

TERMS AND CONDITIONS GOVERNING ONLINE SAVINGS ACCOUNT ALONGWITH ATTACHMENT PRODUCTS AVAILED THROUGH OTP BASED/VIDEO KYC PROCESS

THESE TERMS AND CONDITIONS (“INSTASAVE TERMS”) APPLY TO AND REGULATE THE OPENING AND OPERATION OF INSTA SAVE ACCOUNT ALONGWITH ATTACHMENT PRODUCTS (HEREINAFTER DEFINED) OFFERED BY ICICI BANK LIMITED (“ICICI Bank”) HAVING ITS REGISTERED OFFICE AT: ICICI BANK TOWER, NEAR CHAKLI CIRCLE, OLD PADRA ROAD, VADODARA, GUJARAT, 390007 AND CORPORATE OFFICE AT ICICI BANK TOWER, BANDRA KURLA COMPLEX, MUMBAI, MAHARASHTRA - 400 051. THE INSTA SAVE TERMS SHALL BE IN ADDITION TO AND NOT IN DEROGATION TERMS AND CONDITIONS AS MAY BE APPLICABLE TO THE REGULAR SAVINGS ACCOUNT AND THE ACCOUNT VARIANTS (“PRIMARY TERMS AND CONDITIONS”). IN CASE OF ANY INCONSISTENCY BETWEEN PRIMARY TERMS AND CONDITIONS, THE ADDITIONAL TERMS AND THE INSTA SAVE TERMS, THESE TERMS SHALL PREVAIL. ALL CAPITALIZED TERMS USED BUT NOT DEFINED HEREIN SHALL HAVE THE RESPECTIVE MEANINGS ASCRIBED TO IT IN THE PRIMARY TERMS AND CONDITION AND/OR THE ADDITIONAL TERMS AND CONDITIONS (AS DEFINED HEREINBELOW).

1. DEFINITIONS:

In these Terms, the following words and phrases shall have the meaning stated hereunder unless indicated otherwise:

- 1.1. “Attachment Product” shall mean any product or service of ICICI Bank/ of a third party provided by ICICI Bank, that is availed in conjunction with the InstaSave Account, as defined below.
- 1.2. “InstaSave Account” shall refer to an online savings account offered by ICICI Bank and includes any and all variants of the InstaSave account, with or without any Attachment Products opened by a Customer through the Website, including but not limited to, OTP based E-KYC and/or Video KYC process, E-Signature, account opening form and initial account and deposit funding (the “InstaSave Account Opening Process”).
- 1.3. “Account Variant(s)” shall refer to the various InstaSave Account variants offered by ICICI Bank.
- 1.4. “Additional Terms and Conditions” shall include but are not limited to the terms and conditions applicable to the Attachment Products, and the terms and conditions stipulated by ICICI Bank for the product/facilities/services which shall be in addition to the InstaSave Terms and the Primary Terms and Conditions and duly updated on the Website.
- 1.5. “Customer” shall mean a resident Indian individual who successfully opens an InstaSave Account or variant thereof through the InstaSave Account Opening Process, subject to the Eligibility criteria provided in clause 4 of the InstaSave Terms. If the context so requires, it also includes an applicant who applies for an InstaSave Account.
- 1.6. “Electronic Signature/ E-Signature” shall mean a mode/means of authentication, recognized under Information Technology Act, 2000 and used for the purpose of authenticating/execution of the Online Application Form/ other ancillary documents and/or operation of online savings account.

- 1.7. "KYC" shall mean the 'know your customer' process to be completed by ICICI Bank as per extant regulations.
- 1.8. "MAB" means the Monthly Average Balance that the Customer may be required to maintain as per the InstaSave Terms;
- 1.9. "Online Application Form" shall mean the form submitted through the Website, as defined below, for opening an InstaSave Account and the Attachment Products;
- 1.10. "Video KYC process" shall mean the process of KYC verification conducted through a video call feature supported by ICICI Bank in line with extant regulations and ICICI Bank policy.
- 1.11. "Website" refers to the website of ICICI Bank (www.icicibank.com).

2. INTERPRETATION:

- 2.1. All references to singular include plural and vice versa and the word "includes" should be construed as "without limitation".
- 2.2. Words importing any gender include the other gender.
- 2.3. Reference to any statute, ordinance or other law includes all regulations and other instruments and all consolidations, amendments, re-enactments or replacements for the time being in force.
- 2.4. All headings, bold typing and italics (if any) have been inserted for convenience of reference only and do not define limit or affect the meaning or interpretation of these Terms and Conditions.
- 2.5. Reference to any "law or legislation, regulation, rule" 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 include laws as amended from time to time.

3. APPLICABILITY OF THE TERMS

These InstaSave Terms, Primary Terms and Conditions and Additional Terms and Conditions form the express contract between the Customer and ICICI Bank. The Customer shall apply to ICICI Bank in the prescribed form for opening Account. By applying, the Customer acknowledges that he/she has/have read, understood and accepted the InstaSave Terms, the Primary Terms and Conditions and Additional Terms and Conditions included herein by reference.

4. GENERAL TERMS

- 4.1. Eligibility Criteria:
 - i. The InstaSave Account can be opened only by a Customer above the age of 18 years.
 - ii. The InstaSave Account is to be opened by the Customer in his/her own name and is not available for joint account holding pattern and customers.
 - iii. The Customer opening an InstaSave Account shall not have any existing liability relationship (including but not limited to savings account, deposits etc.) with ICICI Bank.
 - iv. Any other eligibility criteria as specified in the Account Variant terms and conditions under Section 5.

- 4.2. In case there are no transactions in the InstaSave Account/s in the first 3 months of opening of the InstaSave Account/s, ICICI Bank may at its discretion, with prior notice close/freeze the InstaSave Account/s.
- 4.3. The benefits associated with the InstaSave Account/s are at the sole discretion of ICICI Bank and the same can be altered/modified/terminated/withdrawn at any point of time by ICICI Bank, at its sole discretion, without any notice.
- 4.4. ICICI Bank's decision on all matters relating to the InstaSave Account/s shall be final and binding on the Customer.
- 4.5. The Customer shall share all information sought in InstaSave Account Opening Process. If any information/date field of the InstaSave Account Opening Process is left blank, or is filled with incorrect or incomplete data, ICICI Bank may reject the Online Application Form.
- 4.6. The Customer undertakes, agrees and confirms that any and all information/details/ data/ documents etc. provided by him/her at each and every stage of the InstaSave Account Opening Process (including PAN details / Form 60, Aadhaar details nomination details, FATCA declaration etc.) shall be accurate, up to date, genuine, true and correct in every manner whatsoever.
- 4.7. As a part of the InstaSave Account Opening Process, the Customer shall be required to provide his/ her Aadhaar number along with OTP (sent on mobile number registered with Unique Identification Authority of India ("UIDAI"), to facilitate extraction, reliance and verification of Customer's data stored with UIDAI and the same shall be governed by Terms and Conditions relating to Aadhaar Updation and Authentication as provided in the digital journey. The Customer authorizes ICICI Bank to use Aadhaar number and OTP (sent on registered mobile number) mentioned in the Online Application Form to authenticate the Customer and collect/verify information/details of the Customer from UIDAI. The Customer understands and agrees that the Customer related details (including demographic details) received from UIDAI database shall be pre-populated in his/her Online Application Form and that ICICI Bank may, for all purposes, rely on the information so received from UIDAI for processing the Online Application Form.
- 4.8. In case the documents submitted along with the Online Application Form are not to the satisfaction of ICICI Bank, ICICI Bank retains the right to reject the Online Application and ICICI Bank will not be liable to pay any interest on the amount of deposit & the amount deposited in the InstaSave Account as initial payment/funding will be refunded to the source account.
- 4.9. The Customer acknowledges that ICICI Bank may also choose to freeze/close the InstaSave Account with prior notice if the Customer conducts the InstaSave Account in an unsatisfactory manner, including but not limited to not providing the correct/providing insufficient documents/details to ICICI Bank at the time of opening the InstaSave Account, performing transactions in violation of the InstaSave Terms and/or in violation of the Primary Terms and Conditions and/or the Additional Terms and Conditions applicable to the InstaSave Account variant, etc.
- 4.10. ICICI Bank retains the right to upgrade the limited account to a full savings account by completing the full physical KYC verification /Video Based KYC process (if selected by the Customer) and Customer Due Diligence (CDD) of the Customer.
- 4.11. The Customer understands that the opening of InstaSave Account is subject to validation of the PAN and Aadhaar details of the Customer.

- 4.12. The Customer understands and agrees that the mobile number registered with UIDAI shall be the mobile number which will be updated in the ICICI Bank records for sending SMS alerts and other communications.
- 4.13. Customer understands that facility to withdraw cash without a debit card (Cardless cash withdrawal) from ATMs shall be activated in an InstaSave Account only after Account Regularisation.
- 4.14. InstaSave Account can be linked with trading accounts, used for any trading related purpose and activities only after Account Regularisation (defined below under Clause 7.A) of the InstaSave Account.
- 4.15. The InstaSave Account will be made active and transactions will be permitted only after successful Account Regularisation (defined below under Clause 7.A) of the InstaSave Account.

5. Additional Terms and Conditions for Insta Save Account Variants (applicable as per the Account Variant selected by the Customer in the InstaSave Online Application Form):

5.1. Insta Save Regular Account

The Customer, hereby agrees to adhere to and comply with all such terms and conditions, as may be prescribed by ICICI Bank or third party from time to time, for all transactions, products, offers and services for and in respect of the InstaSave Regular Account. These terms and conditions pertaining to the InstaSave Regular Account as mentioned in this Section of the Terms and Conditions (the “InstaSave Regular Account terms”) are in addition and not in derogation to InstaSave Terms, Primary Terms and Conditions and the Additional Terms and Conditions. To the extent of any inconsistency, the terms and conditions as set out herein for InstaSave Regular Account shall prevail for all intents and purposes with respect to InstaSave Regular Account only. All capitalized terms used but not defined herein shall have the respective meanings ascribed to it in the InstaSave Terms/ Primary Terms and Conditions/Additional Terms and Conditions.

- 1) MAB: ₹ 10,000/- (Rupees Ten Thousand Only).
- 2) Initial funding: Nil.
- 3) The InstaSave Regular Account post opening will be marked under “Total Freeze” (i.e no credits or debits shall be permitted) until Account Regularisation as detailed in Clause 7.A).
- 4) The InstaSave Regular Account will be activated and transactions permitted only post Account Regularisation as detailed in Clause 7.A.
- 5) Cheque book and debit card shall be issued to the Customer only post successful completion of Account Regularisation as detailed in Clause 7.A.

For Primary Terms and Conditions applicable on InstaSave Regular Account, please click [here](#).

6. ACCOUNT FUNDING (If Applicable)

- 6.1. The Customer understands and agrees that the initial funding amount (as applicable to the Account Variant(s) for applying for the InstaSave Account shall be from his/her own savings bank account held with any other bank.
- 6.2. Initial funding can be done through online channels: (i) debit card; (ii) internet banking or any such other mode as may be decided by ICICI Bank from time to time.
- 6.3. The Customer understands, agrees and authorises ICICI Bank that, in the event and as part of InstaSave Account Opening Process, if the Customer doesn't provide for any account funding and/ or provides for only partial funding, ICICI Bank shall contact the Customer for obtaining the said funding amount through other acceptable modes and to process further the InstaSave Account Opening Process.
- 6.4. The Customer agrees and understands that at the time of Account funding through debit card, ICICI Bank may levy charges and/or the payment gateway may levy charges and/or any other transactional charges, which shall not be refunded.
- 6.5. The Customer hereby agrees and confirms that while transferring funds through online mode(s), ICICI Bank shall not accept any responsibility or liability of whatsoever nature in respect of any loss or damage arising directly or indirectly to the Customer or to his/her InstaSave Account due to:
 - non-transfer of any funds, or;
 - decline of transaction for any other reason/s.
 - In case the InstaSave Account is not activated within 15 days, full amount will be credited back to customer /customer's account via the same channel of funding and ICICI Bank is not liable to pay any interest on the amount if returned back to customer /customer's account due to any reason. Refund process may take 6-8 additional working days.
 - Interest on the amount funded online will be paid from the date of credit in the InstaSave Account that the Customer has opted for.

7. KNOW YOUR CUSTOMER (KYC)

A. Account Regularisation

Customer understands and agrees that, pursuant to the provisions under applicable laws, approvals/ permissions, and policies of ICICI Bank, ICICI Bank may be required to perform full-fledged KYC and Customer due diligence including through Aadhaar based biometric verification for regularization of the InstaSave Account, physical verification or Video KYC as per the terms and conditions mentioned herein ("Account Regularisation"). ICICI Bank shall schedule an appointment with the Customer to Account Regularisation and shall collect physical certified true copies of account opening documents/account opening form/specimen signature/ KYC documents/biometric data etc. from the Customer. Customer agrees and consents to cooperate and provide all such relevant data/ information/ documents etc. for the purpose of regularisation of the InstaSave Account.

Subsequent to the InstaSave Account Regularisation, the InstaSave Account shall be migrated to regular savings account in ICICI Bank's records and the limits applicable to the InstaSave Account in accordance with applicable laws, shall be removed and the Customer may perform transactions in the InstaSave Account without limits applicable to limited OTP based e-KYC Account.

B. OTP based e-KYC

- 7.B.1 As a part of InstaSave Account opening process through OTP based e-KYC, the Customer agrees and understands that the InstaSave Account is a limited OTP based e-KYC account and in such accounts opened through OTP based e-KYC, a Total Freeze shall be marked until Account Regularisation through any of the prescribed modes are completed.
- 7.B.2 Customer agrees and understands that the InstaSave Account opened through OTP based e-KYC shall be closed immediately if physical completion of KYC verification and/or CDD is not completed because of any reason whatsoever within one (1) year of opening the InstaSave Account opened through OTP based e-KYC.
- 7.B.3 The Customer agrees, confirms and understands that he/she has not opened any account nor shall open any other account with ICICI Bank or any other bank/Regulated Entity (as defined in Reserve Bank of India (“RBI”) Master Direction- Know Your Customer (“KYC”) Direction, 2016, as updated from time to time using the OTP based e-KYC mode.

C. Terms and Conditions applicable to Video KYC process (Applicable only if Video KYC process is specifically selected by the Customer)

7.C.1 Requirements for availing Video KYC feature:

- i. Video KYC process is available only for Customers who are physically present in India and if the same can be confirmed through their live location through geotagging and shall be accessible only during the working hours defined by ICICI Bank;
- ii. Video KYC process shall not be available during Bank holidays and national holidays;
- iii. Video KYC process shall work only in good network/internet conditions and
- iv. Video KYC shall be available only post successful completion of the InstaSave Account Opening Process;
- v. Customer should possess requisite documents and materials as informed on the journey page at the time of the Video KYC process to avoid any inconvenience.

7.C.2 On opting for Video KYC process, a two- way video call will be initiated between the Customer and ICICI Bank official to start the Video KYC process.

7.C.3 As a part of Video KYC, the Customer shall be required to indicate their preference to perform Account Regularisation through Video KYC and verify their identity by answering certain questions asked by the ICICI Bank officials through a video call. By proceeding with the video call, the Customer accepts the terms and conditions in this section.

7.C.3 The Customer shall be required to co-operate with ICICI Bank officials in every manner and provide all such relevant information/data/documents including but not limited to allowing ICICI Bank officials to capture their photographs, photographs/screenshot of various documents (including but not limited to Officially Valid Documents (“OVD”), PAN, etc.), screenshot of the Customer’s signature on a plain paper as submitted by the Customer during Video KYC process as and when requested by ICICI Bank officials. The Customer agrees and consents to co-operate and provide all such relevant data/documents, etc. for the purpose of Video KYC process.

7.C.4 The Customer authorises ICICI Bank to collect/store/verify any and all information/details received through the Video KYC process including but not limited to the video call itself, information received from documents/information captured/shared through the video call.

- 7.C.5 In case the documents shown and verified by ICICI Bank officials over a video call do not comply with the ICICI Bank policy and/or RBI KYC guidelines due to any reason whatsoever, the Video KYC account regularisation request shall be rejected and the other modes of Account Regularisation as detailed under point 7.A above or any other mode as specified by ICICI Bank will be applicable for regularisation of such Accounts.
- 7.C.7 The Customer agrees and understands that image of the signature crop provided by the Customer shall be updated in the ICICI Bank records as the Customer's specimen signature.
- 7.C.8 Customers who have opted for Video KYC process for Account Regularisation agree that their request is subject to verification and may be rejected by the Bank for various reasons including but not limited to:
- i. call drop due to network/internet issues at the Customer's or ICICI Bank's end; or
 - ii. documents matching criteria is not fulfilled or
 - iii. Bank official is unable to capture the screenshot of Customer's photo or any document or
 - iv. Customer is not ready to co-operate with Bank officials or
 - v. Signature process is incomplete or
 - vi. Location outside India, face mis-match, poor quality uploaded documents or
 - vii. For any other reason at the discretion of ICICI Bank.
- In case of such rejection, the InstaSave Account shall be kept under Total Freeze and the other modes of Account Regularisation as detailed under point 7.A above or any other mode as specified by ICICI Bank will be applicable for regularisation of such Accounts.
- 7.C.9 In case the Video KYC Process fails/verification process is rejected or could not be completed for any reasons, whatsoever then ICICI Bank reserves the right to close the InstaSave Account with or without any further notice.
- 7.C.10 The Customer understands that the provision of the facility of Account Regularisation through Video KYC process is subject to the availability of ICICI Bank officials to conduct such Video KYC, and technical stipulations including but not limited to those arising due to any delay, interruption, suspension, resolution or error of ICICI Bank in receiving and processing the request and in formulating and returning responses or any failure, delay, interruption, suspension, restriction, or error in transmission of any information or request to and from the telecommunication equipment of the Customer and the network of any internet service provider and ICICI Bank's system or any breakdown, interruption, suspension or failure of the telecommunication equipment of the Customer, or ICICI Bank's system or the network of any internet service provider and/or any third party who provides such services as is necessary to provide the Video KYC process.
- 7.C.11 Customer agrees that all costs incurred at the Customer's end (technical/data plan related or otherwise) for completing the Video KYC process shall be borne by the Customer solely.
- 7.C.12 Video KYC Process facility will be available up to 72 hours from InstaSave Account opening. Post which, the other modes of Account Regularisation as detailed under point 7.A above or any other mode as specified by ICICI Bank will be applicable for regularisation of such Accounts.
- 7.C.13 Notwithstanding anything contained hereinabove, the Customer understands and agrees that ICICI Bank at its sole discretion retains the right to reject the Video KYC, close the InstaSave Account and cancel the InstaSave Account number allotted to the Customer, forthwith, if any suspicious activity or forgery is noted by the ICICI Bank officials during the Video KYC process, or due to erroneous, incomplete, misleading information or non-

adherence with the relevant norms/non submission of KYC documents to ICICI Bank or upon any notice/directions received from any other regulatory body.

8. ACCEPTANCE OF TERMS AND CONDITIONS

8.1 By affixing E-signature on the Online Application Form, during the InstaSave Account Opening Process, the Customer shall be deemed to have accorded his approval/consent to (i) the application for opening the InstaSave Account and the declarations and terms and conditions on the Online Application Form (ii) the consents (including but not limited to the Aadhaar consent/initial funding/Account Variant specific consents), authorizations, declarations and undertakings etc. mentioned therein, (iii) nominee details (iv) FATCA declaration (v) these InstaSave Terms, Video KYC process terms, Additional Terms and Conditions and the Primary Terms and Conditions (iv) Account Opening Process.

8.2 The Customer agrees and understands that E-signature facility is being provided through a third party platform and available for use on Website. ICICI Bank shall not be liable for any mismatch in E-signature or failure of authentication in any manner whatsoever.

9. MISCELLANEOUS

- 9.1. The Customer understands that ICICI Bank shall issue a debit card with Customer name as mentioned on the Online Application Form.
- 9.2. Customer agrees that all costs incurred at the Customer's end (technical/data plan related or otherwise) for completing the InstaSave Account Opening Process shall be borne by the Customer solely.
- 9.3. The Customer agrees that ICICI Bank shall not be liable for any connectivity/ signal/ data related issues leading to incomplete information/ application being provided by the Customer.
- 9.4. In case the Online Application Form is not completed/submitted for any reason whatsoever, the Customer permits ICICI Bank to contact him/her for offline account opening process.
- 9.5. Customer hereby agrees to indemnify, defend and hold harmless ICICI Bank from and against any and all liability, loss that may occur, arise from reliance by ICICI Bank on the information, declarations, documents, images and undertakings etc. provided by the Customer (on account of them being fake/incorrect/erroneous), the usage of online mode for opening, operation or use of the InstaSave Account or breach, non-performance or inadequate performance by the Customer of any of these Terms, Additional Terms and Conditions and the Primary Terms and Conditions or the acts, not-errors, representations, misrepresentations, misconduct or negligence of the Customer in performance of its obligations.
- 9.6. In case of any inconsistency/inaccuracy/ non-completion of any formalities in the opening of InstaSave Account and/or verification process or for any other reason whatsoever, ICICI Bank may contact the Customer for physical completion/process of opening of Account. The Customer agrees and confirms that ICICI Bank shall at its sole discretion reject the InstaSave Account application for any reason whatsoever including but not limited reasons attributable to erroneous, incomplete, misleading information or non-compliance with the KYC norms/non submission of KYC documents to ICICI Bank or upon any notice/directions received from any other regulatory body.

- 9.7. The request for applying for the Attachment Products will be processed only upon activation of the InstaSave Account.
- 9.8. A standard debit card will be issued to the Customer. Customers can choose their desired transaction limits by using the “Set your own Transaction limit” feature through iMobile, Internet Banking or by calling ICICI Bank customer care.
- 9.9. Customer agrees and understands that debit card for the InstaSave Account shall be dispatched to communication address mentioned by the Customer while opening the InstaSave Account.
- 9.10. Customer agrees and understands that for he/she can avail internet banking facility on the InstaSave Account, only by generating the internet banking user id and password from the Website.
- 9.11. Customer agrees and understands that the nomination details filled by him/her on the Online Application Form shall be updated in his/her Account. In case the Customer wants to change/modify the nomination details, he/she shall be required to visit the nearest branch of ICICI Bank.

10. CHANGE OF TERMS

- 10.1. ICICI Bank shall have the absolute discretion to amend or supplement any of the Terms at any time. ICICI Bank may communicate the amended Terms by hosting the same on the Website or in any other manner as decided by ICICI Bank. The Customer shall be responsible for regularly reviewing these Terms including amendments thereto as may be posted on the Website.
- 10.2. The InstaSave Account is also subject to the terms and conditions of each individual Attachment Product. ICICI Bank shall endeavour to give reasonable notice of such alternations/modifications or termination of the Attachment Product but shall not be bound to do so. Any update of the same on the Website shall be deemed to be binding on the Customer.
- 10.3. If the Customer chooses to continue to avail the facilities and services associated with the InstaSave Account/Attached Products, the Customer would be presumed to have acquiesced to the change in the applicable terms and conditions.

11. LIMITATION OF LIABILITY

ICICI Bank shall neither be responsible nor be liable for and towards any claims, services, and/or any product offerings including but not limited to the InstaSave Account closure/premature FD closure/termination and collection of applicable service charges/non maintenance of MAB charges/premature withdrawal charges as updated on the Website.

12. FORCE MAJEURE:

ICICI Bank shall not be liable for any losses caused by its inability or delay in providing the Video KYC process 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, dacoit, accident, hacking, technical fault including problems related to computers, accessories, software, printers, fax machines, internet, telephone system and such related hardware and software beyond the control of ICICI Bank, breach of trust by any authorized persons, flood, epidemic/pandemic, 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 Customer by reason of any failure to comply with the Customer 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.

13. GOVERNING LAW

The laws of India shall govern these InstaSave Terms. The Parties hereby agree that any legal action or proceedings arising out of the Terms shall be brought in the courts or tribunals at Mumbai in India and irrevocably submit themselves to the jurisdiction of such courts and tribunals. ICICI Bank may, however, in its absolute discretion, commence any legal action or proceedings arising out of the InstaSave Terms in any other court, tribunal or other appropriate forum, and the user hereby consents to that jurisdiction.

14. PROMOTIONAL OFFERS

Customer understands that any promotional offers/benefits/discounts shall be made available at the discretion of ICICI Bank and shall be subject to the terms and conditions stipulated by third parties with respect to such offers/benefits/discounts.