

Hello Canada Program - Terms and Conditions

The following terms and conditions govern the accounts, products and services (collectively “Account(s)”) provided by ICICI Bank Canada (“Bank”) through the Hello Canada app/website (“Hello Canada”). These terms and conditions are in addition to the instructions, terms and conditions mentioned in application for Accounts, Account Terms & Conditions, Direct Banking Terms & Conditions, Cardholder Agreement, Disclosure Statement, Privacy Policy and any other documents governing the each Account, as may be amended/updated from time to time, each of which can be found here (collectively referred to as “Terms and Conditions”).

By submitting an application for any of the Accounts (i.e. products, services or accounts) through Hello Canada, you agree to be bound by all the Terms and Conditions, as amended or updated from time to time.

Unless specified otherwise, “You” and “Your” refer to any person applying for the Account(s).

1. **Information:** You will ensure that all the information you provide to open, activate, close, operate and/or conduct any transaction using the Account(s), is correct, true, and complete in all respects. In the event you find that any information provided by you is incorrect, untrue or incomplete, you will notify the Bank immediately.
2. **Instructions:** You authorize the Bank to act upon instructions sent from your registered email account, through the ICICI Bank Canada Secure Mailbox (“Secure Mailbox”) or through a recorded telephone line. In doing so, you confirm to the Bank that you understand that telephones and emails are not secure means of communication and you assume full responsibility for any risk associated with such communication, including: (a) someone intercepting, reading, retransmitting or altering the message/instruction; and (b) unauthorized use of the email of your registered email and/or Secured Mailbox. Additionally, the Bank retains the right to not process your instructions (for any reason). If so, the Bank will inform you of the same, but will not be liable if it does not process your instructions or is unable to fulfil your instructions.
3. **Communication:** All communications sent to you by the Bank, regarding account opening, funding, activation, refund and related discrepancies, will be via Secure Mailbox only. You agree to regularly check your Secure Mailbox for communications from the Bank.
4. **Conflict Provision:** In the event of any inconsistency between terms and conditions contained herein and any other Terms and Conditions, the terms and conditions governing the specific Account or relationship shall prevail. In the event you have any uncertainty or query, you are requested to contact the Bank.
5. **Personal Information:** You hereby agree and authorize the Bank to collect, use and/or disclose your personal information for the purposes identified in the Bank’s Privacy Policy (including KYC, identification, processing of application and record-keeping), including sharing of your personal information with Bank authorized third parties and affiliates located in Canada and/or other countries.
6. **Account Opening/Activation:** Successful submission of an application is not a guarantee of Account opening or activation. The Bank reserves the right to, in its absolute discretion, refuse to open or activate an Account. To further clarify, Account activation means making the account fully operational in order to facilitate debit and credit transactions.

7. Further Information: You acknowledge and agree that the Bank reserves the right to seek further document(s) or information as it may deem necessary in order to open/Activate the Account(s), establish your identity or resolve discrepancies or to ensure compliance with applicable laws and regulations updated from time to time. You further acknowledge that the Bank reserves the right to mark

a debit freeze over your Accounts until the information/document(s) sought is provided or the discrepancy(ies) is resolved, to the satisfaction of the Bank, which may result in delays in processing of your application or making the account(s) fully operational.

Additional Terms Applicable for Canadian Residents only

8. Resident of Canada: If you submitted the online activation form as a person currently in Canada (i.e. Resident/Newcomer), you confirm that you are physically located within Canada.

Through this platform, Bank is offering the Account(s) to Canadian residents, who is not an existing ICICI Bank Canada customer and more than 18 years old. Customer has an option to apply for products specified in Hello Canada Platform.

You can submit your application by completing your online KYC OR an in-person verification in Canada by physically visiting either a Bank branch OR a branch of the Bank's affiliated partners. In order for you to complete online KYC during the form filling process you may require to answer the questions and/or upload pictures of original KYC documents along with a picture of yourself through your device camera. If you fail online KYC, you may also complete your KYC by fulfilling In-person verification requirements through our affiliated partners, we will send them your full name and email address on a confidential basis. You will be asked to provide your full name, date of birth, passport number, address, phone number and such other personal information as set out on our affiliated partner's website. We may provide all the aforementioned on your behalf to our affiliated partner to facilitate the in-person verification process. By submitting the online activation form, you confirm that you are physically located within Canada. At your in-person verification, you will be required to present two valid identity documents which were uploaded during the course of application to establish your identity through verification of your details, such as Name, Date of Birth, Address, etc.

Additional terms applicable for applicants applying from outside Canada

9. International Applicant: The Bank is also offering the Account to holders of passports from countries other than Canada (list of countries can be found at icicibank.ca), holders of an Overseas Citizen of India card, and 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's Card. 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. 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).

10. International Application Process: 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 and an account number will be allocated to you. Your account number will be communicated to you via the Secure Mailbox. Non-operational means you will not be allowed to perform any day-to-day banking transactions in the Account. The Account can only be made operational after your arrival in Canada. While the Account is non-operational, you will however, be allowed to perform a single inward wire deposit into the Account for the purpose of proof of funds for living expenses ("Initial Funds"). If you send Initial Funds via multiple transactions or after the Account has been closed, the Bank may, in its sole discretion and without any notice to you, return such Initial Funds back to the account where they came from. You must remit funds to the Bank in Canadian Dollars ("CAD") only. If the Bank receives funds in any currency other than CAD, the Bank may in its absolute discretion, (A) remit the funds back to the account from which they were received, or (B) convert such funds into CAD at an exchange rate determined by the Bank (in which case any applicable charges and fees will be deducted from the funds post conversion and before they are credited to your Account). The Bank will not inform you or take your consent on the exchange rate or any other fees or charges relating to the conversion. Initial Funds can only be credited from an account (A) exclusively in your name, or (B) a joint account with your parent(s) / spouse. The Bank may ask for documentation to "verify" a joint account before crediting Initial Funds into the Account. If the Bank is not satisfied that the account from which Initial Funds are being remitted meet the aforementioned criteria, the Initial Funds will be returned without notice to you, to the account from which such Initial Funds came from.

Upon arrival in Canada, you must complete the steps set out in the application or website to have an operative Account. By submitting the online activation form you confirm that you are physically located within Canada and that you have received a valid visa upon your entry into Canada. Depending upon the choice of account, the following is required,

10.1. If you choose the ICICI Bank Canada Chequing Account: You must activate the Account by completing both (A) the Bank's online activation form, and (B) completing online verification in Canada OR in-person verification in Canada by visiting either a Bank branch OR a branch of the Bank's affiliated partners. For you to complete KYC verification requirements through our affiliated partners, we will send them your full name and email address on a confidential basis. You will be asked to provide your full name, date of birth, passport number, address, phone number and such other personal information as set out on our affiliated partner's website. We may provide all the aforementioned on your behalf to our affiliated partner to facilitate the KYC verification process. At the in-person verification, you will be required to produce (A) a printout of the Bank Statement, that will be issued to you via the Secure Mailbox after you have completed the online activation form, (B) your passport, and (C) the original Work, Study or Immigration permit issued to you by the relevant Canadian government department. The Bank may refuse to activate an account if you do not submit all the information and documents specified.

10.2. If you choose opening an account with Royal Bank of Canada (RBC): As part of the process, you are required to complete account opening formalities for the RBC Chequing Account. Please note, you must complete ICICI Bank Canada's online activation form before opening an account with RBC. During the account opening process at RBC, you will be required to verify (A) your passport, and (B) the original Work, Study or Immigration permit issued to you by the relevant Canadian government department. Please ensure that the information provided to RBC while opening an account matches the details entered in the ICICI Bank Canada online activation form. A valid Work, Study or Immigration permit document is mandatory to activate an RBC Chequing

Account. RBC, at its discretion, may request additional information or documents to activate the account. RBC may refuse to activate an account if you do not submit all the requested information and specified documents.

If upon arrival in Canada, if you are granted refugee status, you will need to visit a Bank branch to activate your Account. Original refugee protection claimant documentation and the photocopy of your passport that was stamped and provided to you by the Canadian Border Agency will be required. We may ask you to provide additional documentation as required.

11. Initial Funds Limit: Initial Funds deposited into the Account by you shall be subject to applicable regulations and remittance limits applicable in Canada and the jurisdiction the money is being remitted from. Any amount exceeding prescribed limits will be rejected.
12. Reverting Funds: If funds are returned under any circumstances, you will be liable for all rejection charges, including the charges of any intermediary and / or beneficiary bank(s) as well as the charges of the Bank. You will also be liable for all the foreign currency exchange gain or loss that may result from, a correspondent, counterparty bank or the Bank transmitting, receiving, processing, rejecting or returning such funds. The Bank shall debit such charges from the funds to be returned.
13. Subject to applicable regulations (and remittance limits therein) in Canada and the jurisdiction in which you are based, you will be allowed to deposit Initial Funds into the Account for the purposes including meeting Canadian immigration requirements. Any transaction amount exceeding prescribed limits will be rejected.
14. Certificate of Balance: You will receive a Certificate of Balance ("CoB") through the Secure Mailbox once the Initial Funds have been credited to your Account
15. Applicants from India: For applicants from India ONLY, the Bank will send you a Debit Card and PIN while you are in India. 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.
16. On activation of your Account, you will be required to select 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. Customer can also apply for additional accounts such as Chequing, Savings and Investments.
17. Additional Facilities: 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.
18. Timeline: 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 (after deducting the processing fee and any other applicable fees) to the bank account from where Initial Funds were received.
19. Refund Request: In the event that you wish to apply for a refund because you change the plan of your travel, you will need to initiate a refund application online. The Bank may request additional supporting documentation in support of a refund application. In the absence of such documentary evidence to the satisfaction of the Bank, the Bank may refuse to process your refund application and will inform you of the same via the Secure Mailbox. The Bank will inform you about discrepancies, if any, with a refund application via the Secure Mailbox. If there are no discrepancies or after you have resolved all the

discrepancies, the Bank will process your refund application. The Bank will refund all amounts in your Account less any processing fees and any other applicable charges. Once we have approved your refund application, you will receive the refund within 6 weeks. Funds will be refunded into the account specified in your refund application. This account must be in your name, held singly or jointly. The Bank reserves the right to ask for any documents in order to verify the account holders.

20. In connection with returns and refunds for any country where we are able to convert the amount being returned, funds will (after applicable charges and fees) be converted from Canadian Dollars at an exchange rate determined by us on the date the transaction is processed by us. The Bank will not inform you or take your consent on the exchange rate or any other charges or the process of transmitting / executing such transaction before processing such transaction. For any country where we are unable to convert the amount being remitted, we will remit funds in Canadian Dollars or such other currency as we determine appropriate. 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, may be different from the amount deposited due to foreign currency conversion and applicable charges. In the event of a return of this refund from the beneficiary bank, the Bank will try to contact you for further instructions. If the Bank is not able to contact you or if you do not provide further instructions to the Bank within 45 days of the date on which the Bank had received the returned instructions then the Bank will convert the money originally sent as part of the refund instructions back to CAD at the then prevailing foreign exchange rate as determined by the Bank (if required). These funds (in CAD currency) will be deposited in a new account that will be opened for you. The newly opened account cannot be activated. Funds from this account can only be returned back to your bank account in your home country. 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. If, after 45 calendar days from the date Bank had initiated the original instructions via SWIFT system, you choose to contact the Bank then you will be asked to apply for the refund as if you were applying for the refund the first time. You may be asked to provide additional documents as deemed necessary by the Bank to process such revised instructions. All charges will be deducted once again as the Bank will treat such revised refund instructions as new refund instruction. If the Bank is not able to contact you or if you do not contact the Bank within the appropriate timeline then, 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. After we have successfully processed your refund application, we will close your Account and will not accept or process any new transactions in the Account. Funds you attempt to transfer into the Account after you submit a refund application shall be returned by the Bank, in its sole discretion and without any notice to you, to the account where such funds came from and you will be responsible for all the exchange losses, fees or charges levied by the Bank, by the recipient bank or by any intermediary bank(s). The investment will only be refunded after verification of the required documents.
21. Disclosure: You authorize the Bank to send your name, date of birth, passport number, Canadian study permit/work permit application file number or any such identifier as deemed appropriate by the Bank to the appropriate Canadian High Commission or the relevant department in Canada to validate any documents submitted by you in connection with a refund application or if it suspects that any document or any information that you have submitted or provided was not issued by these departments.

Additional Terms applicable for GIC(s)/Term Deposit(s) Application (both International and Canadian Applicants)

Account Funding: For GIC(s)/Term Deposit(s) you agree to fund the Savings/ Chequing Account(s) indicated in your application for GIC/Term Deposit with an amount greater than or equal to the total amount of GIC(s)/Term Deposit(s) requested within 7 days after account opening of savings/chequing account.

22. **Auto Debit:** You also authorize the Bank to debit the chequing or saving account indicated in the instructions on the form while creating your GIC account(s).
23. **Application Validity:** Your GIC/Term Deposit application is valid for 7 days from the day of account opening/activation, and failure in funding, for whatever reasons, will lead to the GIC(s)/Term Deposit(s) application not being processed. However, you can re-apply through other bank channels.
24. **Deposit Certificate:** We will dispatch the physical copy of your (GIC) Guaranteed Investment Certificate(s)/ Term Deposit certificate(s) within 7 business days upon GIC/Term deposit account(s) creation.
25. You acknowledge that through this platform you will apply and fund your CAD Chequing/Savings account to open GIC(s) and USD Chequing/Savings to open Term Deposit(s). To open GIC(s)/Term Deposit(s) without Savings/Chequing account you may visit your nearest branch or call our customer contact center.