
Hello Canada Account - Account Opening Processes and Terms

The following terms and conditions relate to the account(s) offered under the Hello Canada Account ("Account") of ICICI Bank Canada (the "Bank") and must be read in conjunction with the Account Terms & Conditions, Direct Banking Terms & Conditions, Cardholder Agreement and any other documents governing the account from time to time, all of which can be found at icicibank.ca. These terms and conditions apply from the date of application for an Account and by completing and submitting an application you agree to be bound by them. To the extent of any conflict between this document and any other documents governing the account, the terms of such other document governing the account shall prevail. "You" and "Your" refer to any customer applying for an account.

Account Opening & Funding:

1. The Bank is offering the Account to holders of passports from countries which can be found at icicibank.ca, holders of an Overseas Citizen of India card, holders of a Persons of Indian Origin (PIO) card issued by the Government of India who have either (i) a valid Canadian Visa classified under Work, Study or Immigration or, (ii) a Permanent Resident Card. To be acceptable, Canadian Visa's must be valid for more than 6 months at the time of application. In order to apply, you are required to complete the ICICI Bank Canada Hello Canada Account Application Form online and upload the following documents, (a) a copy of (i) the page in your passport containing your photo, passport number, date of birth and other personal details, and if applicable (ii) the page in your passport with other information, e.g. your parent / guardian names and addresses, and (b) a copy of your Canadian Visa / Permanent Resident's Card, (c) For applicants from India, if you have uploaded a copy of a Passport not issued by the Government of India, then the Bank may ask you for a copy of your Overseas Citizen of India Card (first and last page) OR your Persons of Indian Origin (PIO) card (first and last page). The Bank reserves the right to ask for any other documents / information as deemed necessary to open an account.
 2. The Bank may in its absolute discretion, refuse to open an Account.
 3. An account number will be allocated to you upon completing the review of your online application. Your account number will also be communicated to you via the ICICI Bank Canada Secure Mailbox ("Secure Mailbox"). The Bank may ask for additional information upon a review of your application.
 4. Subject to the completeness of online account opening application and the documents submitted, and subject to the results of the Bank's account opening review processes, each to the Bank's satisfaction, an Account will be opened for you with a non-operational status. This means you will be allowed to perform a single inward wire deposit into the
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account for the purpose of proof of funds for living expenses. The Account becomes operational for any day-to-day banking transactions only after you have satisfied Canadian KYC requirements following your arrival in Canada.

5. Subject to applicable regulations (and remittance limits therein) in Canada and India from time to time, you will be allowed to deposit funds into the Account for the purpose of meeting Canadian immigration requirements. Any transaction amount exceeding those limits will be rejected.
6. The Secure Mailbox must be used for all account related communications with the Bank during account opening, funding, activation and/or refund.
7. You will receive a Certificate of Balance ("CoB") through the Secure Mailbox once the required funds have been credited to your Account.
8. For applicants from India ONLY, the Bank will send you a Debit Card and PIN. The Debit Card and the PIN will be dispatched to the address stated by you in your application. The Debit Card and PIN are to be used after you arrive in Canada in order to activate your Account. Any unauthorized use of the Debit Card or PIN is your responsibility and the Bank shall not be liable for any improper or fraudulent usage of the same.

Account Activation in Canada:

9. You must activate the Account by completing both (a) the Bank's online form, and (b) an in-person verification in Canada by physically visiting either a Bank branch OR a branch of the Bank's affiliated partners. You will be required to present the following 2 original documents along with the Bank Statement issued to you via the Secure Mailbox after you have completed the activation form online in Canada: (a) Passport, and (b) Canadian Visa / Permanent Resident's Card issued by the relevant Canadian government department.
 10. On activation of account, you will be required to designate the account as one of the existing Chequing Accounts offered by the Bank to Canadian residents. The offered options are HiVALUE® Chequing Account, HiVALUE® PLUS Chequing Account and Basic Chequing Account.
 11. Debit Card and Internet Banking/Mobile Banking can only be accessed after your Account is successfully activated in Canada. You will also be eligible for a cheque book.
 12. If you fail to activate your Account within 1 year of opening it, the Bank may choose to close your Account and return any deposited funds (excluding the processing fee and any other applicable fees) to the originating bank account from where funds were received. The Bank does not take any responsibility for any fees or charges applied by, or for any foreign currency exchange gain or loss resulting from, a correspondent, counterparty bank or the bank transmitting, receiving, processing, rejecting or returning such funds. The final amount remitted to you upon closure of your Account for failure to activate, may be different from the amount deposited due to foreign currency conversion and applicable
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charges. In the event of a return of this refund from the beneficiary bank, the Bank will try to contact you. If the Bank is not able to contact you, such funds will be sent to Bank of Canada as per the Bank Act of Canada. In such cases, the Bank will classify such account as an INACTIVE account and levy charges as specified in the Disclosure Statement of Fees and Charges for Personal Accounts. This disclosure is available in the legal section of the Bank's website icicibank.ca

Refund:

13. In the event that you change the plan of your travel, the Bank will refund your initial investment or the available balance (less any applicable fees). The investment will only be refunded after verification of the required documents.
14. To close the account or to request a refund, please login to the Hello Canada application page and initiate the refund online.

