

Prepaid Cards Terms and Conditions for non-individuals

These Prepaid Card Facility Terms and Conditions for non-individuals govern the PPI Facility offered by ICICI Bank Limited to the Corporate towards the issuance and usage of Cards for the Personnel of the Corporate.

1. Definitions and Interpretation

- a) 'Affiliate' means and includes:
 - i. Any company which is the holding or subsidiary company of ICICI Bank, or
 - ii. A Person under the Control of or under common Control with ICICI Bank, or
 - iii. Any Person, in 26% or more of the voting securities of which, ICICI Bank has a direct or beneficial interest or Control.
 - iv. For the purpose of the definition of Affiliate, 'Control' when used with respect to any Person, means the power to direct the management and policies of such Person, directly or indirectly, whether through the ownership of the vote carrying securities, by contract or otherwise howsoever and 'Person' means any individual, company, firm, corporation, partnership, trust or any other entity or organisation or another natural or legal person.
- b) 'Law' or 'Applicable Law' shall mean, applicable constitution, statute, law, rule, regulation, ordinance, judgment, order, decree, authorisation, or any published directive, guideline, notice, requirement, or governmental restriction, having the force of law in any jurisdiction, and shall include all amendments and re-enactments thereof, from time to time.
- c) 'Authorised Networks' shall mean Visa, MasterCard, and other networks participating with the Bank to issue Cards.
- d) 'Authorised Signatory' shall mean such persons who are officials of the Corporate and have been duly authorised by the Corporate to perform actions on behalf of the Corporate basis requisite corporate authorisations.
- e) 'Cards' means INR-denominated prepaid cards issued to the Cardholder, under the PPI Facility availed by the Corporate.
- f) 'Customer' or 'Corporate' refers to any non-individual entity including a company, partnership firm, sole proprietorship firm, LLP, or any juridical person applying for a PPI Facility from ICICI Bank.
- g) 'Cardholder' means the user of the Card issued by ICICI Bank to an individual under the PPI Facility availed by the Corporate.
- h) 'Charges' means such charges as applicable on the issuance and usage of the Cards, as set out by ICICI Bank and communicated to the Corporate and Cardholder in writing or as available on the Bank's website.
- i) 'Funder' shall mean any individual or organisation that transfers funds/money onto Cards for a particular purpose.
- j) 'PPI Facility' refers to the facility by ICICI Bank for the issuance of INR-denominated Prepaid Cards and includes any services provided by ICICI Bank to the Corporate or Cardholders regarding the issuance and usage thereof.
- k) 'ICICI Bank/Bank' shall mean ICICI Bank Limited, a company within the meaning of the Companies Act, 2013 and a banking company within the meaning of the Banking Regulation Act, 1949, having its registered office at ICICI Bank Towers, Near Chakli Circle, Old Padra Road, Vadodara, Gujarat 390007, and its corporate office at ICICI Bank Towers, Bandra Kurla Complex, Mumbai 400 051 (which expression shall, unless it is repugnant to the subject or context thereof, include its successors, representatives, and assigns).
- l) 'Insurance Company' shall mean the insurance provider responsible for providing insurance benefits, as stated in clause 14.
- m) 'Corporate Application Form' refers to the application form signed by the Corporate in the form and manner stipulated by ICICI Bank, for availing the PPI Facility.
- n) 'Individual Application Form' refers to the application form signed by the Cardholder in the form and manner stipulated by ICICI Bank, for issuing the Card to them under the PPI Facility availed

by the Corporate. Corporate Application Form and Individual Application Form shall be collectively referred to as 'Forms'.

- o) 'Intellectual Property'/'IP' includes all patents, trademarks, copyrights, permits, inventions, or derivative works of the same expression or literary creation, unique name, corporate name, internet domain, service marks, brands, trade names, trade secrets (including without limitation, concepts, research and development, compositions, designs, drawings), presentation, instruction manuals, records, memoranda, database rights (including rights of extraction), proprietary information and knowledge, technology, computer programmes, databases, licences, franchises, formulae, designs, geographical indications, know-how and all other intellectual properties, together with all translations, adaptations, derivations, and combinations thereof, and all applications, registrations, and renewals in connection therewith, etc. whether registered or non-registered.
- p) 'Intellectual Property Rights'/'IPR' shall include all rights, benefits, title, or interest in or to any Intellectual Property, anywhere in the world (whether registered or not and including all applications for the same).
- q) 'ICICI Bank Customer Care' refers to ICICI Bank's phone banking service provided to the Corporate and Cardholders.
- r) 'KYC' means Know Your Customer and refers to the process implemented by ICICI Bank to verify and authenticate the identity of its customers.
- s) 'Merchant Establishment' shall mean such establishments located within India, including e-commerce websites, which honour and accept the Cards and shall include among others, stores, shops, restaurants, airlines, etc.
- t) 'Person' shall mean an individual, company, partnership, limited liability partnership, corporation, trust, any other entity/organisation, or other body corporate, howsoever constituted.
- u) 'Personnel' shall include all employees/agents/consultants/directors/referred customers of the Corporate.
- v) 'RBI' means the Reserve Bank of India.
- w) 'Services' shall mean services provided by ICICI Bank to the Corporate and Cardholder under the PPI Facility.
- x) 'Statement' means a periodic Card Statement (including e-statements) sent by ICICI Bank to the Cardholder/Corporate setting out the financial transactions that have been made utilising the Card along with the balance, if any on the Card.
- y) 'Terms and Conditions' shall mean this Prepaid Card Facility Terms and Conditions for Non-Individuals read with the Corporate Application Form and Individual Application Form which govern the PPI Facility.
- z) 'Transaction Instruction' means any instruction given by a Cardholder/Corporate, directly to ICICI Bank, for a transaction on the Card.

1.1. Interpretation

In these Terms and Conditions, unless the contrary intention appears:

- a) a reference to:
 - i. an application form/terms and conditions/deed/instrument/indenture/writing includes all amendments made thereto from time to time and includes all schedules, annexures, and appendices thereto.
 - ii. an 'amendment' includes a supplement, modification, replacement, or re-enactment, and 'amended' is to be construed accordingly.
 - iii. 'authorisation' includes an authorisation, consent, clearance, approval, permission, resolution, licence, exemption, filing and registration.
 - iv. the prescribed format/manner of furnishing details or prescribed fees/charges shall mean the forms, formats, fees, and charges, as modified from time to time.
 - v. the singular includes the plural (and vice versa).
 - vi. gender shall include references to male, female, and neuter genders.
- b) the headings in the Terms and Conditions are inserted for convenience of reference only and are to be ignored in construing and interpreting this document.

- c) all approvals, permissions, consents, or acceptance required from ICICI Bank for any matter shall mean 'prior', 'written' approval, permission, consent, or acceptance of ICICI Bank.
- d) in case of any disagreement or dispute between ICICI Bank and the Customer/Cardholder regarding the materiality of any matter including any event, occurrence, circumstance, change, fact, information, document, authorisation, proceeding, act, omission, claim, breach, default or otherwise, the opinion of ICICI Bank as to the materiality or reasonableness of the foregoing shall be final and binding on the Customer and Cardholder.

2. Confidentiality

- a) The Corporate hereby unconditionally agrees and undertakes that it shall not disclose these Terms and Conditions or disclose any information under the arrangement/PPI Facility to any third party (excluding the Cardholder) unless such disclosure is required by Law, to internal/external auditors or advisers in respect of performing functions or to perform their obligations under the PPI Facility, provided that before any such disclosure, written consent of ICICI Bank shall be obtained.
- b) All details (including but not limited to details about applications, software, and systems used by ICICI Bank, pricing, and commercials offered), documents, data, papers, statements, and business/corporate information communicated in writing by ICICI Bank ('Confidential Information') shall be treated as absolutely confidential and the Corporate irrevocably agrees and undertakes to ensure that they shall keep the same as confidential and that they shall not disclose the same, in whole or in part to any person without the prior written permission of ICICI Bank nor shall use or be allowed to use any information, other than as may be necessary for the due performance of their obligations hereunder. The confidentiality obligations shall not apply to (i) information in the public domain, (ii) information received by the Corporate from a third person without breach of a confidentiality obligation by such third person, or (iii) disclosure of any information under any Applicable Law or to a judicial, regulatory, quasi-judicial, administrative, or governmental body or authority.
- c) The Corporate agrees to:
 - i. Take all necessary action to protect the Confidential Information against misuse, loss, destruction, deletion, and/or alteration.
 - ii. Not misuse or permit misuse directly or indirectly, or commercially exploit the Confidential Information for economic or other benefit.
 - iii. Notify ICICI Bank promptly of any unauthorised or improper use or disclosure of the Confidential Information.
 - iv. Promptly return/destroy all the confidential documents/material that is in the custody of the Corporate upon termination/expiry of the PPI Facility; and
 - v. Not make or retain any copies or record of any Confidential Information submitted by ICICI Bank other than as may be required for the performance of the obligations of the PPI Facility.

3. Personal Identification Number

To enable the Cardholder to use the Card, a Personal Identification Number ('PIN') will be issued to the Cardholder by ICICI Bank, which would be provided/enclosed with the Card. In case the Cardholder misplaces the PIN or intends to reset the PIN, the same can be applied for, by following the steps below:

- a) The Cardholder must send an SMS with the content 'PCPIN with last 4 digits of their Card Number' to 5676766 from their registered mobile number as mentioned in the Individual Application Form, in the following manner:

PCPIN <Last 4 digits of Card Number> to 5676766
- b) According to the SMS sent as per point 1 above, the Cardholder will receive the message mentioned below as a response:

Dear Cardholder, <PIN Number> is the PIN for your ICICI Bank Prepaid Card ending with <Last 4 digits of Card Number>

- c) The PIN, as received may be used at any ATM, or may be changed by the Cardholder at an ICICI Bank ATM. If a transaction has been conducted by using the PIN, it shall be deemed that the transactions conducted, or instructions given are by the Cardholder.

4. Compliance with Applicable Law

- a) The Cardholder/Corporate undertakes and ensures that the utilisation/possession of the Card by the Cardholder/Corporate is under the Applicable Laws and any failure to comply with the same shall render them liable to the concerned authorities.
- b) ICICI Bank will not be liable for any direct, indirect, or consequential loss or damage, arising from or related to non-compliance by the Cardholder and/or the Corporate with Applicable Law.
- c) The Corporate hereby indemnifies and agrees to hold ICICI Bank indemnified against all actions, claims, costs, charges, and expenses arising out of or because of the Corporate/Cardholder not complying with the Applicable Law.
- d) In the event the Card is cancelled (or its use suspended), for any reason whatsoever, ICICI Bank will not be responsible for any use/attempted use of the Card, resulting in the transaction being declined. The risk of honouring/dishonouring a Card that is cancelled or suspended (as the case may be), is on the Cardholder and the Corporate.
- e) The Corporate shall ensure that the Cardholder intimates the Bank if there is any change in the Cardholder's KYC details along with updated documents (i.e., address, contact details, profile, etc.) within 30 days from the date the change was made, in compliance with the relevant anti-money laundering regulations/rules. The Corporate agrees to communicate to the Bank this change through written communication sent by postal mail or e-mail.

5. Obligations of the Corporate

- a) The Corporate shall submit the duly filled Corporate Application Form, accepting these Terms and Conditions for availing the PPI Facility.
- b) The Corporate shall ensure that the Individual Application Form is duly filled and submitted by the Personnel, in the format prescribed by ICICI Bank to process the issuance of the Cards to such Personnel.
- c) The Corporate shall undertake and shall ensure that the Personnel undertakes the process detailed in Schedule II hereunder for availing the PPI facility and for crediting funds to the Card during the tenor of the PPI Facility.
- d) The Corporate and Personnel shall provide all data, as required by the Bank to activate the Card. The Corporate agrees to provide accurate and complete details of the payments to be made to the Cardholders, in a mutually agreed format, after the issuance of Cards and during the tenor of the PPI Facility/validity period of the Card, as the case may be.
- e) The Corporate or the Cardholder, as specified in the Forms, shall bear the Costs and Charges towards issuance of the Cards for the PPI Facility.
- f) The Corporate shall confirm the receipt of the Card by the Cardholder, by providing the acknowledgment letter in the form and manner prescribed by ICICI Bank from time to time.
- g) The Corporate shall be responsible for responding to all the queries/issues raised by the Cardholders about the amount credited to or debited from the Card on the instructions of the Corporate.
- h) The Corporate agrees to provide ICICI Bank with a confirmation letter from the respective Cardholder in the format prescribed by ICICI Bank from time to time while furnishing a request for blocking/cancelling/hot listing a Card or for any reversal of funds from an issued Card.
- i) The Corporate acknowledges that the usage of Cards shall comply with the Master Directions on Prepaid Payment Instruments (PPIs) last updated on February 23, 2024 (and amended from time to time) and shall ensure that the maximum balance on a Full KYC compliant Card does not exceed Indian Rupees One lakh only (Rs 1,00,000) at any given point of time during the validity period of the relevant Card.
- j) The Corporate shall share with ICICI Bank, all advertisements, collaterals, marketing materials, or any communication proposed to be issued by the Corporate regarding the Cards through any channels and such may be released by the Corporate only upon the express prior written consent of ICICI Bank.

- k) The Corporate undertakes to comply with all Applicable Laws for the usage of the Cards issued to its Personnel during the subsistence of the PPI Facility.
- l) The Corporate shall ensure that the Cardholders accessing the Services have received notice and provided consent, under all Applicable Laws, that certain data concerning them, including personal data, is being accessed by the Corporate and ICICI Bank.

6. Rights and Obligations of ICICI Bank

- a) ICICI Bank may at its sole discretion accept or reject the Forms submitted for availing/under the PPI Facility.
- b) ICICI Bank shall bear the operational and technological costs for the development, issuance, and management related to providing the Cards to the Cardholders.
- c) ICICI Bank shall be responsible for providing support to the Corporate regarding the operation of the Card and shall ensure that credit of any amount onto the respective Card shall be done following the instructions provided by the Corporate as more particularly described in Schedule II hereto.
- d) In the event that any data/information required by ICICI Bank, to activate/credit any amount on the Card, is not received from the Corporate, ICICI Bank shall not be responsible for any delay caused in activating the Card/crediting any amount to the Card.
- e) ICICI Bank may cancel/hot list/block the Card upon a request received from the Cardholder or Corporate.

7. Intellectual Property Rights

- a) The Corporate shall not use the patents, copyrights, trademarks, proprietary and/or licensed software, service marks, and trade secrets ('Intellectual Property') of ICICI Bank in any manner whatsoever without the prior written consent of ICICI Bank. The Corporate and Cardholder acknowledge and understand that 'ICICI Bank' and '<l-man>' logos ('Logos') are trademarks and properties of ICICI Bank. The Corporate and Cardholders further understand that ICICI Bank is the owner of all the Intellectual Property of ICICI Bank including the Logos.
- b) Nothing herein shall be deemed to be a transfer or licence or grant any copyrights, trademark rights and/or any other intellectual property rights of ICICI Bank to the Corporate. ICICI Bank has exclusive rights over ICICI Bank Cards, Logos, brand name, and Card image. The Corporate is not permitted to use any of the above as an instrument for its business promotion or as a mention or otherwise in any of its marketing collateral and communication anywhere. The Corporate and/or Cardholder understand and acknowledge that Authorised Networks are the owners of the trademarks and logos ('Marks') belonging to Authorised Networks, respectively. Further, the Corporate and/or Cardholder undertake not to misuse any Marks belonging to Authorised Networks or such other ancillary or related content belonging to any of them concerning the product/offer/services.
- c) In case any Intellectual Property of the Corporate or ICICI Bank needs to be shared with the other party, a separate agreement/arrangement shall be entered into by the Corporate and ICICI Bank.

8. Card Issuance and Usage

- a) Upon acceptance of the Corporate Application Form by ICICI Bank, the Cards shall be issued to the Personnel basis the submission of the Individual Application Form, on such terms and conditions, as shall be prescribed by ICICI Bank from time to time and at ICICI Bank's sole discretion.
- b) Cards may be issued by ICICI Bank subject to the Cardholder fulfilling ICICI Bank's eligibility criteria. Schedule I lists down the currently available variants of the Cards and their applicable charges.
- c) Issuance of Cards/enabling of credit of any amount on the Cards shall be subject to there being no breach/violation/default by the Corporate of the Terms and Conditions.
- d) The Card is not transferable and shall be a zero-balance Card at the time of issuance. Each time a Funder desires to make a credit to the Card the same can be done via IMPS, NEFT, UPI, and other modes as mentioned in Schedule II.

- e) In the event the data as required by ICICI Bank, to activate the Card, is not received from the Corporate/Cardholder, ICICI Bank shall not be responsible for any delay caused in activating the Card.
- f) The Card issued to the Cardholder is valid for use at various Merchant Establishments in India and purchase of goods in Indian currency only.
- g) The Corporate shall ensure that the Cardholder signs on the reverse of the Card immediately upon receipt of the same and that the signature is the same as the signature provided by the Cardholder on the Individual Application Form submitted to ICICI Bank. In case the Cardholder desires to alter his/her signature, the Cardholder and the Corporate shall inform ICICI Bank about the same and execute the necessary documents as prescribed by ICICI Bank.
- h) Upon issuance of the Card, ICICI Bank shall endeavour to send a an SMS to the Cardholder confirming the amount credited to the Card. ICICI Bank may withdraw such a facility at any time as it may deem fit. For this clause, SMS shall mean and include customised messages sent to the Cardholder as a short messaging service, on their registered mobile number given by them in the Individual Application Form.
- i) On or before the expiry of the Card, the Corporate/Cardholder may request for a new replacement Card. Such a Card will be sent to the address as available in the records of ICICI Bank or to an alternative address upon a registered request to ICICI Bank by the Corporate and shall be valid until the expiry date, as mentioned on the Card.
- j) The features and usage of a Card may be defined by ICICI Bank from time to time. ICICI Bank and the Merchant Establishment concerned reserve the right, at any time, to refuse the use of the Card at Merchant Establishments or ATMs, for any reason, whatsoever. The Card may be used only for bona fide purposes. Upon usage of the Card at the Merchant Establishment, the Corporate shall ensure the Cardholder collects a copy of the charge slips/transaction slips at the time of making payment using the Card. ICICI Bank shall not provide copies of the charge slips/transaction slips to the Cardholder/Corporate.
- k) The Corporate shall ensure that any charge levied by the Merchant Establishment on the purchases made by the Cardholder using the Card, shall be payable by the Cardholder to the Merchant Establishment, and ICICI Bank shall not be liable for the same. Any dispute regarding charges levied shall be settled between the Cardholder and the concerned Merchant Establishment without any reference/recourse to ICICI Bank.
- l) The Corporate shall always ensure that the Cardholder acts in good faith about all dealings with the Card and ICICI Bank. The Corporate accepts full responsibility for wrongful use of the Card in contravention of the Terms and Conditions contained herein and, undertakes and agrees to indemnify ICICI Bank to make good any loss, damage, interest, conversion, or any other financial charge that ICICI Bank may incur and/or suffer, whether directly or indirectly, because of the Cardholder/Corporate violating the terms hereof.
- m) The Corporate shall ensure that the Cardholder does not use the Card for payment/purchase of any illegal product. The Card cannot be used for the purchase of prohibited items like lottery tickets, banned or proscribed magazines, participation in sweepstakes, payment for call-back services, etc.
- n) ICICI Bank reserves unto itself the absolute discretion and liberty to decline or honour the authorisation requests on the Card, without assigning any reason thereof. In the event the Cardholder/Corporate fails to comply with the applicable terms and conditions of the PPI Facility, ICICI Bank reserves the right to cancel/hot list/block the Card.
- o) ICICI Bank may, at its sole discretion, utilise the services of external service provider/s or agent/s and on such terms as required or necessary, in relation to its products/services.
- p) ICICI Bank reserves the right to limit or reduce the amount that may be used in a day or over a specific period, for any transaction with the Card. In addition, ATMs and/or Merchant Establishments may also limit or restrict the number of transactions that may be done using the Card. These limitations will vary for every ATM and/or Merchant Establishment.
- q) ICICI Bank shall not be responsible for either ascertaining or notifying the Corporate/Cardholder as to such limits/restrictions and shall not be liable for any loss suffered by the Cardholder/Corporate due to these restrictions, limitations, or a lack of uniformity between transactions requested at ATMs and/or Merchant Establishments.

- r) ICICI Bank shall pay no interest, compensation, or any benefit/bonus to the Cardholder or the Corporate in connection with the amounts credited to the Card and the Card balance does not constitute a deposit by the Cardholder with ICICI Bank (or with any other person) nor do they entitle the Cardholder to any overdraft/credit facility.
- s) If a Card is lost or stolen, the Corporate shall ensure that the Cardholder must immediately report such loss/theft to ICICI Bank Customer Care. However, in case of loss of the Card due to theft, the Cardholder must also file an FIR with the local police and should be able to produce a copy of the same upon request by ICICI Bank. ICICI Bank will, upon adequate verification, suspend the Card and terminate all facilities in relation thereto and will not be liable for any inconvenience caused to the Cardholder/Corporate. The Corporate/Cardholder shall take cognisance of the fact that once a Card is reported lost, stolen, or damaged, the Card cannot be used again, even if found subsequently. The Cardholder declares that if a Card is reported lost, damaged, or stolen, it shall not be used again, even if found or said to be in a non-damaged condition subsequently. In such cases, the Cardholder shall promptly cut the Card in four pieces and return the same to ICICI Bank for cancellation.
- t) The Corporate and Cardholder are jointly responsible for the security of the Card and shall take all steps towards ensuring that the Card is not misused. If ICICI Bank determines that the Corporate/Cardholder has failed to take the above steps in case of loss/theft/destruction of the Card and the same are questionable, financial liability due to the lost, stolen, or damaged Card would rest with the Cardholder and could even result in cancellation of the Card. No liability shall accrue upon the Corporate/Cardholder for any unauthorised transactions done on the Card from the time such Card has been reported lost/stolen/damaged to ICICI Bank.
- u) Liability of any transaction made on the Card post reporting its loss/theft/damage shall fall upon the Bank. However, in case of any dispute relating to the time of reporting or transactions made on the Card post reporting of the said Card as being lost/stolen/misused, ICICI Bank shall reserve the right to ascertain the time and/or the authenticity of the disputed transaction. Such ascertainment of the authenticity of the disputed transaction shall be at the sole discretion of the Bank and shall be final and binding on the Corporate and Cardholder.

9. Default

- a) The Corporate and/or the Cardholder is in default under the PPI Facility, if these Terms and Conditions have been breached by the Corporate and/or the Cardholder. If the Corporate is in default under the PPI Facility (as the case may be), or if ICICI Bank believes on reasonable grounds, that the Corporate induced it by fraudulent misrepresentation of facts, all Cards shall be cancelled by ICICI Bank immediately without any further notice.
- b) If the Card holder is in default and breaches any applicable terms and conditions, ICICI Bank will immediately and without any further notice cancel all Cards under the PPI Facility or cancel the Card issued to the Cardholder. Notwithstanding the above, ICICI Bank may choose the consequence of such a breach by the Cardholder and the same may be undertaken against the Cardholder and/or Corporate, at the sole discretion of ICICI Bank.
- c) If the Corporate and/or Cardholder is in default under the PPI Facility, the Corporate and/or Cardholder shall also be deemed to be in default under any other contracts/arrangements that the Corporate and/or Cardholder may have entered with ICICI Bank. If the Corporate and/or Cardholder is in default under any other programme/facility held with ICICI Bank, then the Corporate and/or Cardholder shall also be deemed to be in default under this PPI Facility. In such instances, ICICI Bank is authorised to block the Card limit as made available to the Corporate and/or Cardholder under the PPI Facility as well as withdraw such privileges/benefits as made available under the PPI Facility and/or any other account or facility availed either by the Corporate or the Cardholder, till such time the defaulting Card and/or any other account/facility is regularised by the Cardholder and/or the Corporate, as applicable. The Corporate also agrees and acknowledges that ICICI Bank shall not be required to provide any additional notice for the above either to the Cardholder and/or the Corporate.
- d) Any amounts incurred by ICICI Bank in exercising its rights under the PPI Facility arising from any default by the Corporate and/or the Cardholder, shall upon demand by ICICI Bank become immediately payable by the Corporate.

- e) The Corporate will be liable to pay ICICI Bank, upon demand, all amounts outstanding from any of the Cardholders to ICICI Bank, during the subsistence of the PPI Facility.

10. Indemnity

- a) The Corporate hereby agrees that the Corporate shall, at their own expense, indemnify, defend, and hold harmless ICICI Bank from and against all Claims and Liability, including any fraud, loss, or damage suffered by ICICI Bank and any other loss that may incur from:
 - i. the operation or use of the PPI Facility including any related service, for breach.
 - ii. non-performance or inadequate performance by the Corporate/Cardholder under the Terms and Conditions.
 - iii. the acts, errors, misrepresentations, misconduct, or negligence of the Corporate/Cardholder in the performance of its obligations.
 - iv. providing any incorrect information or failure to communicate any change in such particulars/information or providing true and updated documents.
 - v. exercising the Bank's right of set-off, combination, consolidation, lien, or any other right.
 - vi. failure to comply with any such Applicable Laws by the Corporate/Cardholder.

For this clause, the Claim shall include personal injury, property losses, damages (including lost profits or savings, indirect, consequential, special, exemplary, punitive, or incidental losses), penalties, fines, suits, expenses, and costs (including attorney's fees) (the 'Claim').

- b) Under no circumstances shall ICICI Bank be liable to the Corporate/Cardholder for any indirect, incidental, consequential, special, or exemplary damages in connection with the PPI Facility and/or Services.
- c) The indemnities as aforesaid shall continue notwithstanding the termination/closure of the PPI Facility.

11. Exclusion of Liability:

- a) Without prejudice to the remedies available to ICICI Bank and the Terms and Conditions, ICICI Bank shall be under no liability whatsoever to the Corporate and/or the Cardholder in respect of any loss or damage arising directly or indirectly out of:
 - i. Any defect in any goods or services supplied by Merchant Establishments.
 - ii. The refusal of any Merchant Establishment to honour or accept a Card.
 - iii. The malfunction of any computer terminal.
 - iv. Unauthorised use by any third party of the Card issued to the Cardholder, including handing over of the Card by the Cardholder/Corporate to anybody other than ICICI Bank, giving of Transaction Instruction by any person other than by a Cardholder or the Corporate, etc.
 - v. The handing over of the Card by the Cardholder/Corporate to anybody other than ICICI Bank.
 - vi. ICICI Bank exercising its right to demand and procure the surrender of the Card before the expiry date as mentioned on the Card or exercise by ICICI Bank of its right to terminate any Card and/or the PPI Facility.
 - vii. any injury to the credit character and reputation of the Corporate and/or Cardholder alleged to have been caused by the repossession of the Card and/or any request for its return or the refusal of any Merchant Establishment to honour or accept the Card.
 - viii. any misstatement, misrepresentation, error, or omission in any details disclosed by ICICI Bank.
 - ix. any error between the amount allocated to the Card upon receipt of instructions in this regard from the Funder and the amounts agreed upon between the Cardholder and Funder.
- b) The Cardholder agrees and acknowledges that any demand or claim for settlement of outstanding dues made, either by ICICI Bank or any person acting on behalf of ICICI Bank, shall not amount to be an act of defamation or an act prejudicial to or reflecting upon the character of the Cardholder. The Cardholder expressly accepts that if he/she fails to pay any money when due, or which may be declared due before the date when it would otherwise have become due, or commits any default under the present terms, under which the Cardholder is enjoying

financial/corporate/another PPI Facility, then, ICICI Bank shall, at its sole discretion, without prejudice, exercise all or any of its rights as set out in the Terms and Conditions.

12. Banker's Lien and Set-Off

The Bank shall have the paramount right of set-off and lien-mark, irrespective of any other lien or charge, present as well as future on the deposits of any kind and nature held/balances lying in any accounts of the Corporate, whether in single name or joint name(s) (for which, the Corporate hereby confirms that the requisite consent has already been procured by the Corporate from the relevant third party) and on any monies, securities, bonds and all other assets, documents and properties held by/under the control of the Bank whether by way of security or otherwise under any contract entered/to be entered into by the Corporate in any capacity to the extent of all outstanding dues, in case of (i) any fines imposed on the Bank by any regulatory/judicial/government authority or (ii) any dishonour of indemnity claim by the Bank on the Corporate beyond 15 business days from the date of demand, arising as a result of any of the Bank's services extended to and/or used by the Corporate and/or as a result of any other facilities that may be granted by the Bank to the Corporate.

13. Termination/Withdrawal

a) Termination of the Card by the Corporate

- i. The Corporate may at any point in time, by giving a prior request in writing to ICICI Bank apply for termination (permanent closure) of either one or more Cards under the PPI Facility. The Corporate and the Cardholders undertake to ensure that there is no balance left on the Card before applying for such termination. In case there is any balance amount leftover on the Card, the Corporate shall obtain from the Cardholder an authorisation letter for the transfer of the balance amount back to the Corporate.
- ii. Post receipt of the termination request, ICICI Bank shall issue a notification to the Cardholder confirming the Card termination/closure through SMS, e-mail/by post on the registered contact details of the Cardholder.

b) Termination of the PPI Facility by the Corporate

The Corporate, may at any point in time, by giving 30 days' prior written notice, request ICICI Bank to terminate the entire PPI Facility. However, the Cards issued under the PPI Facility to the Cardholders shall remain valid until the expiry date as mentioned on the Card and the Cardholder shall be able to utilise the same as per the terms and conditions agreed to, under the Individual Application Form.

c) Termination of the PPI Facility and/or Card by ICICI Bank

- i. ICICI Bank may at any time, with or without notice, terminate the Card and/or PPI Facility. If ICICI Bank revokes the PPI Facility or the Card, ICICI Bank will notify the Corporate and Cardholder of the revocation/cancellation and may require them to surrender the revoked/cancelled Card or all the Cards issued under the PPI Facility, each cut in four pieces ensuring that the hologram and magnetic stripe are destroyed.
- ii. ICICI Bank, at its sole discretion, reserves the right to, either temporarily or permanently, withdraw the privileges on the Card and/or cancel the Card at any time without giving any notice or assigning any reason thereof. In case of a temporary withdrawal, the privileges may be reinstated by ICICI Bank at its sole discretion. However, it is made distinctly clear that withdrawal (temporary or permanent) shall constitute automatic withdrawal of all attendant benefits, privileges, and services attached to the Card. In case of such temporary or permanent withdrawal, the Corporate shall continue to be fully liable for all charges incurred on the Card before such withdrawal, together with all other applicable charges thereon, unless otherwise specified by ICICI Bank.

d) Upon any termination/withdrawal of the Card or the PPI Facility under clause 13

(Termination/Withdrawal) and notwithstanding any prior agreement between ICICI Bank and the Corporate to the contrary:

- i. The total of all Charges then outstanding, whether already reflected in the Statement shall be due and payable by the Corporate.

- ii. The amount of any Charges incurred after termination (with effect from the date of relevant Transaction Instruction), shall become forthwith due and payable by the Cardholder.
- iii. Upon any request to terminate the Card or the PPI Facility by the Corporate, the Cardholder and the Corporate agree to surrender the Cards to ICICI Bank at the discretion of the Bank.

14. Insurance Benefit

If requested by the Corporate through its registered and verified e-mail ID, the Corporate and Cardholders may be offered various insurance benefits from time to time by ICICI Bank through a tie-up with the Insurance Company. At the request of the Corporate/Cardholder, ICICI Bank shall provide the Corporate/Cardholder with the policy document to better understand the insurance benefits. The complete terms of these insurance benefits shall be separately communicated to the Corporate and Cardholders by the Insurance Company and shall be binding on the Corporate and Cardholders. In all cases of claim, the Insurance Company will be solely liable for settlement of the claim, and the Corporate or Cardholder will not hold ICICI Bank responsible in any manner whether for compensation, recovery of compensation, processing of claims, or for any other reason whatsoever. Subject to the terms herein, the Insurance Company will be absolved of all its liabilities by releasing approved dues to the nominee of the Cardholder whose name and signature, duly witnessed, appears on the insurance nomination form forwarded by the Cardholder to the Insurance Company directly or through ICICI Bank. Any change in the nomination will be intimated to ICICI Bank by the Cardholder in writing. The Corporate and Cardholders further acknowledge that the insurance benefits so provided will be available to the Cardholders only so long as the Cardholder is and remains a Cardholder of ICICI Bank with their Card being active and regular and no event of default has occurred. In the event of the Card being terminated, for whatever reason, all such insurance benefits shall automatically, and ipso facto cease to be available from such date of cessation/termination.

15. Quality of Goods and Services

ICICI Bank does not make any representation and/or warranty to the Corporate/Cardholder (or any person claiming by or under the Cardholder) or otherwise assure the Corporate/Cardholder (or any person claiming by or under the Cardholder) about the quality of the goods purchased/proposed to be purchased/hired or otherwise and/or of services availed of/proposed to be availed of by use of the Card with/at any Person including the Merchant Establishments or for any delay in delivery of the goods/services, non-delivery of goods/services, or receipt of defective/sub-standard goods/services by use of the Card with/at any Person including the Merchant Establishments. Disputes or claims in connection with the quality of the goods purchased/hired/proposed to be purchased/hired or otherwise and/or of services availed of/proposed to be availed of by the use of the Card with/at any Person including the Merchant Establishments or for any delay in delivering of the goods/services, non-delivery of goods/services, or receipt of defective/sub-standard goods/services by use of the Card with/at any Person including the Merchant Establishment must be mutually resolved by the Corporate/Cardholder (or any person claiming by or under the Cardholder) with such Person/Merchant Establishments without any reference to ICICI Bank.

16. Charges

- a) Charges levied for the PPI Facility and any transaction thereunder shall be non-refundable and include voluntary and involuntary charges, details of which are given hereunder:
 - i. Voluntary Charge:
 - I) The amount of any purchase of any goods made by a Transaction Instruction.
 - II) Any amount which the Cardholder has requested ICICI Bank to credit/debit the account associated, with the Card by a Transaction Instruction.
 - ii. Involuntary Charge:
 - I) Any fees charged by ICICI Bank in respect of the Card, including joining, annual, replacement, renewal, handling, and other fees, if any.

- II) Service Charges on specific types of transactions. The method of computation of such charges will be as notified by ICICI Bank, from time to time.
- iii. Delayed or Amended Charges:
 - I) A Merchant Establishment may process delayed or amended charges if the Cardholder has consented to be liable for delayed or amended charges for any transactions.
- b) ICICI Bank's record of the amount of any Charge shall, in the absence of manifest error, be final and binding on the Corporate/Cardholder, and shall be conclusive in any cases wherein ICICI Bank has carried out any payment.
- c) All Statutory Taxes, Goods and Services Tax (GST), all other imposts, duties (including stamp duty and relevant registration charges, if any, in connection with the Card), and taxes (of any description whatsoever) as may be levied from time to time by the government or other authority in respect of or in connection with the Card, will be borne by Corporate/Cardholder. These charges are subject to changes at the sole discretion of ICICI Bank or the instance of the government authority.
- d) If any sum due and payable by the Corporate is not paid on the due date, including without limitation any money claimed under this clause, the Corporate shall be liable to pay interest (both after as well as before any judgment) on such unpaid sum at such rate or rates as ICICI Bank may from time to time stipulate, from the date the payment is due up to the date of payment.
- e) For payment of GST purposes, the following shall be applicable:
 - i. ICICI Bank shall raise an invoice/e-invoice, along with the GST Registration Number of the Corporate and that of ICICI Bank, along with details of the services. The Corporate shall also adhere to all applicable compliance activities under current GST laws, as amended from time to time.
 - ii. In the future, in case the Corporate is registered under GST, they shall inform the GST Registration Number within 15 (fifteen) days from the date of registration to ICICI Bank. ICICI Bank shall reimburse GST from the succeeding month in which GST registration has been obtained by the Corporate as claimed through invoice.

17. Right to Seek Information and Audit

- a) The Corporate shall maintain in good order and as per generally accepted industry practices, its books of account in respect of the PPI Facility and shall allow ICICI Bank, its management, its auditors and/or its regulators to enter upon the premises of the Corporate and inspect, examine and audit the Corporate's operations and business records which ICICI Bank, its management, its auditors and/or its regulators in their absolute discretion deem to be relevant to the PPI Facility, with or without the provision of a prior notice, as may be deemed fit by ICICI Bank at its sole discretion.
- b) In addition to the right to inspect, ICICI Bank, its management, its auditors, and/or its regulators shall also have the right to call for any information pertaining to the Corporate's operations and business records which ICICI Bank, its management, its auditors, and/or its regulators in their absolute discretion deem to be relevant to the PPI Facility. The Corporate shall produce such information within such time as may be provided by ICICI Bank, its management, its auditors, and/or its regulators.
- c) The Corporate shall keep a complete and accurate account of all records in relation to the PPI Facility and the other transaction documents in the manner and form stipulated by ICICI Bank. The Corporate forthwith upon being required by ICICI Bank permits/ensures inspection, audits, or permits taking copies of the records of the Corporate that are relevant to the PPI Facility.
- d) The Corporate shall co-operate in good faith with ICICI Bank to correct any practices, which are found to be deficient during the audit within a reasonable time after receipt of the audit report from ICICI Bank.
- e) The Corporate agrees that the RBI and/or its authorised officers or employees or any other persons/representatives have a right to inspect/cause an inspection to be made of the Corporate and its books and account, concerning the availed PPI Facility. The Service Provider shall allow the RBI or the persons authorised by it to access the documents, records of transactions, and other necessary information given to, stored, or processed by the Corporate and shall comply

with the directions of the RBI and/or its authorised officers or employees or any other persons/representatives in the required manner.

18. Disclosures

- a) The Corporate agrees and accepts for the disclosure by ICICI Bank of all or any information and data relating to the Corporate, the PPI Facility, the Cards, and any transaction documents (including but not limited to information relating to default, if any, committed by the Corporate, in the discharge of the Corporate's obligations) as ICICI Bank may deem appropriate to the RBI and/or the Credit Information Bureau (India) Limited and/or to any other agency authorised in this behalf by RBI, to its professional advisers or consultants and to its service providers, third party or otherwise, instructed by ICICI Bank, and/or as required under law or any applicable regulation, at the order of a court of law, or at the request or order of any statutory, regulatory or supervisory authority with whom it customarily complies.
- b) The Corporate declares that the information furnished and to be furnished to ICICI Bank are and shall be true and correct.
- c) The Corporate:
 - i. accepts that RBI or the Credit Information Bureau (India) Limited and any other agency so authorised, any statutory, regulatory, or supervisory authority, may use, process, and disseminate the said information and data disclosed by ICICI Bank in such manner as deemed fit by them in any circumstances; and
 - ii. shall not hold ICICI Bank at all responsible or liable in this regard.
- d) ICICI Bank shall, as it may deem appropriate and necessary, be entitled to disclose all or any: (i) information and data relating to the Corporate; (ii) information or data relating to the PPI Facility, its Terms and Conditions, transaction documents; (iii) obligations assumed/to be assumed by the Corporate regarding the PPI Facility; (iv) default, if any, committed by the Corporate in the discharge of the aforesaid obligations, to Credit Information Companies ('CICs') and any other agency authorised in this behalf by the RBI. CICs and/or any other agency so authorised may use and/or process the aforesaid information and data disclosed by ICICI Bank in any manner as deemed fit by them. CICs and/or any other agency so authorised, may furnish for consideration, the processed information and data or products thereof prepared by them, to ICICI Bank/financial institutions and other credit grantors or registered users, as may be specified by ICICI Bank on this behalf. All information and data furnished by the Corporate to ICICI Bank from time to time shall be true and correct.

19. Disputes

Any charge slip, or other payment requisition, received by ICICI Bank for payment shall be conclusive proof that the charge recorded on such a charge slip or other requisition, was properly incurred by the Cardholder, unless the Card is lost, stolen, or fraudulently misused and the same is reported, the burden of proof for which shall be on the Corporate and/or Cardholder. The other payment requisition referred to in this clause shall include all payments of permissible expenses incurred by a Cardholder at a Merchant Establishment by use of the Card which is not recorded as a Charge. In the case of facilities availed through the ICICI Bank Customer Care, the responses to the identity verification questions will be conclusive proof of the Cardholder carrying out the transaction. ICICI Bank shall not be required to ensure that the Cardholder has duly received the purchased goods or services. In the event the Corporate and/or Cardholder chooses to disagree with a charge indicated in the Statement, the same should be communicated to ICICI Bank within 60 (Sixty) days of the record of the transaction, failing which it would be construed that all Charges indicated in the Statement are in order.

20. Governing Law and Dispute Resolution

The PPI Facility and the Cards issued thereunder shall be subject to the laws of India. All disputes arising in relation thereto, are subject to the exclusive jurisdiction of the competent courts in Mumbai.

21. Notices

All notices or other communications under the Terms and Conditions shall be given in writing and, unless otherwise stated, may be sent by e-mail, in-app messages, SMS/text messaging, WhatsApp messaging services, ordinary post, speed post, or courier. Any such notice or other communication will be deemed to be effective: (i) if delivered in person, at the time of such delivery; (ii) if dispatched by post or courier, when recall of the letter is outside the control of the sender; (iii) if sent by e-mail, when such e-mail enters the sent items folders; and (iv) if sent by in-app messages/SMS/text messaging/WhatsApp messaging services, when have been sent irrespective of any telecom service provider delay. No notice or communication to ICICI Bank shall be effective unless received and acknowledged by the Bank. Notices or communication made to the postal address or e-mail address or mobile number, as specified in the Application Form, shall be deemed to be proper and sufficient service, irrespective of whether such notice shall be returned 'unserved' unless the Corporate has duly notified ICICI Bank in writing of any changes in the address, e-mail, or mobile number. The Corporate agrees to assume the entire risk of non-delivery because of any electronic error, telecom service provider error, or otherwise.

To ICICI Bank:

ICICI Bank Limited, ICICI Bank Towers, Bandra Kurla Complex, Mumbai 400 051.

22. Electronic Instructions

The Corporate agrees that ICICI Bank shall not be liable for executing any instruction from the Cardholder/Corporate that ICICI Bank receives through telephone, facsimile, or other form of electronic communication, including but not limited to, registered e-mail IDs. The Corporate further agrees to keep ICICI Bank indemnified from and against all claims either by the Corporate or any other, actions, demands, liabilities, costs, charges, damages, losses, expenses, and consequences of whatever nature (including legal fees on a full indemnity basis) and howsoever arising, which may be brought or preferred against ICICI Bank or that ICICI Bank may suffer, incur or sustain because of or on account of ICICI Bank having so acted whether wrongly or mistakenly or not, or of ICICI Bank failing to act wholly or in part under the electronic instructions. However, in the event of issues arising out of unauthorised electronic banking transactions, the Corporate understands that ICICI Bank will follow the Customer Relationship Policy, as available at <https://www.icicibank.com/content/dam/icicibank/managed-assets/docs/personal/general-links/Customer-Relations-Policy-1.pdf>, for resolving such issues. The Corporate agrees to have read and understood the same and shall keep itself aware of the changes to the Customer Relationship Policy.

23. Waiver

No failure or delay by ICICI Bank in exercising any right, power, or privilege hereunder shall operate as a waiver thereof, nor shall any single or partial exercise of any other right, power, or privilege. The rights and remedies of ICICI Bank, as stated herein, shall be cumulative and not exclusive of any rights or remedies provided by Law.

24. Force Majeure

ICICI Bank shall not be liable for any losses caused by its inability or delay in providing all or any service or fulfilling any of ICICI Bank's obligations hereunder, either wholly or in part, caused by or in connection with any force majeure events including, but not limited to, restrictions on convertibility, transferability, requisitions, hacking, involuntary transfers, riot, disturbance, strikes, lock-outs, bandhs, war, civil strife, burglary, theft, dacoity, accident, hacking, technical fault including problems related to computers, accessories, software, printers, internet, telephone system and such related hardware and software beyond the control of ICICI Bank, breach of trust by any authorised persons, flood, fire, earthquake, act of God, act of any government, change in regulation or law and other allied acts of regulatory or statutory nature or if the performance of such obligation or provision of such service would result in the breach of any law, regulation or other requirement of any governmental or other authority or on account of any other restriction or requisition or other circumstances or events whatsoever, beyond the control of the Bank and the

Bank shall not be obliged to provide any service or facility or perform any of its obligations hereunder during the period while the Bank's performance is affected by force majeure conditions. The Bank shall not be responsible for any loss or damage caused to the Corporate by reason of a failure to comply with the Corporate instructions when such failure is caused due to reasons beyond the control of the Bank, the opinion of the Bank being final in this regard.

25. Changing These Terms and Conditions

ICICI Bank shall have the absolute discretion to amend or supplement any of the Terms and Conditions at any time. ICICI Bank may communicate the amended Terms and Conditions by hosting the same on its website or in any other manner as decided by ICICI Bank. The Corporate shall be responsible for regularly reviewing these Terms and Conditions including amendments thereto as may be posted on the website. ICICI Bank shall have the absolute discretion to amend or supplement any of the Terms and Conditions/Schedule of Charges/etc. stipulated by ICICI Bank and/or its affiliates regarding the accounts and/or to any services/facilities offered by ICICI Bank and/or its affiliates concerning the PPI Facility, at any time and shall give prior notice of one month (except for change in interest rates) by hosting the same on the website or in any other manner as decided by ICICI Bank. The Corporate shall be responsible for regularly reviewing these Terms and Conditions and the Terms and Conditions stipulated by ICICI Bank and/or its Affiliates including amendments thereto as may be posted on the website/notice board at the Branches. Such amended Terms and Conditions/Schedule of Charges/etc. stipulated by ICICI Bank and/or its Affiliates will thereupon apply to and be binding on the Corporate at the expiry of one month from the date of notice. If in the opinion of the Corporate, the changes are to his/her disadvantage, the Corporate may opt to close the account and/or stop using any services/facilities offered by ICICI Bank and/or its Affiliates at any time relating to the account by intimating ICICI Bank of the same. By continued usage of its PPI Facility and allied services, the Corporate shall be deemed to have accepted the changed Terms and Conditions and any new Terms and Conditions/Schedule of Charges/etc. stipulated by ICICI Bank and/or its Affiliates.

Schedule I

The following are the variants of the Card offered by ICICI Bank and their respective charges:

A. PayDirect Card:

The PayDirect Card is an EMV chip-based reloadable Prepaid Card that can be utilised by a Corporate for payment of salaries, reimbursements, commissions, and incentives to its employees/associates. This Card is enabled for e-commerce ('E-com'), Point of Sale ('POS') and cash withdrawal transactions. Money can be loaded onto this Card through IMPS, NEFT, and/or UPI.

Some key features of this Card include bulk loading/reloading of Cards, dedicated portals for Corporate and Cardholders to check transaction details, and a default annual spending limit of INR 10 lakh.

In case the Card is issued for petty cash management (as indicated in the Corporate Application Form), the balance lying in the Card shall belong to the Corporate and upon demand shall be paid back to them by ICICI Bank, in the event of the death of the Cardholder or separation (termination, resignation etc.) from the Corporate. For purposes other than petty cash management (as indicated in the Corporate Application Form), the balance in the Card is owned by the Cardholder. In the event of the death of the Cardholder or separation from the Corporate (termination, resignation, etc.) the balance lying in the Card shall belong to the Cardholder or legal heirs of the Cardholder (as applicable) and upon demand shall be paid to them by ICICI Bank, as per its policy.

B. INR Student Card:

The INR Student Card is a cutting-edge chip-based contactless Prepaid Card designed exclusively for students aged 10 and above. This versatile Card serves as the ultimate solution for managing students' expenses, paying fees, traveling, shopping, etc. This Card is enabled for E-commerce, POS,

and cash withdrawal transactions. Money can be loaded onto this Card through IMPS, NEFT, and/or UPI.

Some key features of this Card include attractive offers on transactions, a dedicated portal for the Cardholder to check Card and transaction details, Aadhaar-based Biometric KYC activation, zero minimum Card balance requirement, and a default annual spending limit of INR 10 lakh. Co-branded INR Student Cards i.e., Cards with the name and logos of ICICI Bank and the Corporate may be issued by ICICI Bank, at the request of the Corporate, subject to internal approvals and submission of relevant documents to the Bank.

The balance lying in the Card belongs to the Cardholder and in the event of the death of the Cardholder, the balance shall belong to the legal heirs of the Cardholder and upon demand shall be paid to them by ICICI Bank as per its policy.

C. BizPay Card:

The BizPay Card is an EMV chip-based reloadable Prepaid Card, with an annual spending limit of INR 50 lakh. This Card is ideal for large corporates and businesses who need to make payments of large sums to their vendors, and service providers. This Card is enabled for E-com, POS, and cash withdrawal transactions. Money can be loaded onto this Card through IMPS, NEFT, and/or UPI.

Some key features of this Card include bulk loading/reloading of Cards, dedicated portals for Cardholders and the Corporate to check Card and transaction details and Aadhaar based Biometric KYC activation.

In the event of the death of the Cardholder or separation (termination, resignation, etc.) from the Corporate, the balance lying in the Card shall belong to the Corporate and upon demand shall be paid to them by ICICI Bank as per its policy.

D. Umang Card:

The Umang Card provides the most favoured option for transferring direct benefit transfer programme ('DBT') funds via NACH/NEFT and validating the account of the beneficiary through the Public Financial Management System ('PFMS'). This programme allows government bodies (including central, state, or local governments) to effectively manage DBT funds, authenticate the final beneficiary, and conveniently reconcile any unforeseen circumstances with round-the-clock service from ICICI Bank. This Card is enabled for E-com, POS, and cash withdrawal transactions. Money can be loaded onto this Card through IMPS, NEFT, and/or UPI.

Some key features of this Card include account validation through PFMS, payment through NACH, a dedicated portal for the Cardholder to check Card details and transactions, and a default annual spending limit of INR 10 lakh.

The balance lying in the Card shall belong to the Cardholder and in the event of the death of the Cardholder, the balance lying in the Card shall belong to the legal heirs of the Cardholder and upon demand shall be paid to them by ICICI Bank as per its policy.

Charges for Prepaid Cards

Fee type	Amount (in INR)
Card Issuance Fee	As per the application form
Annual Fee	As per the application form
ATM cash withdrawal at ICICI Bank ATM*	21 + GST
Balance enquiry at ICICI Bank ATM*	Free
ATM cash withdrawal at Non ICICI Bank ATM*	21 + GST
Balance Enquiry at Non ICICI Bank ATM*	8.5 + GST
Card Replacement Fee	199 + GST
Inactivity Fee [¥]	25 + GST

Manual Upload Charges per upload	8 + GST
CMS Corporate Portal Fee	25000 + GST

*Inactivity fee will be charged every quarter on the Card when the Card is expired and not replaced.

*Charges per transaction

Schedule II

A. Card Issuance

1. Physical Process:

- i. ICICI Bank shall supply the Corporate Application Form and Individual Application Form to the Corporate and Cardholder.
- ii. ICICI Bank shall collect the filled-up Forms along with the Cardholders' photograph, letter of introduction by the Corporate, KYC documents as per the grid provided by ICICI Bank, and such other documents as may be specified by ICICI Bank from time to time (the 'Documents').
- iii. The Bank official shall verify the Documents, including original KYC documents, and conduct OSV (Online Seen and Verified) and IPV (In-Person Verification) of KYC documents as per process.
- iv. The Card kit shall be delivered to the respective Cardholder and such Card kits shall include a Card, PIN Mailer & Welcome Booklet, after verifying the identity of the Cardholder and after verifying the necessary submitted Documents.

2. Biometric Process:

- i. Corporate to share the list of Personnel for issuing the Card.
- ii. ICICI Bank shall arrange for an authorised agent to complete the biometric KYC process.
- iii. Biometric KYC can be conducted by the agent visiting the Corporate's premises/offices where the Individual Application Form will be filled in the presence of the agent.
- iv. Doorstep KYC Fee will be charged as applicable.
- v. On successful completion of Biometric KYC, the Card kit shall be handed over to the respective individual including the Card, PIN Mailer & Welcome Booklet.

B. Card Activation Process

1. In the case of physical KYC, issuance, and activation of the Card are expected to be completed in 5-7 business days.
2. In the case of Biometric KYC, issuance, and activation of the Card are expected to be completed in 24 hours.
3. The ICICI Bank operations team will verify the Forms, Documents, and details provided for completeness and correctness as per the Bank's internal process/policy.

C. Process for Card loading

1. For Corporate:

- a) The Corporate shall send to the Bank the debit instruction regarding the Current Account maintained with the Bank and other relevant information for ICICI Bank to credit the concerned Card with the amount specified by the Corporate.
- b) ICICI Bank will provide the following confirmation to the Corporate

Date:	
1. Name of Corporate:	
2. Total Cards to be uploaded:	
3. Total value to be uploaded on the Cards: Rs <>	
<div style="border-top: 1px solid black; width: 100%;"></div> Signature of Authorised Person	Company Stamp

Upon processing of the debit instruction or clearing of the cheques, the Card will be loaded with the respective amount within 24 hours.

2. For Individual:

Step No.	iMobile Pay/ICICI Bank Net Banking portal	Other bank apps/portals	UPI apps
1	Login	Login	Login
2	Go to Fund Transfer	Go to Fund Transfer	Go to Account Transfer (select ICICI Bank if asked)
3	Add beneficiary: Select: Other bank Type 9595 + 9-digit Reference Number as Account Number (e.g., <XXXXXXXXXXXXXX>) Re-enter the above No. as Account No. Enter IFSC Code: ICIC0000104 Enter Payee Name	Add beneficiary: Select: Other bank Use Account Number as <XXXXXXXXXXXXXX> (16-digit Card Number) Re-enter Card No. as Account No. Enter IFSC Code: ICIC0000106 Enter Payee Name	Add beneficiary: Use Account Number as <XXXXXXXXXXXXXX> (16-digit Card Number) Re-enter Card No. as Account No. Enter IFSC Code: ICIC0000106 Enter Payee Name
4	Select the Payee in Fund Transfer section	Select the Payee in Fund Transfer section	Select the Payee from recent/saved beneficiaries
5	Enter Amount & remark	Enter Amount & remark	Click on Pay & Enter Amount
6	Transfer type NEFT/IMPS	Transfer type NEFT/IMPS	Enter the UPI Password & Confirm
7	Select Source Account	Select Source Account	Transaction successful
8	Click Proceed & Enter OTP	Click Proceed & Enter OTP	
9	OTP validation is done. Transaction is successful	OTP validation is done. Transaction is successful	