

1. General Loan Queries

1. What are the different types of loan products available?

ICICI Bank provides various loan products, including:

- **Home Loans** (for purchase, construction, renovation, land purchase, top-up, and balance transfer)
- **Personal Loans** (for weddings, holidays, medical emergencies, home renovation, gadgets, education, and more)
- **Car Loans and Two-Wheeler Loans**
- **Business Loans** (including working capital, term loans, and loans against property)
- **Education Loans**
- **Gold Loans**
- **Consumer Finance** (for appliances and gadgets)
- **Cardless EMI** options for purchases

These loans are tailored to different purposes and customer segments, such as salaried, self-employed, NRIs, and students.

2. How can I apply for a loan with your bank?

You can apply for a loan through multiple convenient channels:

- Online via the ICICI Bank website or mobile app

- Through Net Banking or WhatsApp Banking
- By visiting any ICICI Bank branch
- Some products also offer instant online approval and minimal documentation

3. What is the maximum loan amount I can apply for?

- **Home Loans:** Up to ₹5 crore when applying online, subject to eligibility
- **Personal Loans:** Up to ₹50 lakh
- **Business Loans:** Up to ₹75 lakh (may vary by product)
- **Education Loans:** Amount depends on course and institution
- Actual eligibility depends on your income, credit score, and other criteria

4. How do I qualify for a loan with your bank?

Eligibility depends on several factors, including:

- Age (typically 21 years and above)
- Income level and stability
- Employment status (salaried, self-employed, or business owner)
- Credit score and repayment history

- For home and business loans, property value or business turnover may also be considered

5. What are the documentation requirements for applying for a loan?

Common documents required include:

- Proof of identity (Aadhaar, PAN, Passport, etc.)
- Proof of address
- Proof of income (salary slips, bank statements, IT returns)
- Employment or business proof (offer letter, business registration, etc.)
- Property documents for home loans
- Additional documents may be required based on the loan type and applicant profile

6. What is the processing time for loan approval?

- Personal loans and some home loans offer instant or same-day provisional approval if you meet eligibility and documentation requirements
- Other loans, such as business or education loans, may take a few working days for processing, depending on complexity and documentation

7. Can I apply for a loan if I'm self-employed or a freelancer?

Yes, ICICI Bank offers loans to self-employed individuals and freelancers. Eligibility and documentation requirements are tailored for self-employed

applicants, focusing on business income, bank statements, and relevant business proofs.

8. Are there any specific loan products for students or education?

Yes, ICICI Bank provides **Education Loans** designed to cover tuition fees, living expenses, and other education-related costs for students pursuing higher studies in India or abroad.

9. How do I check my loan application status?

You can check the status of your loan application:

- Online through the ICICI Bank website or mobile app
- By contacting customer care
- By visiting a branch
- Through Net Banking if you are an existing customer

10. What happens if my loan application is rejected?

If your application is rejected, ICICI Bank will typically inform you of the reason. You may reapply after addressing the issues (such as improving your credit score or providing additional documentation) or explore alternative loan products that better match your profile.

11. Can I apply for multiple loans at the same time?

Yes, you can apply for multiple loans, but approval will depend on your repayment capacity, existing liabilities, and credit profile. The bank will assess your overall debt-to-income ratio before sanctioning additional loans.

12. What happens to my loan application if I have an existing loan with another bank?

Having an existing loan with another bank does not automatically disqualify you. ICICI Bank will evaluate your repayment track record and current liabilities. If your income and credit profile support additional borrowing, your application can be approved. You can also consider balance transfer options to move your existing loan to ICICI Bank for better terms.