICI Bank Limited, ICICI Phone Banking Centre, ICICI Bank Tower, 7th floor, Survey no: 115/27, Plot no. 12, Nanakramguda, Serilingampally, Hyderabad – 550032, India' by indicating the complete Card number. The termination shall only be effective once ICICI Bank receives the payment of all amounts due and outstanding in respect of the said Card Account.

In the event of a Credit Card programme closure or at the time of renewal of the Credit Card, ICICI Bank Limited at its sole discretion, reserves the right to provide a Card type that is different from the existing Card type held by the Card member. The credit limits and cash limits on any Credit Card at any point in time are as per the sole discretion of ICICI Bank Limited.

The Card application shall continue to be valid for any replacement Card provided at the time of closure/renewal.

Usage Restrictions

The Credit Card is issued solely for personal use. Any usage that appears to be for business or commercial purposes, including but not limited to frequent or high-value transactions inconsistent with typical personal usage patterns, may be deemed to be in breach of the authorised end-use of the Card. The Bank reserves the right to review and restrict such usage and the customer agrees to be bound by such determination.

Credit Card Usage Policy

- Primary Card Members are not permitted to make excess payments into their Credit Card

accounts with the intention of artificially enhancing their sanctioned credit limits for the purpose of honouring high-value transactions. In case of a requirement for increased credit limits, Card Members are advised to approach the Bank for a formal credit limit enhancement.

- The Bank reserves the right to block a Credit Card if transactions are observed on restricted MCCs as per the RBI mandate.
- To ensure that Credit Card usage aligns with applicable regulatory guidelines, the Credit Card Terms and Conditions and internal policies of the Bank, the Bank may conduct periodic reviews of Credit Card usage. This includes, but is not limited to, identifying any excessive utilisation beyond the sanctioned credit limit within a single billing cycle, disproportionate usage at a few merchant establishments, use of the Card for repayment of other Credit Cards / loans, fund transfers to Savings Accounts, potential merchant collusion, usage for business or non-personal expenses and misuse of features / programmes for accumulating undue reward points, cashback or other benefits. In such cases, ICICI Bank may, at its sole discretion, cancel the concerned Credit Card(s), including any add-on Cards and withhold or cancel accrued reward points or cashback at the customer level without prior notice. ICICI Bank may also contact the Card Member via phone or other formal channels to seek clarification or documentation regarding the Card usage. Failure to provide satisfactory responses may lead to Card blocking/closure.
- If the ICICI Bank Credit Card is terminated, whether voluntarily by the Primary Card Member or by the Bank, the Card Member will immediately cease to be eligible for earning reward points or cashback. All unused or unredeemed reward points or cashback shall automatically be forfeited immediately after voluntary or involuntary cancellation.
- The Bank may, at its sole discretion and without prior notice or assigning any reason, refuse authorisation for a transaction at a merchant establishment, restrict or defer usage of the Card, or suspend / cancel the Card. The Bank, the acquiring bank or the concerned merchant establishment may retain or confiscate the Card if it believes such action is necessary for managing credit or business risk, or in case of misuse or suspected misuse of the Credit Card or account.
- Suspension or termination of the Credit Card by the Bank will result in immediate withdrawal of all associated privileges, benefits and facilities without being liable in any manner.

(f) Loss/Theft/Misuse of Card:

In case of loss/theft/misuse of the Card, it must be reported immediately to ICICI Bank either through the Customer Care or by sending the message: CCBLK last four digits of your Card to 5676766 from your registered mobile number only. The Bank shall thereupon suspend the Card. The Card Member is advised to file an FIR with the local police station so that the Card Member can produce its copy whenever requested by the Bank. The Card Member shall be primarily responsible for the security of the Card including theft and for the transactions using the Card. The Card Member shall not be liable for any transaction(s) made on the Card post reporting its loss/theft/damage. However, in case of any dispute relating to the time of reporting such loss/ theft/damage and/or transactions made on the Card post reporting of the loss/theft/damage/ misuse, the Bank reserves the right to ascertain such time and/or the authenticity of the disputed transactions. ICICI Bank reserves the right to block the Credit Card on suspected risk of compromise to protect the interest of the Card Member and to avoid misuse in any manner on the Card Account. The Card Member shall not be able to use the blocked Card for any transaction(s) and shall receive a replacement Card within 7 working days. In the event the Card Member, after being informed by ICICI Bank of the probable fraud risk, still requests to unblock the Card, ICICI Bank shall not stand liable or responsible in any manner for any fraudulent transactions reported to it thereafter on account of fraudulent usage of the Card or otherwise.

In case of Amazon Pay ICICI Bank Credit Card replacement, the card can be replaced up to 3 times. After the 3rd replacement, no new replacement card shall be issued and outstanding reward points will be held

Compensation Policy

<https://www.icicibank.com/content/dam/icicibank/india/managed-assets/docs/personal/general->

<links/code-of-commitment/customer-compensation-policy.pdf>

icicibank.com -> HELP s CONTACT (Top Right Corner) -> Notice Board -> Customer Compensation Policy

(g) RBI Mandate on Standing Instruction:

As per regulatory guidelines, which will be in effect from 1st April 2021, the Standing instructions of recurring merchant bill payments will be disabled from security point of view. To continue using the services, customer needs to re-register their utility bill through bill payment section on Net Banking or iMobile. For all Standing Instructions other than utility bills, customer needs to re-register the biller at merchant's end. Any charges due to SI failure are not a liability of Bank.

(h) Disclosure:

The Bank shall part with all available information about the Card Member, repayment history etc. to Credit Information Bureaus or to such other agencies approved by law. ICICI Bank/Group Companies reserve the right to retain the application forms and documents provided therewith, including photographs and will not return the same.

Disclaimer:

ICICI Bank may at its sole discretion, utilise the services of external service provider(s) or agent(s) and on such terms as required or necessary, in relation to its products.