

## Citizen's Charter

March 2022

### PREFACE

The ability of the banking industry to achieve its socio-economic objectives and in the process bringing more and more customers into its fold will ultimately depend on the satisfaction of the customers. We have a strong belief that a satisfied customer is the foremost factor in developing our business.

A need was felt by us at ICICI Bank that in order to become more customer friendly the Bank should come out with charter of its services for the customers. This document highlights ICICI Bank's commitments towards customer satisfaction, thus ensuring accountability and responsibility amongst our officials and staff. This charter for customers not only explains our commitment and responsibilities along with the redressal methods but also specifies the obligations on the part of customers for healthy practices in customer-banker relationships.

This is not a legal document creating rights and obligations. The charter has been prepared to promote fair banking practices and to give information in respect of various activities relating to customer service.

We wish to acknowledge the encouragement and guidance provided by the Reserve Bank of India and the Indian Banks' Association to help us bring out this charter.

We maintain constant consultations with our customers and seek their feedback to evaluate, improve and widen the range of services provided by us. All our customers are requested to share their experiences about the various services rendered by the Bank and feel free to comment on this charter.

### NOTE

Information given in this document is as of March 03, 2022 and is subject to change/ revision.

This document should not be considered as a legal document creating rights and obligations. It is for promoting better understanding between Customer and Banker.

Only key information on various services/ facilities is given in this booklet. Each service has its own detailed terms and conditions, which are displayed on the ICICI Bank website or can be made available on request.

For further details/ information, please visit the ICICI Bank website [www.icicibank.com](http://www.icicibank.com) or call ICICI Bank Customer Care Numbers or visit your nearest ICICI Bank branch.

## COMMON PRACTICES FOLLOWED BY OUR SERVICE CHANNELS

### BRANCHES

1. Display business hours
2. Render courteous services
3. Make the branch/ ATM locations, Phone Banking numbers and Internet Banking address of the Bank known to customers easily
4. Attend to all customers present in the banking hall at the close of business hours
5. Provide separate 'Enquiry' or 'May I Help You' desk at branches.
6. Dedicated counters for Senior Citizens & Door Step Banking Facility.
7. Display interest rates for various deposit schemes from time to time
8. Provide details of various deposit schemes/ services of the Bank
8. Issue Demand Drafts, Pay Orders, etc.
9. Provide facility for logging complaint/ suggestion in the branch premises

### PHONE/ INTERNET BANKING

1. Render service 24 hours a day 7 days a week\*
2. Attend to all customers calling in to the phone banking number/ logging on to the internet banking website
3. Make the branch/ ATM locations, Phone Banking numbers and Internet Banking address of the Bank known to customers easily
4. Provide details of various deposit schemes/ services of the Bank
5. Respond to customer queries related to customer account(s) with us subject to verification by the customer
6. Provide facility for logging complaint/ suggestion

### ATM

1. Render service 24 hours a day 7 days a week

2. Provide cash withdrawal facility at all locations and other facilities at select locations
  3. Provide facility for logging complaint/ suggestion
  4. Make the branch/ ATM locations, Phone Banking numbers and Internet Banking address of the Bank known to customers easily
- \* Only select queries/ transactions may be supported outside banking hours

#### FAIR BANKING PRACTICES

Customers are requested to

1. Ensure safe custody of cheque book and account statements
2. Issue crossed/ account payee cheques as far as possible
3. Check the details of the cheque, namely, date, amount in words and figures, crossing etc. before issuing it. As far as possible, issue cheques after rounding off the amount to the nearest rupee
4. Not to issue cheque without adequate balance, maintain minimum balance as specified by the Bank
5. Send cheques and other financial instruments by Registered Post or reliable courier
6. Use nomination facility
7. Safe keep account/ locker numbers, details of FDR, account statements etc. and ensure confidentiality
8. Not to share phone banking/ internet banking passwords and ATM/ Debit Card PINs with others
9. Provide accurate information about name, address, telephone number, etc. and also inform changes, if any, to the Bank immediately
10. Inform loss of demand draft, fixed deposit receipt, cheque leave(s)/ book, key of locker etc. immediately to the Bank
11. Avail standing instructions facility for repeat transactions
12. Provide feedback on our services
13. Pay interest, instalments, locker rent and other dues on time
14. Avail direct services such as ATM, ECS, EFT, Internet Banking, Phone Banking, Mobile Banking etc.

15. Bring any deficiency in services to the notice of the bank
16. Not to sign blank cheque(s) and also do not record your specimen signature either on pass book or on cheque book
17. KYC verification is done as per the extent AML/KYC guidelines by obtaining the KYC Documents and verification.

### Safe Banking

In our endeavour to ensure Customers to have Safe Banking experience, our Bank has hosted Safe Banking Tips across various Channels / Products and also through Customer Education series on our website. Customers can access the same through the following link:

[https://www.icicibank.com/online-safe-banking/index.page?ITM=nli\\_cms\\_safe\\_banking\\_footer\\_link](https://www.icicibank.com/online-safe-banking/index.page?ITM=nli_cms_safe_banking_footer_link)

### COMMON AREAS OF CUSTOMER-BANKER RELATIONSHIP

#### I. Savings Bank Account

Customers can meet their day to day financial requirements using various banking channels viz., branch, Mobile Banking, Internet Banking etc.,

Savings Bank accounts are very popular and can be opened by eligible person(s) and certain organization(s)/ agencies as approved by the Reserve Bank of India (RBI).

As required by law, while opening this account we will satisfy ourselves about the identity, including verification of address, of a person(s) seeking to open an account, to assist in protecting the prospective customer(s), members of the public and ourselves against fraud and other misuses of the banking system.

KYC verification is done as per the extent AML/KYC guidelines by obtaining the KYC documents and verification.

The Bank will also require one recent photograph and the Permanent Account Number (PAN) or alternatively obtain declaration in Form No. 60 as per the Income Tax Act from the person(s) opening the account#.

The account holder is required to maintain certain minimum balance in the account, as specified by the Bank at the time of account opening. Any changes in the same are communicated through any of the channels like website, branches, phone banking, E mail, SMS and internet banking.

Non-compliance of this would attract penal charges. Interest is calculated on a daily basis on the daily closing balance in the Account at the rate in force in accordance with Reserve Bank of India directives. The interest amount calculated is rounded off to the nearest rupee. Interest will be paid on a quarterly basis, provided it works out to minimum Re. 1.

Cheques and dividend warrants drawn in the name of account holder(s) will only be collected through this account. Financial Instruments endorsed in favour of the account holder(s) will not be collected through savings bank account.

Account holders must not use these accounts for business transactions.

## II. Current Account

Current Accounts can be opened by individuals, partnership firms, private and public limited companies, HUFs/ specified associates, societies, trusts etc. As required by law, while opening this account we will satisfy ourselves about the identity, including verification of address, of a person(s) seeking to open an account, to assist in.

These documents are essential for any withdrawals of more than Rs. 50,000 protecting the prospective customer(s), members of the public and ourselves against fraud and other misuses of the banking system.

KYC verification is done as per the extent AML/KYC guidelines by obtaining the KYC documents and verification.

The Bank will also require one recent photograph and the Permanent Account Number (PAN) or alternatively obtain declaration in Form No. 60 as per the Income Tax Act from the person(s) opening the account (i.e. including partners of Registered/ Unregistered partnership as also Registered/ Incorporated bodies/ companies).

Minimum balance as stipulated from time to time will be required to be maintained.

No interest is paid on credit balances kept in current account.

## III. Term Deposit Accounts

Bank has various deposit schemes to suit the needs and expectations of investing people in every walk of life.

Bank staff shall welcome you to seek more details and shall also be glad to assist in the area of investment in various deposit schemes vis-a-vis your requirement.

Term Deposit accounts can be opened by individuals, partnership firms, private and public limited companies, HUFs/ specified associates, etc.

As required by law, while opening this account we will satisfy ourselves about the identity, including verification of address, of a person(s) seeking to open an account, to assist in protecting the prospective customer(s), members of the public and ourselves against fraud and other misuses of the banking system.

KYC verification is done as per the extent AML/KYC guidelines by obtaining the KYC documents and verification.

The Bank will also require one recent photograph and the Permanent Account Number (PAN) or alternatively obtain declaration in Form No. 60 as per the Income Tax Act from the person(s) opening the account from the person(s) opening the account.

Premature withdrawals are allowed, unless specified otherwise, at the rate of interest applicable for the period for which the deposit has run or the contracted rate whichever is lower, subject to penalty, if any prescribed by the Bank. No interest will be paid on premature withdrawals of deposit, which has remained with the Bank for less than 7 days.

Generally loans/ overdrafts against deposits are allowed except on Certificates of Deposit (CDs). Such loans are sanctioned by charging interest at rates directed by RBI from time to time or as prescribed by the Bank.

Deposits are renewed by the Bank on due dates on request. As a measure of good customer service, the Bank may intimate the depositor in advance regarding date of maturity.

Interest on deposits is payable either monthly at discounted value or quarterly or compounded quarterly (i.e., reinvestment of interest) or on the date of maturity at the option of the depositor as applicable under particular deposit scheme.

Interest on overdue deposit is paid if the deposit is renewed, as decided by the Bank from time to time.

Interest on bank deposits is exempt from income tax upto a limit specified by Income Tax authorities from time to time.

Presently, if the total interest on deposits, per depositor, per branch, per financial year exceeds the threshold limit as prescribed by income tax, the same is subject to Tax Deduction at Source (TDS) at the rates stipulated by the Income Tax Authorities.

The depositor may furnish declaration in Form No. 15G /H preferably at the commencement of the Financial Year, for receiving interest on deposits without deduction of tax

The Bank will issue consolidated TDS Certificate at the end of the year for the tax deducted as per the existing Income Tax Regulations.

IV. Payment of Balance in Accounts of Deceased Customers to Survivors/Claimants

If the depositor has registered nomination with the Bank, the balance outstanding in the account of the deceased depositor will be transferred to the nominee after the Bank satisfies about the identity of the nominee.

In a joint deposit account, when one of the joint account holders dies, the Bank is required to make payment jointly to the legal heirs of the deceased person and the surviving depositor(s) and in case of “either or survivor, former/latter or survivor, anyone of survivors or survivor; etc., the payment will be made as per the mandate to the survivor.

In the absence of nomination and when there are no disputes among the claimants, the Bank will pay the amount outstanding in the account of deceased person against indemnity by all legal heirs or the person mandated by the legal heirs to receive the payment on their behalf without insisting on legal documents up to the limit approved by the Bank’s management.

#### Payment of Balance in Accounts of Missing person to Survivor/ Nominee/ Claimants

As per the provisions of Section 108 of the Indian Evidence Act, presumption of death can be raised only after a lapse of seven years from the date of a person being reported missing. The Bank has currently fixed a threshold limit upto Rs.1.0 million up to which claims in respect of missing persons can be settled basis FIR and the non-traceable report issued by police authorities along with letter of indemnity. For any settlement beyond the threshold limit, the claimant/nominee would be required to submit a court order (presuming the death of the missing account holder).

Settlement of claims relating to missing person due to disaster/ natural calamities will be governed by the orders issued by Government/ RBI from time to time.

#### V. Standing Instructions

Standing instructions can be given to the Bank for transfer/ remittance of funds from one account to other account(s) maintained in the same branch, any other branch of the Bank or any other bank or any other third party.

#### VI. Safe Deposit Lockers

The facility of Safe Deposit Lockers is an ancillary service offered by the Bank. The major aspects governing the services are:

- Wide availability of lockers in various sizes and at various locations
- Extended banking hours for accessing lockers
- The minimum period for renting out a locker is one year
- Lockers can be hired by individuals, limited companies, associations, clubs and trusts
- Nomination facility available

- Hassle-free payment options through your ICICI Bank Account.

\* Standard Operating Procedure for Safe Deposit Locker are available in our bank website - [https://www.icicibank.com/managed-assets/docs/form-center/Safe-Deposit-Lockers\\_SOP.pdf](https://www.icicibank.com/managed-assets/docs/form-center/Safe-Deposit-Lockers_SOP.pdf)

## Fees & Charges for Safe Deposit Locker

Locker size

Approximate rental in INR\* excluding GST.

Small - 1,200 - 5,000

Medium - 2,500 –9,000

Large - 4,000 –15,000

Extra Large - 10,000 - 22,000

### \*Terms and Conditions:

1. Lockers of different sizes are available at our branches. The above locker rentals are indicative and may vary in accordance, with the size of the locker and the category of the branch. For more details, please visit/contact your branch
2. Locker rent is charged annually and is payable in advance
3. Allotment of locker is subject to availability and discretion of ICICI Bank
4. All other applicable Terms and Conditions in relation to lockers shall be communicated through the locker agreement.

### Nomination

Nomination facility is available for all deposit accounts, articles in safe custody and safe deposit vaults.

Nomination is available for accounts opened in individual capacity (i.e. single/joint accounts as well as accounts of a sole proprietary concern) only, i.e. not for accounts opened in representative capacity.

Nomination can be done in favour of one person only. However, nomination in favour of more than one person (i.e. upto 2 persons) is permissible in jointly operated locker accounts with common consent.



Nomination can be made, cancelled or varied by the account holder anytime during his/ her lifetime. While making nomination, cancellation or variation, witness is required and the request should be signed by all account holders.

Nomination can be made in favour of a minor also.

For the existing accounts where nomination is not made, the account holder(s) can do so by filling up form available with the branches.

Customers (new as well as existing) are advised to avail nomination facility, if they have not availed so far.

#### IX. Remittance Service

Customers may remit funds from one centre to another centre by Demand Draft or Electronic Funds Transfer (operated through RBI) or Internet based/ Mobile based funds transfer, etc., within applicable limits, based on availability at various locations and by paying specified charges as per the Bank's rules.

Draft issuance customer needs to submit request in any one of the following ways

- Application slip accompanied with Cheque
- Request for Draft on letter accompanied with Cheque
- Application slip with debit mandate
- Request for Draft by way of letter on a letterhead without cheque
- Request for Draft against Cash (Upto `49, 999/- and this limit is inclusive of the service charges and tax (i.e. Draft Amount + Service Charge + Tax = ` 49, 999/-)

If the customer wants to make DD with debit mandate (without any cheque) OR DD through letter on a letterhead (without any cheque) for amount ` 50,000/- and above then before processing the request branch should take necessary approval.

As per RBI directive duplicate draft has to be issued to the customer within a fortnight from the receipt of such request

RBI has further clarified that, the period of fortnight prescribed in Circular for issue of duplicate draft would be applicable only in cases where the request for duplicate draft is made by the purchaser or the beneficiary with all the documents required and would not be applicable in the case of third party endorsements

Customer (Purchaser or Beneficiary) needs to submit following documents for issuance of duplicate demand draft

1. Request letter for duplicate draft issue
2. Indemnity
3. In case the request is received from beneficiary, then NOC from purchaser would also have to be provided.

Time Frame for Issue of Duplicate Draft: As directed by the RBI, the bank will issue duplicate demand draft to the customer within a fortnight from the receipt of request. For delay in issuing duplicate draft beyond the above stipulated period, the bank will pay interest at the rate applicable for fixed deposit of corresponding maturity in order to compensate the customer for such delay.

Cash Order (i.e. Pay Order, Banker's Cheque): Cash Order is issued for making payment locally. Issue/ payment of cash order for Rs.50000 and above is to be made only through the bank account. Validity period of cash order is 3 months. This can be revalidated by the issuing branch on written request of the purchaser.

#### X. Collection Service

All cheques deposited by the customers are cleared, subject to charges, by the Bank as follows:

- Local Cheques: Cheques deposited at branch counters and in collection boxes within the branch premises before the specified cut-off time will be presented for clearing on the same day. Cheques deposited after the cut-off time and in collection boxes outside the branch premises including off-site ATM will be presented in the next clearing cycle. The Bank will give credit to the customer account on the same day in which the clearing settlement takes place.
- Outstation Cheques: Time Frame for Collection of Outstation Cheques / Instruments: For cheques and other instruments sent for collection to centre's within the country the following time norms shall be applied:
  - Cheques payable at state capitals: Maximum period of 7 days.
  - Cheques payable at major cities: Maximum period of 10 days
  - Cheques payable at other locations: Maximum period of 14 days

Customers are requested to deposit their cheques within the stipulated time frame at the branches to ensure timely clearing.

For detailed guidelines, please refer the cheque collection policy available in our Bank's website. <https://www.icicibank.com/managed-assets/docs/personal/general-links/code-of-commitment/cheque-collectionpolicy.pdf>

#### XI. Collection of Government Dues

The Bank handles collection of various taxes on behalf of the Government of India through select designated branches.

#### XII. Exchange of Soiled/ Slightly Mutilated Currency Notes

All branches of the bank will exchange freely soiled and slightly mutilated / cut notes of all denominations. The exchange will be done as per the terms defined in the Note Refund Rule (NRR) as prescribed by Reserve Bank of India from time to time. Currency exchange facility is offered to the Bank's customers and others. RBI has permitted the banks to exchange mutilated currency notes which are genuine and where mutilations are such as not to cause suspicion or fraud. Refund value of these notes is, however, paid as per RBI (Note refund) Rules.

#### XIII. Interest on Deposits

The Bank pays interest on deposits as per various deposit schemes. Interest rates are revised from time to time and made known to public.

Revised interest rates are applicable only to the renewals and fresh deposits while existing deposit continue to get interest at the contracted rate.

#### XIV. Service Charges

The Bank provides various services to customers for which service charges are levied. The charges are reviewed/revised from time to time. Service charges are levied for collection and remittance of funds, processing of loan proposals, issue of guarantees, safe custody, issue of duplicate instruments/statements, ledger folio charges etc. Details of service charges will be made available on request.

#### XV. Time-Norms for Various Banking Transactions

The following time norms are indicative and may vary slightly from branch or branch.

Sr No.	Particulars	Time Norms
1	Cash Payment	Within 10 minutes
2	Receipt of cash (depending on denomination)	Within 5 minutes
3	For issuance of demand draft	Within 10 minutes
4	Opening of an account – Saving / Fixed (Completion of Documentation)	25 to 30 minutes
5	Activation of Savings account	4 days
6	Statement of accounts (request for duplicate)	Within 15 minutes
7	Collection of cheques – Local (Deposited within cut off time)	Within 2 days
8	Transfer of funds between ICICI Bank accounts (transfer cheques)	Same day

## XVI. Redressal of Complaints

In case of any complaint, customers can contact the Bank through various channels:

- By visiting the nearest ICICI Bank branch
- By calling ICICI Bank Customer care number
- By sending e-mail through the “Compliments and Complaints” link on [www.icicibank.com](http://www.icicibank.com) or through the “More Services” option on the I-Mobile app
- By sending a written correspondence to the Bank through post on the following address:

ICICI Bank Limited,  
 ICICI Phone Banking Centre,  
 7th floor, Survey no: 115/27,  
 Plot no.12, Nanakramguda,  
 Serilingampally,  
 Hyderabad 500032, India.

At the Bank, every customer complaint is lodged into the ‘Customer Relationship Management System’, which generates a reference number for the complaint. The reference number and the expected resolution time for the complaint are provided to the customer for future tracking. The customer can easily track the status of the complaint using any channel irrespective of where the complaint is registered.

If the customer is not satisfied with the resolution provided, then he can write to the Bank’s dedicated customer service cell at:

The Customer Service Group  
ICICI Bank Limited,  
ICICI Bank Towers,  
South Tower, Ground Floor,  
Bandra Kurla Complex,  
Mumbai 400 051  
India

After exhausting all the above channels, if the customer is still not satisfied, he may approach any of the following:

The Banking Ombudsman Office as per the Reserve Bank-Integrated Ombudsman Scheme, 2021

Consumer Dispute Redressal Commission under Consumer Protection Act, 2019

Please note that the bank would provide all the services mentioned in this document and honour its commitments without the citizen having to make any special efforts. However, anonymous requests/ complaints will not be entertained.

In terms of Clause 6 of the Reserve Bank - Integrated Ombudsman Scheme, 2021 a Centralised Receipt and Processing Centre (CRPC) has been established at Chandigarh to receive complaints

Address:  
Centralised Receipt and Processing Centre (CRPC)  
Reserve Bank of India  
Central Vista, Sector 17  
Chandigarh – 160017

RBI Online Portal: <https://cms.rbi.org.in>  
Email id: [crpc@rbi.org.in](mailto:crpc@rbi.org.in)

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