Most Important Terms and Conditions (MITC)

Last updated on 03rd July 2025

To get the complete version of the Credit Card Terms and Conditions, please visit https://www.icicibank.com/

Section I: Key Fact Sheet

a) Schedule of fees and Charges:

1. **Joining Fees, Annual Fees and Supplementary Card Fees:**

ICICI Bank Card Variant	Joining Fee (1st year) ₹	Annual Fee (1st year) ₹	Annual Fee (2nd year onwards) ₹	Supplementary Card Fee (Annual) ₹ w.e.f Nov 15, 2024)	Minimum Spends for Annual fee reversal* ₹
Times Black ICICI Bank Credit Card	20,000	Nil	20,000	3,500*****	25,00,000****
ICICI Bank Emeralde Private Metal Credit Card	12,499	Nil	12,499	Nil	10,00,000***
ICICI Bank Emeralde Private Credit Card	12,000	Nil	12,000	Nil	10,00,000***
ICICI Bank Emeralde Credit Card	12,000	Nil	12,000	Nil	10,00,000***
ICICI Bank Sapphiro Credit Card	6,500	Nil	3,500	199	6,00,000*
ICICI Bank Rubyx Credit Card	3,000	Nil	2,000	199	3,00,000*
ICICI Bank Coral Credit Card	500	Nil	500	199	1,50,000***
ICICI Bank Platinum Chip Credit Card	Nil	Nil	Nil	199	Nil
ICICI Bank Signature Credit Card	25,000	Nil	2,000	199	NA
ICICI Bank Ascent American Express (R) Credit Card	4,000	Nil	1,000	199	NA

ICICI Bank Platinum Identity Credit Card	2,000	Nil	750	199	NA
ICICI Bank HPCL Platinum Credit Card / ICICI Bank HPCL Titanium Credit Card / ICICI Bank HPCL Coral Credit Card	199	Nil	199	199	50,000*
ICICI Bank HPCL Super Saver Credit Card	500	Nil	500	199	1,50,000*
Manchester United Signature Credit Card	2,499	Nil	2,499	199	2,50,000*
Manchester United Platinum Credit Card	499	Nil	499	199	1,25,000*
Chennai Super Kings ICICI Bank Credit Card	500	Nil	500	199	1,50,000*

Adani One ICICI Bank Signature Credit Card	5,000	Nil	5,000	199	6,00,000*
Adani One ICICI Bank Platinum Credit Card	750	Nil	750	199	3,00,000*
MakeMyTrip ICICI Bank Credit Card	999	Nil	999	199	3,00,000

ICICI Bank Unifare Credit Card	299	Nil	299	199	50,000*
ICICI Bank Coral Credit Card against Fixed Deposit	500	Nil	500	199	1,50,000*
ICICI Bank Instant Platinum Credit Card	Nil	Nil	Nil	199	NA
Accelero ICICI Bank Credit Card	499	Nil	499	199	1,25,000*

MakeMyTrip ICICI Bank Platinum Credit Card	500	Nil	Nil	199	NA
MakeMyTrip ICICI Bank Signature Credit Card	2,500	Nil	Nil	199	NA
ICICI Bank Parakram Credit Card	Nil	Nil	Nil	199	NA
ICICI Bank Parakram Select Credit Card	Nil	Nil	Nil	199	NA
Emirates Skywards ICICI Bank Emerald Credit Card	10,000	Nil	10,000	199	NA
Emirates Skywards ICICI Bank Sapphiro Credit Card	5,000	Nil	5,000	199	NA
Emirates Skywards ICICI Bank Rubyx Credit Card	1,000	Nil	1,000	199	NA
ICICI Bank Expressions Credit Card	499	Nil	499	199	1,50,000*
Amazon Pay ICICI Bank Credit Card	Nil	Nil	Nil	NA	Nil
ICICI Bank NRI Coral Credit Card	1,000	Nil	500	199	1,50,000***
ICICI Bank NRI Sapphiro Credit Card	6,500	Nil	3,500	199	6,00,000*
ICICI Bank Rubyx Credit Card against Fixed Deposit	3,000	Nil	2,000	199	3,00,000*
ICICI Bank Diamant World Mastercard Credit Card	1,25,000	Nil	10,000	Nil	25,00,000***

ICICI Bank Credit Card Variant	**Joining fee for the 1st year in ₹ (Monthly Mode)**	**Annual fee for the 1st year in ₹ (Monthly Mode)**	**Annual fee from the 2nd year onwards in ₹ (Monthly Mode)**	**Supplementary Card fee in ₹**	**Minimum spends for monthly fee reversal* in ₹ (Previous Month)**

ICICI Bank Emeralde Credit Card	1,000	Nil	1,000	Nil	1,00,000******

The Cards will have the same pricing irrespective of the network variant opted for, unless stated otherwise.

The fees may vary for each Card member and from offer to offer. The same is communicated to the Card member at the time of applying for the Credit Card.

Cards with no Joining Fee / Annual Fee will have no joining / annual benefits. This applies to all Cards, except Accelero ICICI Bank Credit Card. In case of ICICI Bank Platinum Chip Credit Card, a Joining Fee / Annual Fee of ₹ 99 and in case of ICICI Bank HPCL Coral Credit Card, a Joining Fee / Annual Fee of ₹ 500 shall continue as communicated at the time of sourcing.

The fees as applicable are billed to the Card account and are stated in the Card statement of the month in which they are charged. Cards sourced with no Joining / Annual fee, will not have these charges levied in the statement cycles. However, the Bank reserves the right to revise the policy and charge Annual Fee on the Card in future with due intimation to customer as per regulatory guidelines.

Mine Credit Card by ICICI Bank

Monthly Plan Name	Starter Free Plan	Pro 49 Plan	Premium 149 Plan
Monthly Fee (₹)	Nil	49	149
Spends for Monthly Fee Reversal (₹)	Nil	10000**	20000**
Supplementary Card Fee (₹)	Nil		

*If total spends on the Credit Card is equal to or more than this amount during an anniversary year, the Annual Fee applicable on the Credit Card for the subsequent year shall be reversed. If total spends on the Credit Card is less than this amount during an anniversary year, the Annual Fee applicable on the Credit Card for the subsequent year shall not get reversed. Spends through EMI transactions on Credit Card are not included in total spends calculation.

**If the total spends on the Mine credit card is equal to or more than this amount during a plan cycle, the monthly fee applicable on such credit card for the same plan cycle shall be reversed. The reversal provided will be in the form of Mine Cash. The selected plan will be applicable for the calendar month and the monthly fee will be charged on or before the 7th of every month. Reversals in the form of Mine Cash shall be provided on or before the 7th of next calendar month.

***If total spends on the Credit Card is equal to or more than this amount during an anniversary year, the Annual Fee applicable on the Credit Card for the year shall be reversed on card anniversary year completion. If total spends on the Credit Card is less than this amount during an anniversary year, the Annual Fee applicable on the Credit Card for the year shall not get reversed. Spends through EMI transactions on Credit Card are not included in total spends calculation.

****If total spends on the Credit Card is equal to or more than this amount during an anniversary year, the Annual Fee applicable on the Credit Card for the year shall be reversed on card anniversary year completion. If total spends on the Credit Card is less than this amount during an anniversary year, the Annual Fee applicable on the Credit Card for the year shall not get reversed.

*****For Times Black ICICI Bank Credit Card, Supplementary Card fee of ₹3,500 + GST is applicable one time only for each Supplementary Card. The customer can redeem the Milestone Benefits only after the payment of the Joining fee/ Annual fee and crossing the spending threshold.

******ICICI Bank Emeralde Credit Card is also available on Monthly Mode Pricing code. Charges of ₹ 1,000+GST will be applicable (every month) which will be reversed upon spends of ₹ 1,00,000 in the previous month. Spends will be considered for the next 30 days from the day the Card was issued and will continue so on.

Spend Threshold Criteria (w.e.f. Nov 15, 2024)
The spend threshold for annual fee reversal and milestone benefits will exclude rent, government, and education payments.

Note: Transaction of Credit Balance Refund, Joining Fee, Annual Fee, Late Payment Fee, Interest Charges, Principal amount, DCC fee, Reward redemption handling fee, Reversal transaction, cancelled transaction, Equated Monthly Instalment (EMI) transaction, and other transactions of similar nature on Credit Card are not included in total spends calculation (for Annual Fee Waiver and Milestone Benefits).

Please note: Annual gifts will not be issued in case a customer receives benefit of Annual Fee reversal basis spend on any card**.**

UPI On RuPay Credit Card by ICICI Bank

These terms and conditions constitute the contract between the User and ICICI Bank. These shall be in addition to and not in derogation of above listed MITC for Credit Cards.

The user agrees to abide by the below terms in addition to those mentioned in MITC for Credit Cards.

The functionality of RuPay Credit card on UPI will be made available to the ICICI Bank Users who satisfy the eligibility criteria. This provision is made at the sole discretion of ICICI Bank and the offerings may be altered/ paused/ discontinued by ICICI Bank at any time, with or without prior intimation to the Users.

Terms of Service

The below terms and conditions for Credit Card on UPI are an addendum to the general terms s conditions of any account or facility provided by ICICI Bank to its Customers.

1. This facility will be provided, subject to approval of ICICI Bank RuPay Credit Card at the request of the User.
2. The customer should have the mobile number linked with the UPI app to be set as registered mobile number for their ICICI Bank RuPay Credit Card.
3. User will have to set a 4-digit UPI Pin to activate UPI functionality on ICICI Bank RuPay Credit Card and all UPI payments will be authenticated using the 4-digit UPI PIN. The 4-digit Credit Card PIN will not be considered for authenticating UPI transactions
4. Setting-up of UPI PIN will be considered as customer consent for activation of card.
5. User can only make P2M transactions allowed on RuPay network.
6. Transactions on P2P, P2PM, digital account opening, lending platform, cash withdrawal at merchant, cash withdrawal at ATM, ERUPI, IPO, Foreign Inward Remittances, Mutual Funds and any other categories as restricted by the ICICI Bank/RBI are not allowed
7. UPI on Credit Card will be subject to both credit card limits provided to customer by ICICI Bank and the existing UPI transaction limits as set by NPCI for all UPI transactions (whichever is lower).
8. All fees, finance charges, surcharges or mark-ups applicable on Credit Card transactions will be applicable on CC on UPI transactions too.
9. Cash withdrawal will not be allowed from CC on UPI transactions
10. Any transaction done against CC on UPI will be deducted from your existing credit card limit.
11. This ICICI Bank RuPay Credit Card on UPI cannot be set as a default option to receive funds
12. In case of renewal or replacement of ICICI Bank RuPay Credit Card, user has to re-register on UPI App with updated Credit Card details
13. In case of device change, user has to re-register for credit card on UPI app with same SIM. Application installed in previous device will be de-registered.

2. Finance Charges: (With effect from November 15, 2024)

Finance charges for the revolving credit facility on retail transaction and cash advances = 3.75% per month i.e., 45% per annum

3. Other Service Charges and Fees :

Card replacement fee	Current Charges	**With effect from July 1, 2024**	
	₹100 for all cards Exception: ₹199 for ICICI Bank Expressions Credit Card) ₹3500 for Emeralde Private Metal Credit Card ₹3500 for Times Black ICICI Bank Credit Card	₹200 for all cards Exception: ₹3500 for Emeralde Private Metal Credit Card ₹3500 for Times Black ICICI Bank Credit Card	
Foreign currency transactions**	Mark-up of 3.50%. A refund initiated by the customer on similar Foreign Currency transactions will also attract a 3.5% Mark-up fee. Exception: 1. Mark-up of 2% will be levied for Emeralde Private Metal Credit Card, Emeralde Private Credit Card and Emeralde Credit Card (w.e.f. Nov 15, 2024) 2. Mark-up of 0.99% will be levied on the MakeMyTrip ICICI Bank Credit Card (Not applicable on MakeMyTrip ICICI Bank Signature Credit Card and MakeMyTrip ICICI Bank Platinum Credit Card). 3. Mark-up of 1.49% will be levied on Times Black ICICI Bank Credit Card.		
Dynamic Currency Conversion Fee (w.e.f. Mar 01, 2024)	1% dynamic currency conversion fee will be applied on all the 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***	1% fee on transaction amount		
Fuel Transaction (w.e.f. Nov 15, 2024)	A fee of 1% of the transaction amount will be charged for fuel transactions exceeding Rs. 10,000		
Utility Transaction (w.e.f. Nov 15, 2024)	A fee of 1% of the transaction amount will be charged for utility payment transactions exceeding Rs. 50,000		
Education Payment (w.e.f. Nov 15, 2024)	A fee of 1% of the transaction amount will be charged for education payments made through third-party apps		
Cash advance – transaction fee	On all cards – 2.5% on advanced amount , subject to minimum of ₹500 Exception: Emeralde Private Metal Credit Card - Nil Emeralde Credit Card - Nil Times Black ICICI Bank Credit Card - Nil		
Redemption Handling Fee	A Redemption Handling Fee plus Goods and Services Tax (GST) will be charged towards handling and delivery on every redemption request for reward points earned on ICICI Bank Credit Cards.		

Reward Scheme	Reward Handling Fee
Hand-picked Rewards Scheme	₹99

ICICI Bank Rewards Scheme	₹99
Mine Cash Statement Credit Redemptions	₹99
Mine Cash Catalogue Based Redemptions	₹25

	For ICICI Bank Rewards powered by ICICI Bank Rewards scheme **Reward Scheme** / **Reward Handling Fee** Catalogue Based Redemptions: ₹99 Emeralde Private Metal Credit/ Times Black ICICI Bank Credit Card Redemptions: Nil Online and in-store redemptions at Online Partner Brands: ₹25
Over-limit charges* (excluding ICICI Bank Emeralde Private Metal Credit Card and Emeralde Credit Card)	2.50% on the over-limit amount (subject to a minimum of ₹550) Please note over-limit facility (for customer induced transactions) will be provided only basis explicit consent from customer as per regulatory guideline
Fee on cash payment at branches	₹100 per payment transaction
Railway booking – surcharge	1.80% of transaction value for Internet transactions and 2.50% for other bookings. Cost of railway tickets will be recovered along with charges and taxes levied if any by the acquiring bank at actual. For cards on American Express network: 1.80% of transaction value or ₹10 whichever is higher.
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.

Fuel surcharge Waiver (w.e.f. Nov 15, 2024)	Surcharge waiver of 1% of transaction value on HPCL petrol pumps on select cards (this offer is valid on a maximum transaction of ₹4,000, when the payment is made by swiping the card on ICICI Merchant Services swipe machines). Surcharge waiver of 1% of transaction value on all petrol pumps on select cards. Cost of fuel will be recovered along with charges and taxes levied if any by the acquiring bank at actual. On fuel purchase at Offus terminals and non HPCL outlets, the surcharge reversal will not include Goods and Service tax. Fuel surcharge waiver will be applicable for spends upto ₹50,000 per statement cycle Exception: For Times Black ICICI Bank & Emeralde Private Metal Credit Card , 1% fuel surcharge waiver will be given at all petrol pumps for the maximum transaction size of Rs.4000.Fuel surcharge waiver will be applicable for spends upto ₹1,00,000 per statement cycle
Goods and Services Tax (GST)	Effective 01 July 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).

Instalment Products ROI s 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 Rs.199+GST is applicable on all Instant EMI transactions with effect from 15 September 2021.

Conditions for cancellation of the Instalment facility–(Merchant EMI) w.e.f. May 01, 2025	• Processing fee and Interest rates charged may differ from above in case of some special campaigns for Instant EMI. Interest rates between 14.99% and 20% can be charged for such cases with processing fees of up to to ₹999 or 1% of Loan Amount. • Processing fee of up to 2% of the transaction value will be applicable on all the EMI on Call transactions • GST will be charged in the interest component of EMI's on credit card. 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. 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.
Prepayment of Instalment Facility	• 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.
Card Validation charges – Lounges within India	• An authorisation amount of ₹2 shall be taken on each eligible card presented at the entrance to the Participating Lounge on VISA, MASTERCARD s RUPAY variants and Re. 1 shall be taken on each eligible card presented at the entrance to the Participating Lounge on AMEX variants.
Liberalised Remittance Scheme (LRS) and Tax Collected at Source (TCS)	In case of notification from the ministry / regulatory authorities including overseas credit card spends under LRS, the applicable spends shall be reported as per regulatory guidelines and Tax Collected at Source (TCS) charged on these spends as per applicable rates notified by authorities.

*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, except for ICICI Emeralde Private Metal Credit Card and ICICI Bank's Emeralde Credit Card. Over-limit status may also happen because of fees / interest charges / taxes.

**Charges in foreign currency: If a transaction is made in a currency other than Indian Rupees, that 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 US Dollars, the conversion will be made through US Dollars, by converting the charged amount into US Dollars and then by converting the US Dollar amount into Indian Rupees.

Unless a specific rate is required by applicable law, the conversion rate from US Dollar to Indian Rupees will be at the rates provided by VISA, MasterCard or AMEX, as the case may be, on the\settlement date, increased by a Currency Conversion Factor assessment (currently 3.50%) on such transactions.
In compliance with the rule 9B of the Prevention of Money Laundering (Maintenance of Records) Rules, you are required to intimate us if there is any change in your KYC details along with updated documents (i.e. address, contact details,

profile, etc.) within a period of 30 days from the date the change was made. Once you intimate us, we will make necessary changes in our records. Any update can be intimated to the Bank by Internet Banking/Branch.

***All transactions towards payment of rent on any merchant will be levied 1% fee. All the transactions routed through Merchant Category Code (MCC) 6513 will be considered as rent pay transactions. No reward point will be extended for the transaction routed from 6513 MCC for all credit cards.

Starting Feb 05, 2024, government transactions will be included under utility payment transactions. (This change will not apply for Amazon Pay ICICI Bank Credit Card)

For Emeralde Private Metal Credit Card, Reward Points accrued will be capped for certain MCCs given below

1. Grocery payments: 1000 Reward Points/statement cycle
2. Education payments: 1000 Reward Points/ statement cycle
3. Insurance Category : 5,000 Reward Points/statement cycle
4. Utility Category : 1000 Reward Points/statement cycle
5. Rent Pay, Fuel, Government Payment and Tax Payment categories - No Reward Points will be issued

For MakeMyTrip ICICI bank Credit Card, Reward Points accrued will be capped for certain MCCs given below

1. Insurance Category: 1,000 Reward Points/anniversary year.

For other ICICI Bank Credit Cards, Reward Points accrued per statement cycle will be capped for certain MCCs as given below (w.e.f. Nov 15, 2024)

ICICI Bank Credit Card Variant	Utility Spend	Insurance Spend	Grocery and Departmental Spend
ICICI Bank Emeralde Credit Card / ICICI Bank Emeralde Private Credit Card / ICICI Bank Sapphiro Credit Card / ICICI Bank Rubyx Credit Card	₹80,000	₹80,000	₹40,000
ICICI Bank Coral Credit Card / Manchester United Signature Credit Card / Manchester United Platinum Credit Card / Chennai Super Kings ICICI Bank Credit Card / HPCL / ICICI Bank Expression Credit Card / ICICI Bank HPCL Coral Credit Card / ICICI Bank HPCL Platinum Credit Card / ICICI Bank Platinum Chip Credit Card	₹40,000	₹40,000	₹20,000
ICICI Bank Parakram Credit Card / ICICI Bank Parakram Select Credit Card	₹40,000	₹40,000	NA

Reward Points will be credited to your rewards account within 5 working days. In case you wish to cancel the card, the reward points accrued will lapse upon card cancellation.

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 and Department Store	3333, 5411, 5412, 5441, 9751, 5311, 5331, 5499
Rent	7014, 7407, 5271, 6513
Government	6760, 9222, 9211, 9399, 9402, 9405, 9313, 9311
Fuel	1361, 3851, 5172, 5541, 5542, 5983, 9752, 5555
Education	8211, 8220, 8241, 8244, 8249, 8299, 8493, 8494, 7911

Note (For all ICICI Bank Credit Card Variants): The above list of MCCs is not exhaustive and is only indicative in nature with reference to restricted categories.

For Times Black ICICI Bank Credit Card, Reward Points accrued will be capped upto 5000 rewards per statement cycle on MCCs given below

1. Utilities (MCC 4899, 4900, 4901, 3887)
2. Insurance Premium (MCC 5960, 6300, 6381, 6399)
3. Education (MCC 8211, 8220, 8241, 8244, 8249, 8299, 8493, 8494, 7911)
4. Govt payment like house tax, advance tax, fines, court payments, postal payments etc (MCC 6760, 9222, 9311, 9313, 9211, 9399, 9402, 9405)

4. Penal Charges and Fees:

Late payment charges (excluding ICICI Bank Emeralde Private Metal Credit Card) (w.e.f. Nov 15, 2024)	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.**

Outstanding (as defined above)	Late Payment Charges
Less than ₹100	None
Between ₹100-₹500	₹100
Between ₹501- ₹1,000	₹500
Between ₹1001- ₹5,000	₹600
Between ₹5,001-₹10,000	₹750
Between ₹10,001-₹25,000	₹900
Between ₹25,001- ₹50,000	₹1100
More than ₹50,000	₹1300

Return of cheque	2% of Total Amount Due (Min. ₹500)#
Auto-Debit return fee	2% of Total Amount Due (Min. ₹500)#

#In addition ₹50+GST will be debited from customer's saving bank account. In case customer paid partial payment against Total Amount Due (TAD) then fee will be calculated on Total Amount Due (TAD) minus payment if applicable.

5. 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. It can be as low as 1.25% per month (15% per annum) depending on factors such as, but not limited to, credit history, purchase patterns, payment behavior, loyalty and month-on book.

3) In case of default, interest charges may increase up to a maximum of 3.75% per month (45% 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 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 April 10, 2021	2,000
Total Amount Due on statement dated April 15, 2021	2,000
Minimum Amount Due on statement dated April 15, 2021	100
Payment due date - May 3, 2021	
Purchase on May 7, 2021	800
Payment on May 10, 2021	1,500
On statement dated May 15, 2021, following interest charges will be levied:	
Interest calculations @ 45% per annum for Coral Card	
a) Interest on ₹2000 for 30 days (from April 10 to May 9)	73.98
b) Interest on ₹500 for 6 days (from May 10 to May 15)	3.70
c) Interest on ₹800 for 9 days (from May 7 to May 15)	8.88
Total interest charged in the statement dated 15th May	86.56

GST will be applicable on interest charges.

W.E.F 26th Oct, 2023, Any Fee/GST transaction on the customer's statement after 26/10/2023 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 statement has been paid by the payment due date and there is no outstanding amount. The statement date is 8th of every month. Given these assumptions, interest will be calculated as below:

Transaction	**₹**
Purchase on Sep 20, 2023	2,000.00
Total Amount Due on statement dated Oct 08, 2023	2,000.00
Minimum Amount Due on statement dated Oct 08, 2023	100.00
Payment due date - Oct 26, 2023	
Purchase on Oct 15, 2023, Rent Pay	2,000.00
Convenience Fee on Rent Pay on Oct 15, 2023	20.00
Tax on Convenience Fee	3.60
LPC charged on Oct 29, 2023	600
Tax on LPC	108
On statement dated Nov 08, 2023, following interest charges will be levied:	
a) Interest on 20th Sep 2023 Transaction	123.29
b) Interest on 15th Oct 2023 Transaction	61.65
c) Interest on Convenience Fee - Pre deployment	0.56
d) Interest on GST on Convenience Fee - Pre deployment	0.10
e) No Interest on LPC - **Post 26th Oct 2023**	-
f) No Interest on GST on LPC - **Post 26th Oct 2023**	-

GST will be applicable on interest charges.

6. Late Payment Charges (LPC):

Late payment charges will be applicable if the Minimum Amount Due is not paid by the payment due date (grace period of 3 days)

W.E.F 27th Oct, 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	**₹**
Credit Limit	26,000.00

Purchase on Sep 20, 2023	26,000.00
Total Amount Due on statement dated Oct 08, 2023	26,000.00
Minimum Amount Due on statement dated Oct 08, 2023	1,300.00
Payment due date - Oct 26, 2023	
Payment on Oct 29, 2023	1,100.00
Late Payment Fee on Oct 30, 2023	900.00
Tax on Late Payment Fee	162.00

Outstanding = Total Amount due (as of previous statement) – Payment Received before payment due date.

Outstanding (as defined above)	Late Payment Charges
Less than ₹100	None
Between ₹100 - ₹500	₹100
Between ₹501 - ₹1,000	₹500
Between ₹1,001 - ₹5,000	₹600
Between ₹5,001 - ₹10,,000	₹750
Between ₹10,001 - ₹25,000	₹900
Between ₹25,001-₹50,000	₹1,100
More than ₹ 50,000	₹1,300

7. Interest- Free Period and Grace Period:

a) 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, 2023 to May 15, 2023 the payment due date would be June 2, 2023. 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, 2023, the interest free period is from April 24, 2023 to June 2, 2023, i.e. 40 days.
2. For a purchase dated May 14, 2023, the interest-free period is from May 14, 2023 to June 2, 2023, 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.

b) **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 utilized 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 the credit limit and will be 10% of the credit limit up to a maximum of ₹20,000 for the first 180 days from the date of issuance of the Credit Card unless it is specified otherwise. After the expiry of the first 180 days from the date of issuance of the Card, ICICI Bank will make the cash limit available to the Cardholder at its sole discretion and on such terms as may be communicated by ICICI Bank from time to time.

In cases where multiple credit cards are mapped to one customer, total spends can be done only up to the combined aggregate credit limit calculated over all the credit cards cumulatively. It is clarified that the aggregate credit limit has been defined as the maximum limit across all the credit cards held by the customer. Any transactions done in excess of the aggregate credit limit shall be declined (except in cases where explicit consent is obtained for over-limit facility and subject to eligibility).

The Card Member shall be entitled for a review / enhancement / reduction of the credit limit and/or cash limit if provided by ICICI Bank. ICICI Bank shall at its sole discretion be entitled to review / alter (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 consent of the Card Member.

c) **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 s 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 Internet 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 any and 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 installments, the installment 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 s GST on customer's statement post 26th Oct 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.

W.E.F 26th Oct 2023, Fees / Charges s Taxes on customer's statement post 26th Oct 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 8th of every month. Given these assumptions, Minimum Amount Due will be calculated as below:

Particulars	₹
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	-2,000.00
EMI Principal	200.00
EMI Interest	20.00
Tax on EMI Interest	3.60
Processing Fee	20.00
Tax on Processing Fee	3.60
Late Payment Fee on Oct 30, 2023	900.00
Tax on Late Payment Fee	162.00
Purchase on Oct 30, 2023	1,000.00
Over Limit Fee	550.00
Tax on Over Limit Fee	99.00
Closing Balance	26,958.20
On statement dated Nov 08, 2023, following Minimum Amount Due is calculated:	
a) Overdue of previous statement	1,200.00
b) EMI Instalment (Principal + Interest)	220.00
c) GST on EMI Interest	3.60
d) Amount above Credit Limit	958.2
e) Late Payment Fee - Post deployment	900.00
f) GST on Late Payment Fee - Post deployment	162.00
g) Over limit Fee Transaction - Post deployment	550.00
h) GST on Over limit Fee Transaction - Post deployment	99.00
i) Processing Fee - Post deployment	20.00
j) GST on Processing Fee - Post deployment	3.60
k) 5% on remaining Balance	1,142.09
L) Total Minimum Amount Due	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 customer has registered for Auto Debit facility towards Credit Card repayment and has selected Minimum Amount Due option then the same will be executed on the due date provided no amount is paid by the customer before due date.

If customer has paid an amount less than Minimum Amount Due before due, date then differential amount would be debited. If customer has paid an amount, which is equal to, or more than Minimum Amount Due before due date then no additional amount will be debited from 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 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) : <ccpay>.<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 Internet Banking facility, if they have the NEFT facility. Use Transaction Code <52> and Indian Financial System (IFS) Code <ICIC0000004> 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 favoring ICICI Bank Credit Card No. XXXXXXXX XXXX XXXX and drop it into the collection box at any ICICI Bank branch / Skypak drop boxes / ATM locations where drop boxes are available. If customer has made the payment towards the Credit Card dues by cheque then Credit limit equal to cheque amount will be released only post realization of the cheque.

- Internet Banking: If the Card Member holds a Savings Account with ICICI Bank, he or she may pay online through the ICICI Bank's website. Just log on 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.

- 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 cardholder will be considered as payment.

If the above mentioned reversals are received by cardholder after the statement is generated and before the payment due date then it will be adjusted against 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 s before 2 days prior to the next statement generation date and customer has already made the payment of Total Amount Due (TAD) by Payment Due Date then the amount will be transferred to Bank's savings account.

b) If Customer have not made any payment or paid partially against Total Amount Due (TAD) by Payment Due Date, then these reversals will be adjusted against current balance of Credit Card and any residual amount left out of these reversals post adjustment will be transferred to ICICI Bank Savings account.

To select the customer's savings account, below steps will be followed:

a) If Customer have opted for Auto Debit facility, then the savings account setup for Auto Debit will be considered for the transfer of funds.
b) If customer have not opted for Auto Debit facility but still have ICICI Bank Savings account/s, then the latest Open, Active, Non Dormant Savings Account will be considered for the transfer of funds.
c) If customer does not have the ICICI Bank Savings account then a communication will be triggered to customer seeking savings bank account details for crediting the amount.

4) Cancellation of credit cards:

For 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 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 new card: The card needs to be activated by the customer within 30 days of card issuance. If the cards 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 next seven working days (by 37th day from card issuance date) without any cost to customer. Bank will not levy fee for the card and also not report the card information to bureau unless the new card is activated by customer.

5) Changes in fees s 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: All the contents of the statement will be deemed to be correct and accepted if the card member does not inform ICICI bank of the discrepancies within 60 (sixty) days of the Statement Date in writing. On receipt of such information, ICICI Bank may reverse the charge / transaction on temporary basis pending investigation. If on completion of subsequent investigations, the liability of such charges / transactions is to the card member's account, the charge / transaction will be reinstated in a subsequent statement along with the associated charges. Upon receipt of dispute from customers, within a maximum period of 60 (sixty) days, ICICI Bank would provide necessary documents, wherever applicable as received from the Member Bank, subject to operating guidelines laid down by the respective card network like Visa / Master Card / American Express / Rupay, etc. GST levied will not be reversed on any dispute on Fees / Charges / Interest / Transaction

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 India: 1800 1080 and wealth management customer care: 1800 103 8181

8) Grievances Redressal/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 Customer Care number or (iii) writing to Ms. Sharlet Malvankar, The Principal Nodal Officer, ICICI Bank Ltd Bandra Kurla Complex Mumbai 400051, Telephone No.: 022-39337979 (Monday to Friday, 10:00 a.m. to 5:00 p.m. excluding Bank holidays), Email: pno@icicibank.com. In all your communications with us, please indicate your complete Credit Card number.

9) Credit Cards mis-selling or harassment: In case of any mis-selling or harassment by the bank representative, the card member may contact ICICI Bank at 1800 1080 or send e-mail at customer.care@icicibank.com.

10) Complete Postal Address of the Bank: ICICI Bank Limited, ICICI Phone Banking Center, ICICI Bank Tower, 7th floor, Survey no: 115/27, Plot no. 12, Nanakramguda, Serilingampally, Hyderabad – 500032, India.

11) **Toll-free Number for Grievance Redressal:** In the event you are not satisfied with our services, you may register your grievance by dialing our toll-free number 1800 1080 between 9 a.m. to 6 p.m. from Monday to Friday, press 1 and then enter the Service Request Number (numeric digits only) which should not be more than 2 months old.

8. Airport Lounge Access:

Starting <Jan 01, 2025 >, you can enjoy complimentary airport lounge access by spending ₹75,000 in the preceding calendar quarter. Spends made in the preceding calendar quarter will unlock access for the subsequent calendar quarter. To be eligible for complimentary lounge access in Jan-Feb-March, 2025 quarter, you need to spend a minimum of ₹75,000 in the Oct- Nov-Dec, 2024 quarter and similarly for following quarters.

Below is the illustration to understand the Spend period along with the Lounge eligibility period

SL. No.	Spends period	Lounge Eligibility Criteria
1	Customer spends ₹75,000 between Sept 26, 2024 to Dec 25, 2024	Complimentary lounge access(es) between Jan 1, 2025 to March 31, 2025
2	Customer spends ₹75,000 between Dec 26, 2025 to March 25, 2025	Complimentary lounge access(es) between April 1, 2025 to June 31, 2024
3	Customer spends ₹75,000 between March 26, 2025 to June 25, 2025	Complimentary lounge access(es) between July 1, 2025 to Sept 31, 2025
4	Customer spends ₹75,000 between June 26, 2025 to Sept 25, 2025	Complimentary lounge access(es) between Oct 1, 2025 to Dec 31, 2025

This updated criteria to avail complimentary domestic airport lounge access will be applicable for all eligible ICICI Bank Credit Cards except:

- ICICI Bank Diamant Credit Card
- ICICI Bank Emeralde Private Metal Credit Card
- ICICI Bank Emeralde Private Credit Card
- ICICI Bank Emeralde Credit Card
- ICICI Bank Emirates Emeralde Credit Card
- Adani One ICICI Bank Signature Credit Card
- Adani One ICICI Bank Platinum Credit Card
- MakeMyTrip ICICI Bank Credit Card
- Times Black ICICI Bank Credit Card

10. Insurance Coverage and Claim Process:

Click below link(s) to know about insurance coverage:

https://www.icicibank.com/content/dam/icicibank/india/managed-assets/docs/insurance-cover.pdf

https://www.icicibank.com/content/dam/icicibank/india/managed-assets/docs/parakram-base-tnc.pdf

Insurance claim process: Insurance is the subject matter of solicitation. The insurer for the cover as aforesaid is ICICI Lombard General Insurance Co. Ltd. The policy is governed by the terms and conditions laid down by ICICI Lombard General Insurance Co. Ltd. ICICI Bank is not responsible for processing of claims and all claim related queries need to be taken up directly on ICICI Lombard General Insurance Co. Ltd.

Toll-Free number: 1800-2666
Email ID: ihealthcare@icicilombard.com

For more details on claim process, please refer below link

https://www.icicibank.com/ms/Personal-Banking/cards/consumer-cards/credit-card/emeralde-credit-card/images/pdf/Cancellation-(CFAR)-Claim-Process.pdf

11. Terms and Conditions pertinent to ICICI Bank Rewards:

1) Reward Points will be credited to your rewards account within 7 working days from statement generation date.
2) Reward points have expiry of 36 months from the date of issuance.
3) The ICICI Bank Reward points accrued will lapse upon card cancellation and cannot be reinstated.
4) ICICI Bank Reward points can be redeemed on ICICI Bank Rewards Platform via iMobile or Internet Banking. ICICI Bank Reward points can also be redeemed on iShop.
5) Order once placed through redeeming the reward points cannot be cancelled or modified. Gift vouchers once issued cannot be reversed/exchanged.
6) Complaints related to non-delivery of vouchers must be raised within a month of order placement date. ICICI Bank will not be liable for complaints raised beyond this period.
7) Complaints related to redemption order of physical products must be raised within a month of order placement date. Complaints related to broken/damaged/defective product must be raised within 7 working days of the product delivery with all the details. ICICI Bank will not be liable for the complaints raised beyond this period.
8) Bank holds full right to block the card from redeeming the ICICI Bank Rewards points in case of any misuse of card related to offers, rewards or retail usage.
9) On availing the EMI Facility, the card holder shall not be eligible for any reward points whatsoever, awarded under the ICICI Bank Reward Program.

Section II: Other Information

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 default. In case of default, the Bank can forward the default report to the Credit Information Bureaus or to such other agencies as approved by law. The time 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:

*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.

iii) Recovery of dues in case of death/permanent in capacitance 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.

iv) 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.

v) The debt collection policy of the bank is built around dignity and respect to borrowers. The policy is built on courtesy, fair treatment and persuasion. The bank believes in following fair practices with regard to collection of dues and thereby fostering borrower's confidence and long-term relationship. Detailed Policy on Collection of Dues and Repossession of Security is available on https://www.icicibank.com/personal-banking/debt-service/debt-service-policy

vi) 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.

vii) 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.

viii) The Borrower shall promptly notify ICICI Bank upon being declared a wilful defaulter.

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 Center, ICICI Bank Tower, 7th floor, Survey no: 115/27, Plot no. 12, Nanakramguda, Serilingampally, Hyderabad – 500032, 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 program closure or at the time of renewal of 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 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.

https://www.icicibank.com/personal-banking/cards/credit-card/cancellation

Usage Restrictions

The credit card is issued solely for personal usage. 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 unauthorized 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 utilization 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/programs 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.
- In the event 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, its 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 through Simply SMS 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 in order 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 (seven) 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 ICICI Bank Credit Card replacement, the card can be replaced up to 9 times. After the 9th replacement, the Cardholder will need to apply for a new ICICI Bank Credit Card.

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 in internet 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.

i) With reference to the financial assistance/credit facility in the form of Credit Card being availed by me/us on the date hereof from ICICI Bank Limited ("ICICI Bank") vide credit Card application form, I/we hereby confirm having understood the concepts and illustrative examples (as detailed below) relating to due dates, classification of borrowal accounts as Special Mention Account ("SMA") or Non Preforming Asset ("NPA") in the course of the conduct of the accounts. Concepts / clarifications / Illustrative examples on due dates and specification of SMA / NPA classification dates

Dues:

Dues mean, the principal / interest / any charges levied on the loan account which are payable within the period stipulated as per the terms of sanction of the credit facility.

Overdue:

Overdue mean, the principal I interest / any charges levied on the loan account which are payable, but have not been paid within the period stipulated as per the terms of sanction of the credit facility. In other words, any amount due to the bank under any credit facility is 'overdue' if it is not paid on the due date fixed by the bank.

i) Classification as Special Mention Account and Non-Performing Asset-

Lending institution (i.e. ICICI Bank) will recognize the incipient stress in loan accounts, immediately on default, by classifying them as SMA.

The basis of classification of SMA category shall be as follows:

LOANS IN THE NATURE OF TERM LOANS/Credit Card	
SMA Sub-categories	Basis for classification – Principal or interest payment or any other amount wholly or partly overdue
SMA-0	Up to 30 days
SMA-1	More than 30 days and up to 60 days
SMA-2	More than 60 days and up to 90 days

Non-performing Asset:

I. A credit card account will be treated as non-performing asset if the minimum amount due, as mentioned in the statement, is not paid fully within 90 days from the payment due date mentioned in the statement.

II. Illustrative movement of an account to SMA category to NPA category based on delay /nonpayment of dues and subsequent upgradation to standard category at day end process:

Due date of payment	Payment Date	Payment covers	Age of oldest dues in days	SMA / NPA Categorization	SMA since Date / SMA class date	NPA Categorization	NPA Date
01.01.2022	01.01.2022	Entire dues up to 01.01.2022	0	NIL	NA	NA	NA
01.02.2022	01.02.2022	Partly paid dues of 01.02.2022	1	SMA 0	01.02.2022	NA	NA
01.02.2022	02.02.2022	Partly paid dues of 01.02.2022	2	SMA 0	01.02.2022	NA	NA
01.03.2022		Dues of 01.02.2022 not fully paid 01.03.2022 is also due at EOD 01.03.2022	29	SMA 0	01.02.2022	NA	NA
		Dues of 01.02.2022 fully paid, for Due 01.03.2022 not paid at EOD 01.03.2022	1	SMA 0	01.03.2022	NA	NA
		No payment of full dues of 01.02.2022 and 01.03.2022 at EOD 03.03.2022	31	SMA 1	01.02.2022 / 03.03.2022	NA	NA
		Dues of 01.02.2022 fully paid, Due for 01.03.2022 not fully paid at EOD 01.03.2022	1	SMA 0	01.03.2022	NA	NA

	Due date of payment	Payment Date	Payment covers	Age of oldest dues in days	SMA / NPA Categorization	SMA since Date / SMA class date	NPA Categorization	NPA Date
2	01.04.2022		No payment of dues of 01.02.2022, 01.03.2022 and amount due on	60	SMA 1	01.02.2022 / 03.03.2022	NA	NA
			01.4.2022 at EOD 01.04.2022					
			No payment of dues of 01.02.2022 till 01.04.2022 at EOD 02.04.2022	61	SMA 2	01.02.2022 / 02.04.2022	NA	NA
	01.05.2022		No payment of dues of 01.02.2022 till 01.05.2022 at EOD 01.05.2022	90	SMA 2	01.02.2022 / 02.04.2022	NA	NA
			No payment of dues of 01.02.2022 till 01.05.22 at EOD 02.05.2022	91	NPA	NA	NPA	2.05.202
	01.06.2022	01.06.2022	Fully Paid dues of 01.02.2022 at EOD 01.06.2022	93	NPA	NA	NPA	2.05.2022
	01.07.2022	1.07.2022	Paid entire dues 01.03.2022 s 01.04.2022 at EOD 01.07.2022	62	NPA	NA	NPA	2.05.202
	01.08.2022	01.08.2022	Paid entire dues Of 01.05.2022 s 01.06.2022 at EOD 01.08.2022	32	NPA	NA	NPA	2.05.202
	01.09.2022	01.09.2022	Paid entire dues of 01.07.2022 s 01.08.2022 at EOD 01.09.2022 but no paid the dues of 01.09.2022	1	NPA	NA	NPA	2.05.202
	01.10.2022	01.10.2022	Paid entire dues of 01.09.2022 s 01.10.2022	0	Standard account with no over dues	NA	NA	STD from 01.10.2022

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II. Reporting to Credit Bureau - All overdue accounts are reported to Credit bureau on a monthly basis.

I/We understand that the clarifications/examples mentioned herein are only illustrative in nature covering common scenarios and that the norms and clarifications provided by Reserve Bank of India from time to time will prevail.

The Bank reserves the right to share all available information about the customers filling up the lead form with its service providers, agents, affiliates and credit bureaus, for verification, storage, credit assessment, evaluation and for such other purposes, as may be required to offer its products and services.

The Bank and its representatives reserve the right to Call/E-Mail/SMS/WhatsApp the customers filling up the lead form, regarding ICICI Bank's Credit Card services

Disclaimer:

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