

## Terms and Conditions of Accelero ICICI Bank Credit Card

Last updated on February 3, 2023

These Terms and Conditions (the "**Terms**") apply to and regulate the '**Accelero ICICI Bank Credit Card**' and are in addition to and not in derogation of the Terms and Conditions governing the Credit Card facilities of ICICI Bank (the "**Primary Terms and Conditions**"), as available on [www.icicibank.com](http://www.icicibank.com). To the extent of any inconsistency between these Terms and the Primary Terms and Conditions, these Terms shall prevail. Terms used in capitalized form, however not defined herein under, shall have the meaning assigned to them under the Primary Terms and Conditions.

### 1. DEFINITIONS:

In the Terms, unless there is anything repugnant to the subject or context thereof, the following words/expressions shall have the meaning as stated herein under:

- a) "**Accelero ICICI Bank Credit Card** " shall mean Accelero Credit Cards issued by ICICI Bank.
- b) "**Customer(s)**" shall mean a person who holds a valid and subsisting Accelero ICICI Bank Credit Card subject to the Primary Terms and Conditions and Terms as specified herein.
- c) "**Primary Terms and Conditions**" shall mean these terms and conditions applicable to the ICICI Bank's banking facility/service

#### A. Annual Gift

1,500 ICICI Bank Reward Points as Annual Gift

- Annual gift shall be provided to the Customer(s) within 45 working days of fee payment.
- This is applicable on annual fee payment only.
- If the Customer(s) gets an annual fee waiver on spending more than INR 1.25 lac per annum, this annual benefit shall not be applicable

#### B. Annual fee waiver

- Customer(s) is eligible for annual fee waiver from year 2 onwards if total eligible spends on the Accelero ICICI Bank Credit Card is equal to or more than INR 1,25,000 during an anniversary year. Annual fee applicable on the Accelero ICICI Bank Credit Card for the subsequent year shall be reversed in this case.
- If total eligible spends on the Accelero ICICI Bank Credit Card is less than INR 1,25,000 during an anniversary year, the Annual Fee applicable on the Accelero ICICI Bank Credit Card for the subsequent year shall not get reversed.
- Qualifying spends towards fee waiver for the 1st year when the Customer(s) joins the Accelero ICICI Bank Credit Cards programme will be considered for the period starting from the primary card set up date till the end of the anniversary year. For the 2nd year, the spends will be considered from the 1st anniversary date till the 2nd anniversary date of the card and so on. The cumulative spends counter will be reset post the completion of each anniversary cycle.
- Exceptions for calculation of eligible spends:

- Spends through Equated Monthly Instalment transactions on Accelerero ICICI Bank Credit Cards
- Cash advance/withdrawals made at ATMs including but not limited to such other transaction which may be considered as cash advance(s) to the sole discretion of ICICI Bank
- Service charge or interest levied for non-payment or part payment of the amount due on the Accelerero ICICI Bank Credit Card
- Late payment charges and any other fees/charges in relation to and/or connected with the Accelerero ICICI Bank Credit Card
- Joining Fee and Renewal Fee for the Accelerero ICICI Bank Credit Cards and Supplementary Accelerero ICICI Bank Credit Cards, if any
- Expenditure in the form of EMI transactions, Balance Transfer (BT), Personal Loan on Credit Cards (PLCC)

### C. Spends Privileges

Details of ICICI Bank Reward Points earned on card spends

<b>Accelerero ICICI Bank Credit Card</b>	
<b>Category</b>	<b>Earn Rate per INR 100</b>
Domestic transactions	2 ICICI Bank Reward Points
International transactions	2 ICICI Bank Reward Points

- Customer(s) s will qualify to earn ICICI Bank Reward Points upon undertaking qualifying retail spends transactions.
- ICICI Bank Reward Points earned for every qualifying retail spend transaction will be rounded off to the nearest integer at the time of posting.
- Customer(s) s shall however not be entitled to earn ICICI Bank Reward Points on retail transactions that have been subsequently reversed.
- The following spends shall not be considered as qualifying spends for the purpose of earning ICICI Bank Reward Points:
  - Cash advance/withdrawal at ATMs including but not limited to such other transaction which may be considered as cash advance(s) to the sole discretion of ICICI Bank.
  - Fuel transactions done on the Accelerero ICICI Bank Credit Card.
  - Service charge or interest levied for non-payment or part payment of the amount due on the Accelerero ICICI Bank Credit Card.
  - Late payment charges and any other fees/charges in relation to and/or connected with the Accelerero ICICI Bank Credit Card.
  - Joining fee and renewal fee for the Accelerero ICICI Bank Credit Cards and supplementary Accelerero ICICI Bank Credit Cards, if any;
  - Expenditure in the form of equated monthly installments (EMI) transactions, balance transfer (BT), personal loan on credit cards (PLCC)
- ICICI Bank Reward Points earned on Accelerero ICICI Bank Credit Card will be added to the Primary Customer(s)'s ICICI Bank Reward account within 45 business days of monthly credit card statement generation as per the existing cycle if the Customer(s)'s account is not delinquent or cancelled at the time of such credit
- Qualifying retail spends transactions undertaken by the supplementary cardholder will also be credited in the Primary Cardholder's **ICICI Bank Reward** account as per the method followed for the Primary Customer (ICICI Bank Reward Points earned against qualifying spends transactions)

## **D. Fuel Related Benefits**

### **Fuel cashback**

- 2.5% cashback will be applicable on fuel purchases only at HPCL petrol pumps.
- It can be availed when the Accelero ICICI Bank Credit Card is swiped on ICICI Merchant Services swipe machines
- The fuel cashback is capped at INR 200 per cycle at a Customer level.

### **Fuel Surcharge**

- 1% fuel surcharge will not be applicable on fuel transactions of up to INR 4000 on all petrol pumps
- It can be availed when the Accelero ICICI Bank Credit Card is swiped.

## **E. Automobile Associated Privileges**

### **1. 24\*7 Roadside Assistance**

- Assistance over phone:** In the event of the Customer(s) calling for support related to any vehicle problem, the service provider shall understand the basic problem prior to offering solutions. Some minor and/or recurring issues can be supported over the phone and the service provider shall try to resolve and guide the Customer(s) for phone resolution. 24\*7 Toll Free support: the service provider shall provide roadside assistance services round the clock including public holidays.
- “On Site” Repair of the Vehicle:** If a vehicle is immobilized due to a mechanical breakdown, only that could be repaired on site within 30 minutes and during the process of which there will not be disassembly or demolition of parts. Partners shall dispatch a technician or service provider. In case rectification of the fault is not possible on the spot, Partners the service provider will tow the vehicle from the spot of immobilization to the nearest authorized OEM workshop. Customer(s) shall pay the cost of any parts used during the repair process.
- Replacement/ Locked or Lost Keys:** In event that the Customer(s) inadvertently locks himself out of the vehicle or loses or breaks his/her keys, with the Customer(s)’ consent (verbal or written) the service provider will provide locksmith dispatch service. Any consequential damage will be the sole responsibility of the Customer(s) . Alternatively, the service provider can arrange to recuperate the spare key at a place designated by the Customer(s) and deliver it to the place where the vehicle is immobilized. This service is limited to delivery within the same city, and the distance between the place that the spare keys stored and the delivery location specified by the Customer(s) or the parking location of the vehicle is less than 50 KMs. Customer(s) may be asked to prove the ownership of vehicle or authorized to drive the vehicle in case it is required by the service provider’s team. Any expenses related to new key to be made or part used will be charged to Customer(s) on actual basis.
- Flat Tyre Support:** In the event that the vehicle is immobilized because of flat tyre, the service provider shall dispatch the service provider that will change the tyre for the Customer(s). The Customer(s) should have a spare tyre in the vehicle as well as necessary tools when such tools are needed for special types and wheels.
- Battery Jumpstart:** In the event that the vehicle is immobilized because of battery problem, the service provider shall offer charging service to jumpstart the vehicle. Customer(s) shall pay for any parts used

during jump start, e.g battery terminals, connectors, wires etc. In the event the battery cannot be jumpstarted, the vehicle will be towed to nearest Authorized OEM workshop.

- f. **Battery Replacement:** In the event if the battery is dead and needs replacement, the service provider shall provide battery replacement service at Customer's location. Customer(s) shall pay for the new battery and any other parts used during replacement.
- g. **Fuel Delivery:** In the event the vehicle runs out of fuel, the service provider can arrange the delivery of fuel up to a maximum of 5 litres of fuel. Customer(s) shall pay for the cost of fuel to the service provider according to the price of petrol station of that day.
- h. **Towing in case of Breakdown:** In the event vehicle is immobilized due to a mechanical or electrical fault which cannot be repaired on the spot, Customer(s) will get the assistance in towing the vehicle to the nearest garage in the service provider's network, using the best available towing mechanism.
- i. **Towing in case of an Accident:** In the event vehicle is immobilized due to an accident, Customer(s) will get the assistance in towing the vehicle to the nearest garage in the service provider's network, using the appropriate towing mechanism.
- j. **Towing in case of incorrect fueling:** In the event vehicle is immobilized due to incorrect fueling, the Customer(s) will get assistance in making the arrangement for the vehicle to be towed to the nearest garage in the service provider's network using the appropriate towing mechanism.

#### **Other Towing Terms:**

- i. Towing will be done using best possible trucks available depending on the vehicle category.
- ii. In case the vehicle has met with an accident and the service provider feels that there is a possibility of damage / loss to any third party's property / life, the service provider will require the Customer(s) to arrange for a No Objection Certificate (NOC) from the police station of the jurisdiction of accident spot. In accidental cases where the police authorities have registered an FIR or are in a process of registering an FIR or are investigating a case or have taken possession of the vehicle, assistance services can be activated only after police authorities/ courts have given a clearance to the vehicle / have released the possession of vehicle. In such cases it is the duty of the customer to obtain such clearances. the service provider can take handover of the vehicle only after clearances have been obtained and the Customer / Customer's representative is available to provide appropriate handover of the Vehicle to the towing representative from the police authorities
- iii. In case the vehicle has met with an accident and it is not possible to tow the vehicle using the winch / chain then recovery / loading of vehicle is done using additional support of hydra / large crane. In such cases there may be some consequential damage which may occur during the recovery / loading of vehicle and which will be communicated to Customer(s) in advance and use of crane/hydra will be done after approval of Customer(s) only. Charges for Hydra/ special equipment to be borne by the customer
- iv. In case the Customer(s) wishes to take the vehicle to a garage of his/her preference which is far compared to the service provider's garage, then Customer need to pay the additional cost which will be communicated to Customer in advance.
- v. Customer(s) shall have to bear the costs related to government toll, taxes, entry fees, parking, octroi etc on actual basis.

- k. **Customer conference calling:** For seamless and speedy services a conference call (wherever required) between the Customer(s), the assistance provider and the service provider will be arranged. Customer(s) will be kept updated on regular basis about the status of service.
- l. **Taxi Support:** In the event vehicle is immobilized, Customer(s) will get the assistance for arrangement of alternate mode of transport (Taxi) to continue the journey or return to Customer(s)' preferred location. Taxi service upto 50 km will be covered and any additional cost will be borne by customer on actuals. The cost will be informed to customer in advance. Only the base fare is covered and any toll, taxes, entry fee, parking, waiting and any such charges to be borne by Customer on actual basis.

#### **Add-On Concierge Services:**

- a. **Vehicle Repatriation:** In case vehicle takes longer to repair and Customer(s) wants the repaired vehicle to be picked up from garage and dropped to their location, the same can be arranged on chargeable basis subject to the following conditions:-
  - I. Vehicle was towed to the authorized OEM workshop by the service provider
  - II. The location of the breakdown is more than 100 km from customer's home city.
  - III. It requires more than 2 working days for a vehicle to be repaired then the service provider will offer a free repatriation benefit up to 100 kms from authorized OEM workshop to customer home city. Any distance beyond 100kms will be charged to the customer at INR 65/- per km on a one-way basis.
- IV. **Hotel Accommodation:** In the event vehicle is immobilized, Customer(s) will get the assistance in organizing for Hotel accommodation near the location of the breakdown event. Customer(s) shall pay for the charges on actuals.
- V. **Medical Assistance:** In the event the vehicle meets with an accident or occupant of vehicle need ambulance for medical emergencies, customer will get assistance related to ambulatory services and medical services, if required. The service provider does not guarantee the quality of treatment provided by medical staff and doctors and is not liable for outcome or claims or damages arising out of such treatment. Customer(s) shall pay the charges for these services on actuals to medical service providers.
- VI. **Custody Services:** In case Customer(s) are in hurry and does not want to wait for towing vehicle to arrive, they can seek the custody services for vehicle. The service provider shall send its service provider to take custody of vehicle from the Customer(s) and relieve him so that they can carry on their journey.
- VII. **Replacement / Courtesy Car:** In case vehicle is immobilized and the Customer(s) needs replacement vehicle for local mobility then replacement vehicle will be arranged on higher category or best available vehicle basis. Customer(s) shall have to pay the charges related to replacement vehicle on actual basis.
- VIII. **RSA with Mechanical Parts Claim:** In the event vehicle is immobilized due to 3 specific causes as follows and needs towing to the service provider preferred garage:
  - i. Engine overheating
  - ii. Clutch Burn
  - iii. Fuel Pump not working

The service provider shall provide assistance services and provide financial assistance on parts as mentioned above maximum up to INR 5000 for engine overheating claims, clutch burn or fuel pump not working.

Customer can claim entitlement and file a claim only if vehicle is immobilized and towed by the service provider to its preferred garage by following the process as follows:

- i. RSA to be activated by the Customer(s).
- ii. Towing services to be provided by the service provider and vehicle dropped to the service provider preferred workshop.
- iii. Detailed workshop diagnostic report to be submitted with the service provider by the Customer(s) or directly by garage.
- iv. the service provider has right to conduct a survey before approval of the claim.
- v. Prior approval from the service provider is required before start of repair. In case Customer(s) gets the repair done without the service provider 's approval, Al the service provider ianz Partner shall not be liable to pay for claim.
- vi. Repair/ replacement should be done for approved part and Customer(s) to submit tax invoice for same.
- vii. Post submission of tax invoice eligible amount to be paid to the Customer(s).

## **2. Free car wash**

### **Car Wash & General Check Ups:**

Customer(s) can avail services at preferential rates at the service provider affiliated service centers. Customer(s) who want to avail these services need to call the service provider to book the desired services. Customer(s) can avail one complimentary car wash and general checkup during the annual validity period of card. In case customer want to avail services more than once they will be charged a discounted rate which can vary from garage to garage. Steps to avail complimentary car wash and general check-up:

- a. Customer(s) need to call the service provider and request for services by sharing his/ her location details.
- b. Basis customer(s)' location, the service provider team will connect with nearest preferred garage and book an appointment for car wash.
- c. the service provider to provide the details of appointment within 24 working hours after the request submission.
- d. Any additional services availed by the Customer(s) will be charged directly by garage to Customer(s) on actual basis.

### **Eligibility criteria to avail roadside assistance, car wash and other add on services**

- Customer(s) is eligible to avail services for one vehicle during the validity of card. In case customer has multiple vehicles and avails services for one of his vehicles then in future he can avail remaining services for same vehicle only. Customer(s) can still use the 24\*7 helpline and avail the services on paid basis for other vehicles.
- Customer(s) will be eligible to avail the roadside assistance, other related services, car wash and general checkup services for the first year on making 3 transactions of at least INR 1,000 each within the first 3 months of card issuance, and payment of joining fee.

- On eligibility, your contact details will be sent to the Allianz Partner, post which the service provider will send a confirmation SMS on your registered mobile number with instructions for utilizing the service.
- After the first year, you shall be automatically registered for the second year on payment of annual fee. This service in the first year will be provided by the service provider which may be subject to change every year.

### **3. Car Loan Offer**

- Benefits which can be availed by Accelero ICICI Bank Credit Card on applying for auto loan
  - Get attractive interest rates on ICICI Bank car loans
  - 50% waiver on the processing fees
  - Foreclose your car loan after 24 months of seasoning without any charges

The primary Accelero ICICI Bank Credit Card should be active to be eligible for the loan under this offer.

Car Loan [standard terms & conditions](#) will be applicable for your car loan facility

#### **Notification of changes and other provisions:**

- a) ICICI Bank shall have the absolute discretion to amend or supplement the Terms, the features and benefits offered on the Accelero ICICI Bank Credit Card including, without limitation, changes which affect interest rates or methods of calculation, at any time.
- b) ICICI Bank shall notify / communicate the amended Terms by hosting the same on ICICI Bank's website or in any other manner as decided by ICICI Bank. The Customer(s) shall be responsible for regularly viewing these Terms, including amendments thereto as may be posted on ICICI Bank's website and shall be deemed to have accepted the amended Terms by continuing to use the Accelero ICICI Bank Credit Card.
- c) The Accelero ICICI Bank Credit Card and the Customer's obligations under these Terms shall not be assigned. ICICI Bank may transfer its rights under these Terms. Use of the Accelero ICICI Bank Credit Card is subject to all applicable rules and customs of any clearing house or other association involved in transactions. ICICI Bank does not waive its rights by delaying or failing to exercise them at any time. If any provision of the Terms is determined to be invalid or unenforceable under any rule, law or regulation of any governmental agency, local, state or federal, the validity or enforceability of the other provisions of the Terms shall not be affected.
- d) Terms and Conditions of ICICI Bank and third parties apply. ICICI Bank makes no representation about the quality, delivery, usefulness or otherwise of the goods/services offered by the third party.

#### **Other Terms and conditions**

- ICICI Bank does not guarantee and make any representation about the usefulness, worthiness and/or character of the gifts/products/services under this offer provided by third parties.
- Any tax or other liabilities or charges payable to the government or any other statutory authority/body or any participating establishment, which may arise or accrue to the Customer due to provision of the offer, shall be to the sole account of the Customer. Tax deducted at source, if any, on the monetary value of the offer shall be payable by the Customer.

- The offers/benefits/features are not available wherever prohibited and / or on products/services for which such offers cannot be made available for any reason whatsoever.
- If the Customer(s) ceases to be a holder of the Accelero ICICI Bank Credit Card at any time during the Offer Period, all the benefits under the offer shall lapse and shall not be available to such Customer(s).
- This offer/the benefits under this offer, are non-transferable, non-binding and non-encashable.
- ICICI Bank shall not be liable in any manner whatsoever for any loss/damage/claim that may arise out of use or otherwise of any products/services availed by Customer under the offer provided by third parties.
- The offer is subject to applicable Indian laws and such other terms and conditions as may be stipulated by ICICI Bank.
- All disputes are subject to the exclusive jurisdiction of the competent courts/tribunals of Mumbai.
- ICICI Bank holds out no warranty or makes no representation about the quality, delivery or otherwise of the products/services offered by third parties. Any dispute or claim regarding the offer/services under the offer, must be resolved with the third party without any reference to ICICI Bank.
- ICICI Bank shall not be liable to for any indirect, punitive, special, incidental or consequential damages arising out of or in connection to the offers or associated services.
- ICICI Bank reserves the right to disqualify the Customer(s) from the benefits of the offer if any fraudulent activity is identified as being carried out for the purpose of availing the benefits under the offer.
- ICICI Bank shall not be held liable for any delay or loss that may be caused in provision of the offer benefits.
- In all matters relating to the offer, the decision of ICICI Bank shall be final and binding in all respects.
- Notwithstanding anything contained in this document, ICICI Bank shall not be held liable for any default or delay in performance of any obligation pertaining to these offers, due to unavoidable situations, beyond the reasonable control of ICICI Bank and not attributable to ICICI Bank including but not limited to fire, flood, casualty, epidemic or outbreak of any disease, lockout, strike, labour disputes, industrial action of any kind, unavoidable accident, national calamity, riot, Act of God, any enactment by a law-making authority or the act of any other legally constituted authority, changes in the applicable law, or default of third party or any cause or event arising out of or attributable to war, other than shortage or lack of money.
- Customer(s) are not bound in any way to participate in this offer. Any participation is voluntary, and the offer is being made purely on a 'best effort' basis.

#### **Disclaimer:**

The information provided herein regarding products, services, offers, benefits etc. of ICICI Bank / third party are governed by their detailed terms and conditions, internal policy guidelines as specified by ICICI Bank / third party from time to time and are subject to applicable laws and regulations. Nothing contained herein shall constitute or be deemed to constitute an advice, invitation or solicitation to purchase any products/ services of ICICI Bank / third party. ICICI Bank makes no representation about the quality, delivery, usefulness or otherwise of the goods / services offered by the third party. Images used, if any, are for illustration purposes only and may differ from the actual gifts/ rewards. For details, visit [www.icicibank.com](http://www.icicibank.com)