

## **Hello Canada Account - Account Opening Processes and Terms**

The following account opening processes and terms document applies to the Hello Canada Account (the "Account") of ICICI Bank Canada (the "Bank") and supplements 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. 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. In the event 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.

1. The Bank is offering the account to Indian nationals having a valid Canadian Visa classified under Work, Study or Immigration. Such Canadian Visa must be valid for at least more than 6 months at the time of application.
2. The account will be sourced through designated branches of ICICI Bank Limited (the "Parent") in India. The customer will be required to submit all account opening forms and supporting materials at the branch in India.
3. You will be required to produce originals of your (a) Indian passport, (b) Canadian Visa, (c) Letter from employer/university (in case of work or study visa respectively) and (d) Address proof in India.
4. You will be provided with a Welcome Kit at the time of submission of account opening forms at the ICICI Bank Ltd. branch of application.
5. The Welcome Kit contains your Customer Identification ("CIF") Number, which is unique to every customer. It will also serve as USER ID to login to Internet Banking.
6. The IPIN (Internet Banking password) provided in the Welcome Kit should only be activated once you land in Canada and once you have your mobile number in Canada registered with us. IPIN activation will be subject to the normal activation processes of the Bank.
7. Your account number will generally be communicated within 10 days to your address in India, subject to completeness of account opening forms and the KYC documents submitted, and subject to the results of the Bank's account opening review processes.
8. Accounts will be opened in a non-operational status and you will not be allowed perform any withdrawal transactions until the account is activated in Canada.

9. You will be allowed to deposit funds into the account for the purpose of meeting Canadian immigration requirements and subject to applicable regulations in Canada and India from time to time. Any transaction amount exceeding those limits will be rejected.
10. You will be able to raise a request for issuance of a Certificate of Balance ("CoB"). You may do so by writing to [hellocanada@icicibank.com](mailto:hellocanada@icicibank.com) OR entering an application request at the ICICI Bank India branch OR by calling 1-800-22-4848 in India.
11. The Bank will only issue one Certificate of Balance per account.
12. You must activate the account by completing the Bank's KYC and other account opening processes in Canada by physically visiting an ICICI Bank Canada branch and providing copies of (a) Landing certificate issued by Canadian Immigration in Canada, (b) Indian Passport, (c) Social Insurance Number letter and (d) an acceptable proof of address in Canada.
13. 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 and HiVALUE® PLUS Chequing Account.
14. On activation, you will be issued a Debit Card at the Bank branch and you will also be eligible for a cheque book.
15. Once you register your Canadian mobile number with the Bank, you may start using the account online by using the IPIN provided in the Welcome Kit.
16. The account must be activated within 180 days of date of account opening.
17. If you fail to activate the account within 180 days of opening then the Bank may close your account and return all deposited funds to your other accounts designated in the account application.
18. Any funds returned to you for failure to activate the account or for any other reason may be subject to a currency conversion at the Bank's then prevailing rate at the time of conversion and you will be responsible to bear any and all charges or fees related to the return of funds to the originating account. 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, counterpart bank or the Bank transmitting, receiving, processing, rejecting or returning such funds. The final amount received on closure of your account may be different from the amount deposited due to foreign currency conversion and applicable charges.
19. To close the account, you must approach a designated branch in India or Canada, submit the account closure form along with original account opening letter and Certificate of Balance (if issued).