FREQUENTLY ASKED QUESTIONS [FAQ]
on extension of COVID 19 relief package for loans/ credit facilities ("Moratorium 2.0")

May 30, 2020

The Coronavirus pandemic has impacted our lives. At this extraordinary time, we at ICICI Bank, are committed to stand in solidarity with our customers to help them tide over the crisis.

As an immediate relief measure, which are in line with the package announced by the RBI, we had earlier offered customers the choice of opting for an EMI/instalment moratorium (postponement of EMIs/instalments) for loans and credit cards till May 31, 2020.

With the RBI further announcing extension of the moratorium till August 31, 2020, we are now offering our customers a choice to postpone the EMI/interest payable on all term loans/credit card dues / working capital loans till August 31, 2020. This moratorium is applicable for the principal and interest falling due between June 1 to August 31, 2020. You can apply for the moratorium, using the link on our website, www.icicibank.com.

Please note, in case, you do not apply for the moratorium on our website, your loan instalments will continue to be debited every month as per the existing process.

Through these relief measures, we endeavour to help you to focus on the well-being of yourself and your family in this challenging situation.

A. GENERAL FAQs

1. What is meant by the moratorium?

The moratorium is the temporary deferment of payment of interest/ principal/ instalments. It is not a waiver. Interest shall continue to accrue on the outstanding portion of the loan/credit facility during the moratorium period.

2. Is moratorium compulsory or optional?

The moratorium is optional. The customer can choose whether he/ she wishes to do – either take the relief or continue to pay.

3. For what period, can the moratorium be granted as per extension announced by Reserve Bank of India?

The moratorium may be granted for up to a period of three months, for all loans/facilities falling due for payments between June 1, 2020 and August 31, 2020.
The customers can avail the facility by applying for the same on the Bank’s website (www.icicibank.com). They can also apply by clicking on the link sent by the Bank through SMS or e-mail. They can apply for a month at a time. So, if a customer is willing to avail the facility for three months, he/she needs to apply every month (June, July, August).

Please note, if a customer does not apply for the moratorium for a particular month, the repayment amount would be debited from the account on the due date.

4. Is the moratorium on principal or interest or both?

Moratorium is available for below payments:
I. Principal and/or interest components
II. Equated Monthly Instalments or EMIs
III. Credit Card dues.

5. Will the interest accrue during the moratorium period?

Yes, the interest will accrue during the moratorium period. Treatment of the interest will be as per the relevant terms and conditions applicable to the respective credit facilities.

6. How can I opt for the moratorium?

You can opt for the moratorium by clicking on the link shared with you by the Bank through SMS or e-mail. You may also visit the Bank’s website www.icicibank.com

7. Is there any specific time frame when the customer can apply for Moratorium2.0 monthly?

The customer needs to submit the moratorium request at least 5 working days before his/her EMI due date.

If he/she submits the request in less than 5 working days from his/her EMI due date or after the EMI due date, the EMI will be debited, from his / her account. However, in such an instance, the EMI will be refunded within 7 working days.

Please note, that you will be able to make request for EMI refund for a particular month during that month itself.

Example: If you don’t apply for the moratorium in June’20 and later, you apply for the facility in July’20. You will get refund of EMI debited in July’20 only. You will not get refund of EMI debited in June ‘20.
8. I want to apply moratorium for the month of April or May ’20 now? Is it possible?

No, it is not. One can now only apply for the moratorium from June to August, 2020.

9. How will interest be charged and recovered for retail term loans such as Home Loans, Personal Loans, Consumer Durable Loans, Two-Wheeler Loans, Auto Loans and Education Loan?

The accrued interest would be added to the principal amount, resulting to increase in residual tenure of the loan. If the loan tenure cannot be extended, the EMI amount will increase. Please refer to the relevant applicable terms and conditions for further details.

10. How will the moratorium be granted for working capital facilities?

For working capital facilities, the Bank is providing an option to postpone the interest payable for the month for which moratorium is applied for.

The interest on the outstanding amount of the facilities availed shall continue to accrue during this period. The accumulated interest shall be payable immediately after the completion of the moratorium. Alternatively, such deferred accumulated interest on working capital over the moratorium period can be converted to Funded Interest Term Loan (FITL) which will be required to be repaid during the course of the current financial year, ending March 31, 2021. Such FITL would carry same interest rate as original loan.

11. Is moratorium available for NRI customers?

Yes, the moratorium is available for NRI customers as well.

12. How can an NRI loan/credit facility customer opt for moratorium?

NRI customers can opt for the moratorium by clicking on the link shared with them by the Bank through e-mail. They may also visit the Bank’s website www.icicibank.com and apply for it.

13. If the moratorium is already availed during March 1, 2020 to May 31, 2020, will it get automatically extended till August 31, 2020?

No. You need to login to www.icicibank.com and apply for the moratorium every month to avail this facility till August 31, 2020. You need to visit the website or click on the link in the SMS / e-mail sent by the Bank and apply for it every month.
In case you DO NOT apply for the moratorium for each month namely June July and August, your instalment for the respective months will be debited from June 2020 onwards every month.

14. Will a customer be eligible for moratorium if he/she have not availed it during the previous months?

Yes. The customer is eligible to apply for moratorium for the months of June’20, July’20 and August’20 even if he/she has not availed it previously.

15. Are loans /facilities disbursed during the period March 1, 2020 to May 31, 2020, also eligible for moratorium?

No. The loans / facilities availed from March 1, 2020 to May 31, 2020 are not eligible for the moratorium, since they have been availed on the basis of current evaluation of the customer’s cash flows.

16. Will there be late payment charges/ default interest/ additional interest for the deferred instalments during the moratorium period?

No late payment charges/ default interest/ additional interest shall be levied during the moratorium period.

17. Do I need to submit fresh Auto Debit or NACH debit mandates?

Generally, it is not required as the EMI amount remains same. It is only the tenure that increases to recover the deferred interest accrued during the moratorium period.
However, in case the EMI amount increases, a fresh NACH mandate will be required.

18. Can I make payments in between the Moratorium period?

Yes, you can.

Please note that the moratorium is a relief granted to the customer/borrower due to disruption caused by the unprecedented outbreak of COVID-19. However, the option lies with the customer/borrower to either continue to repay the loan during the moratorium as per the actual due dates or avail of the benefit of the moratorium.

19. Will a payment of EMI during the moratorium be considered as prepayment?

Yes, if you have availed moratorium, you may do a part-payment in your loan account.

20. Will the seeking of the moratorium by the borrower have an impact on their credit/bureau score?
No, it will have no adverse impact on the credit history of the customer/borrower. This is because the moratorium on interest payments doesn't qualify as default for reporting purposes to credit bureau by the Bank.

However, any delay in payments of dues/outstanding amounts payable (by customers who availed the moratorium) after the expiry of the moratorium, will impact the credit bureau score of the borrower.

Please note in case of overdrawn amount the reporting will continue as per the current norms.

21. For the retail Term Loans, can I pay all 3 months’ EMI from June 20 to Aug 20 in August 2020?

As the tenure of the retail term loans has been extended on account of the moratorium, the customer is required to pay the EMIs as per the revised schedule.

However, as per terms and conditions of the facility, if prepayment is permitted then such payment will be treated as a part-prepayment in August 2020. The entire amount will be adjusted against principal outstanding.

22. If I have sufficient balance in my account and instalment of my loan(s) is due, will the Bank debit the EMI during this period?

Yes, if you have not opted in for the moratorium, the Bank will debit the EMI on the due date of repayment.

23. Does the customer need to submit any documents for availing of the moratorium?

No, you can opt for the moratorium by simply clicking on the link shared with you by the Bank through SMS or e-mail. You may also opt for the moratorium by visiting the Bank’s website www.icicibank.com.

24. Is it ok if I continue paying the EMIs/interest/credit card dues rather than availing of the moratorium?

Yes, we encourage you to continue your payments of EMIs/interest/credit card dues during the moratorium period. Please note that the moratorium is the temporary deferment of payment of interest/principal/instalments. It is not a waiver. Interest shall continue to accrue on the outstanding portion of the loan/credit facility during the moratorium period. Therefore, it is better to continue your payment if you can.

25. Can I opt moratorium for EMI due in June and then pay EMI due in July?

Yes, you can.
26. As per RBI, the moratorium is for 3 EMIs. Can I get refund of EMI paid in May 2020?

No. The EMI paid prior to May 23, 2020 will not be refunded.

27. If I have not opted for moratorium, whether Bank will debit interest and instalment during this period?

Yes, Bank will debit interest and instalment if you have not opted in for the moratorium.

28. In case of multiple facilities availed from the Bank, whether the moratorium is applicable for all facilities?

Yes, the moratorium is available for multiple facilities taken from the Bank. One needs to specifically select every facility for which the moratorium is required. You can opt for the moratorium by simply clicking on the link shared with you by the Bank through SMS or e-mail. You may also visit ICICI Bank’s website www.icicibank.com.

29. Can I exercise my choice of opting in or opting out of the moratorium on the website link multiple times?

You are allowed to access the link to select your choice of opting for the moratorium only once. You must specify your choice for all the loan/s and / or credit facilities that you have taken from the Bank in one go. Please note request once submitted shall be final.

Hence, we request to carefully read the FAQs prior to making your selection.

30. Can I cancel the moratorium at a later date, once I have already applied for it?

Yes, you may apply for moratorium cancellation on or before 24th day of the moratorium month. To do so, you can visit your nearest loan servicing branch, or call on our customer care number. Alternatively, you can send us a SMS through your registered mobile number, mentioning, ‘EXITMORAT’ to 5676766 or 9215676766 for cancellation.

31. Suppose, I avail the moratorium and bounce are charges are levied. Will the charges be refunded?

If bounce charges are levied, then it will be refunded and the same won’t affect your credit bureau score.

B. FAQs PERTAINING TO LOAN AGAINST SECURITIES (LAS) accounts

1. Is moratorium compulsory or optional?

The moratorium is optional for Loan Against Securities (LAS). Customers may or may not opt to avail of the same.
2. How will interest be charged and recovered for the LAS facility?

The accrued interest will be due and payable immediately after the end of the moratorium. Please refer to the relevant applicable terms and conditions for further details. The postponed interest shall carry interest at the rate applicable on the credit facility and the underlying security shall continue to secure the funded interest.

3. Will there be default interest applicable for the deferred interest during the moratorium period?

No default interest shall be levied during the moratorium period for regular/not overdrawn LAS accounts in case interest payment is deferred.

4. Is the overdrawn amount also covered under the moratorium period for a LAS account?

No, the overdrawn amount on account of market movement/volatility is not covered under the moratorium. The account has to be maintained in regular status at all times as per the applicable margin in the loan term and conditions.

5. Will there be any default interest applicable in the LAS account in case account is overdrawn?

Yes, if your account is overdrawn, then there will be a default interest charged as per the applicable terms & conditions on the overdrawn amount.

6. Will the seeking of the moratorium by the borrower have an impact on their credit/bureau score?

The moratorium on interest payments will not qualify as a default for the purposes of supervisory reporting and reporting to Credit Information Companies (CICs)/credit bureau by the Bank. Hence, there will be no adverse impact on the credit history of the borrowers. Any delay in payments of dues/ outstanding amounts payable after the expiry of the moratorium for customers(s)/ borrower(s) who had availed of the moratorium will qualify for the purposes of reporting to Credit Information Companies (CICs)/credit bureau by the Bank. Please note in case of overdrawn amount the reporting will continue as per the current norms.

C. FAQs PERTAINING TO RIBG PRODUCTS

1. In case of cattle loans, how can farmers communicate their preference for the moratorium to the Bank?

The secretary of the co-operative society representing the farmers can take the initiative of confirming their choice to the Bank. This can be done by contacting the nearest Bank representative.

2. If a Self Help Group (SHG) chooses to opt for the moratorium in June 2020, can it reverse its decision and pay the EMI of June 2020 in July 2020?
Yes. The SHG can do so. The member/s need to visit the nearest ICICI Bank branch to cancel their moratorium request for June 2020. Thereafter, they can make the EMI payment for June 2020.

3. I have availed of Gold Loan (Loan against gold jewellery) from the Bank. My loan has matured before May 31, 2020. I don’t want to opt for the moratorium but I want to renew my loan. Can I do so?

Yes, there is no restriction for renewing the Gold Loan during the moratorium period. Loan can be renewed either through digital channel (using iMobile/ Mera iMobile) or by visiting the nearest branch after paying the due amount (interest + renewal charges + margin money, if any).

4. I have availed of Gold Loan from the Bank. It will mature within the moratorium period (i.e. before May August 31). I want to close the loan. Can I do so?

Yes, there is no restriction for closing the Gold Loan during the moratorium period. Any customer who has availed of Gold Loan from the Bank can close his/her loan by visiting a branch. He/she needs to pay the entire due amount along with the principal and interest. The account will be closed only after the entire dues are cleared and the jewellery is released to the customer.

5. My Gold Loan is maturing within the moratorium period and I want to neither renew nor close it. Will penal charges apply?

No. Penal charges shall not be levied for any Gold Loan maturing during the moratorium period. However, the customer will be charged interest at the same rate from the original date of maturity till the moratorium period opted by the customer/ borrower.

6. I am a KCC account holder. My interest servicing was due on April 30, 2020 and I have still not serviced my interest. Will I be eligible to avail the moratorium? If yes, will it be for 3 months, i.e. till August 31, 2020?

Yes, you will be eligible to avail the moratorium for your interest servicing due on April 30, 2020.

However, please note that as per RBI guidelines, you shall be liable for repayment of unpaid interest immediately after completion of the moratorium period, i.e. on September 1, 2020.

Please also note that interest will accrue during the moratorium period as per the relevant terms and conditions applicable to the credit facility.

7. I have availed of Temporary Overdraft (TOD) facility in March. Will moratorium be allowed for the same?

No, TOD facility is not covered under the moratorium. The same shall be repaid on due date along with its interest due.
D. FAQs PERTAINING TO DELINQUENT CUSTOMERS

1. Will I be eligible for the moratorium if my loan/card account is having overdue amount?

Yes, you will be eligible for the moratorium despite having previous dues if your account continues to be a ‘standard’ asset on the date the application for the moratorium. However, your previous dues will continue to attract additional/default interest charges as per applicable terms of your loan/credit card facility. Therefore, we request you to pay the outstanding dues without any delay.

2. Will I be eligible for the moratorium, if my loan/credit card account is classified as Fraud/Wilful Defaulter (WD)/Red Flagged Account (RFA) or the Bank has taken legal recourse for recovery of dues?

You will not be eligible for the moratorium if your account is classified as Fraud, Wilful Defaulter, Red Flagged Account (RFA) or the Bank has taken legal recourse for recovery of dues.

3. Can customers foreclose/prepay in total their term loan during the moratorium period?

Yes, the customers have the option to prepay their account in the moratorium period, if their entire outstanding is paid on the date of prepayment.

4. My account is overdue but continues as ‘standard’ asset and I have availed the moratorium facility. Will my account be classified as an NPA if the ‘Days Past Due (DPD)’ reaches 90 days during the moratorium period?

No, your account will not be classified as an NPA as the moratorium period shall be excluded from the calculation of number of ‘Days Past Due (DPD)’ for the purpose of NPA classification of account.

5. If my account is overdue and classified as an NPA, will the ‘Days Past Due (DPD)’ count continue during the moratorium period?

Yes, if your account has been classified as an NPA, the ‘Days Past Due (DPD)’ count will continue during the moratorium period.

E. FAQs for ERM LOAN AND WORKING CAPITAL FACILITIES FOR CORPORATE BORROWERS

1. Will the Bank extend the moratorium to its borrowers automatically?

No, the Bank will not extend the moratorium automatically. The borrowers who wish to avail of the moratorium (postponement of principal/interest payments
falling due between June 1, 2020 and August 31, 2020) will need to request for such moratorium to their Relationship Manager (RM), in the form of a letter or an email from the registered email id.

2. I have availed of the moratorium. When am I required to pay the instalments/interest postponed as part of the moratorium?

For term loans borrowers, who avail of the moratorium facility, the residual tenure of the loan shall be correspondingly increased by three months. Interest for the moratorium period shall be paid along with principal instalment for the residual tenure, details of which shall be communicated by the Relationship Manager.

Where the customer has previously availed moratorium, the interest postponed on Cash Credit/Overdraft will be collected immediately after the end of the moratorium period. Alternatively, the customer may choose to avail a Funded Interest Term Loan.

3. Can the moratorium facility be availed on instalments/arrears of Term Loans prior to June 1, 2020?

No. Any arrears prior to June 1, 2020 will not be eligible for relief under the moratorium.

4. Whether the interest arrears/overdue amount in respect of working capital prior to June 1, 2020 can be extended for 3 months under the moratorium?

Yes, any interest arrears prior to June 1, 2020 will also be eligible for relief under the moratorium.

5. Can we request the Bank to provide the moratorium for payment arising on account of LC devolvement, BG invocation, Bill crystallisation/devolvement happened during the period from June 01 to August 31, 2020?

Yes, you may make such a request to the Bank. Please contact your Relationship Manager for further details in this respect.

F. FAQs PERTAINING CREDIT CARD

1. If I have opted for moratorium, do I need to pay my Credit Card outstanding during the moratorium period?

No, it is not required. However, please note that the moratorium is the temporary deferment of payment of interest/ principal/ instalments. It is not a waiver. Interest shall continue to accrue during the moratorium period.

2. What would be the interest accrued/charged on my Credit Card dues?

For all Credit Card dues (including any unpaid EMIs till the respective payment due date), standard interest rates (3.4% per month) of the card variant as per the applicable terms and conditions will be levied. Please note the interest amount charged can vary and will be dependent on the transaction dates, payment dates
and contracted interest rates. We would like to request you to refer credit cards MITC for calculation of charges

3. Can I make payment if I opt for the moratorium on Credit Card?
   Yes, you can make payment against the outstanding amount during the
   moratorium period. The interest would be levied only for remaining outstanding
   amount (as per standard interest rate of the card variant as per the applicable
   terms and conditions).

4. Will late payment charges be levied during the moratorium period?
   If you opt for moratorium on your Credit Card, no late payment charges will be
   levied.

5. Will the interest be charged from due date of payment or purchase date?
   The interest will be levied from purchase/transaction date as per standard
   interest rate of the card variant as mentioned in the applicable terms and
   conditions.

6. For all purchases made on the Credit Card during moratorium period, will I be
   charged interest?
   Any unpaid dues in the moratorium period will also attract interest charges (as
   per standard interest rate of the card variant as mentioned in applicable terms
   and conditions) if not paid within its interest-free period (grace period) i.e. by the
   respective payment due date. For understanding of interest-free period (grace
   period) and calculation of interest charges, kindly refer the terms and conditions

7. When does the customer need to make the payment after the moratorium period
   is over?
   The customer needs to pay as per his/her credit card statement generated after end
   of moratorium and its billing cycle payment due date. For eg. If the customer has
   opted for moratorium in June 2020, then payment needs to be made for the
   statement that gets generated in July 2020 The amount mentioned in your
   statement would include:
   I. All previous outstanding against which payment is not done
   II. Principal amount on transactions done during moratorium period and interest
      levied on these transactions
   III. Interest on Personal Loan on Credit Card (PLCC) and EMI transactions.

8. If I avail of the moratorium facility, how will my EMIs be recovered after the
   period is over for Credit Card transactions? Is it single debit of all the EMIs put
   together or will my EMIs be debited monthly as usual?
   As EMIs are billed in your regular Credit Card statement cycle, the EMIs would
   continue to be billed in your statement as per the original amortisation schedule.

   For example, if your EMI was to be billed on June 15, and you have availed of the
   moratorium benefit on June 5, the EMIs would still be billed on June 15. The payment
   for these billed transactions will need to be done as per the payment due date of the
statement generated after the end of moratorium period to avoid any penal late payment.

In case of non-payment of statement dues (which includes EMIs billed) by the respective payment due dates, interest charges will accrue at the standard interest rates (as per standard interest rate of the Credit Card variant as mentioned in the applicable terms and conditions).

9. I have opted for the moratorium. Will my Credit Card statement be generated during the moratorium period?
Yes, it will be generated and shared but you are not required to pay during the moratorium period. The interest shall continue to accrue on the outstanding amount as per the standard interest rate of the Credit Card variant as mentioned in Credit Cards Most Important Terms and Conditions.

10. I have opted for the moratorium. I have set an auto debit on my Credit Card for payment. Will the auto debit facility be triggered during moratorium period?
The auto debit will not be triggered during the moratorium period if you opt for the moratorium.

11. I have multiple Credit Cards of ICICI Bank. Can I opt for the moratorium on only one of my cards?
Yes, the moratorium will be applicable only to the card number for which the customer has applied for.
In case the customer needs the moratorium on multiple cards, he/she needs to raise separate requests for each card.

12. Can I close my PLCC / EMI on Credit Card (CC) / EMI on Debit Card (DC) / Balance Transfer during the moratorium period?
If you opt for the moratorium, you will still be allowed to close any of the PLCC / EMI on CC / EMI on DC / Balance Transfer during the moratorium period as per the existing terms and conditions applicable to the respective products/facilities.

13. Can I avail of PLCC or EMI on call or balance transfer after I opt for the moratorium?
You will not be allowed to apply for PLCC or convert your transactions into EMI once you opt for the moratorium. No balance transfer into the statement would be allowed during the moratorium period.

14. Will I earn reward points on the transactions done during the moratorium period?
You will continue to earn reward points on your transactions as per your card’s policy. The reward points will be credited in your PAYBACK/MMT/Amazon/Intermiles Account.

15. Will I be able to change my statement cycle during the moratorium period?
If you opt for the moratorium, you will not be able to change your statement cycle.

16. Will my credit limit be changed during the moratorium period?
Your credit limit can be modified (decreased/restored) at the Bank’s discretion during the moratorium period as per the applicable terms and conditions.

17. Will I be able to transact with my Credit Card during the moratorium period?
You will be able to transact even if you opt for the moratorium. However, your transaction privileges may be modified during the moratorium period as per the Bank’s discretion.

18. What all cards are applicable for the moratorium period?
All ICICI Bank Credit Cards, ICICI Bank Cobrand Credit Cards and ICICI Bank Business Credit Cards are eligible for moratorium.

19. What is the impact if I do not opt in for the moratorium on my Credit Card?
There is no impact on your credit card if you do not avail for the moratorium. Regular statements will continue to be generated as per your existing billing cycles. Further, all existing terms and conditions with respect to credit fee period, applicable fees and interest will continue to be applicable as mentioned in Credit Cards Most Important Terms and Conditions (MITC).

20. Can I apply for the moratorium of multiple months at a time?
No, your request for the moratorium will be valid for a single month only. In case you want to extend the moratorium period, you will need to apply again for moratorium in the subsequent month. Please note that you need to apply for moratorium at least 3 days prior to your credit card payment due date to avail this facility.

For Eg. If you apply for the moratorium at the beginning of June, you will be in moratorium for June 2020. The statement generated in July will be payable. In case you want to avail moratorium for July 2020 too, you will have to apply again for the moratorium at the beginning of July.
**ILLUSTRATION1:**

**Credit card dues**

<table>
<thead>
<tr>
<th>Last Statement Date</th>
<th>Moratorium confirmation Date</th>
<th>Moratorium Period End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>March 20, 2020</td>
<td>1 April, 2020</td>
<td>May 31, 2020</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Important dates</th>
<th>Significance</th>
<th>Outstanding (in Rs)</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>March 10, 2020</td>
<td>First Transaction</td>
<td>Rs 10,000</td>
<td>Earlier outstanding of customer was nil.</td>
</tr>
<tr>
<td>March 20, 2020</td>
<td>Statement Date</td>
<td>Rs 10,000</td>
<td>Payment Due Date (PDD) : 7th April, 2020</td>
</tr>
<tr>
<td>April 1st, 2020</td>
<td>Moratorium Period confirmation date</td>
<td>Rs 10,000</td>
<td>Total Outstanding of Rs. 10,000 will be put under moratorium</td>
</tr>
</tbody>
</table>
| April 7th, 2020  | Payment due date of last statement | Rs 10,000             | If payment of Rs. 10,000 (last statement outstanding) is not done: a. Interest will start to accrue at contracted interest rate on Rs. 10,000 from 20th Apr 2020  
b. Customer will not be levied any penal charges during Moratorium Period |
| April 15th, 2020 | New Transaction | Rs 5000               | Customer has done a new transaction of Rs. 5000 |
| April 20th, 2020  | Statement Date | Total Outstanding: Rs 15,510  
Principal: Rs. 15,000  
Interest: Rs. 510* | Statement will be generated in the Moratorium Period but balance need not be paid.  
If payment has not been done: a. Interest will be billed on Rs. 10,000 at contracted interest rate from 10th March 2020 i.e. (Rs. 476)  
b. Interest will be billed on incremental spends of Rs. 5000 at contracted rate from purchase date of Apr 15th, 2020 i.e. (Rs. 34) |
| May 7th, 2020    | Payment due date of last statement | Rs. 15,510             | If payment of Rs.15,510 (last statement outstanding) is not done:  
c. Interest will start to accrue at contracted interest rate on Rs. 15,510 from Apr 20th 2020  
d. Customer will not be levied any penal charges during Moratorium Period |
<p>| May 20th, 2020   | Statement Date | Rs. 16,038            | Statement will be generated in the |</p>
<table>
<thead>
<tr>
<th>Date</th>
<th>Payment due date</th>
<th>Old Principal</th>
<th>New Interest</th>
<th>Interest will start to accrue at contracted interest rate on</th>
<th>Customer will not be levied any penal charges during Moratorium Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jun 7th, 2020</td>
<td>Rs. 16,038</td>
<td>Rs. 15,510</td>
<td>Rs. 528*</td>
<td>Rs.16,038 (last statement outstanding) is not done:</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>a. Interest will start to accrue at contracted interest rate on Rs. 16,038 from May 20th, 2020</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>b.</td>
<td></td>
</tr>
<tr>
<td>Jun 20th, 2020</td>
<td>Moratorium Period Statement Date</td>
<td>Rs. 16,038</td>
<td>Rs. 564*</td>
<td>Statement will be generated on Jun 20th, 2020 with Principal &amp; Interest billed for the Moratorium Period. If payment has not been done: a. Interest will be billed on total outstanding of Rs 16,038 at contracted rate from May 21st, 2020 i.e. (Rs. 564)</td>
<td></td>
</tr>
</tbody>
</table>

*Kindly note the interest amount charged can vary and will be dependent on the transaction dates, payment dates and contracted interest rates. Kindly refer credit cards MITC for calculation of charges [https://www.icicibank.com/managed-assets/docs/personal/cards/credit-cards/MITC_cc.pdf](https://www.icicibank.com/managed-assets/docs/personal/cards/credit-cards/MITC_cc.pdf)

- Kindly note in case on non-payment of statement dues (which includes EMI’s billed) by the respective payment due dates, interest charges will be accrued at the standard interest rates (APR of the card variant as per Credit Cards Most Important Terms & Conditions)) and will be levied at every statement generation in Moratorium Period which will need to be paid after the end of moratorium.

Please note that the above table is for illustration purpose ONLY. For your Credit Card account statement date, payment date, contracted interest rate, transaction dates and due amount, kindly check your credit card statement.
ILLUSTRATION 2:
Credit Card EMI

<table>
<thead>
<tr>
<th>Original Amount</th>
<th>Transaction Start Date / First installment date</th>
<th>EMI Tenure</th>
<th>Interest Rate</th>
<th>Statement Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rs 60,000</td>
<td>Feb 10(^{th}), 2020</td>
<td>6 months</td>
<td>16%</td>
<td>20(^{th}) of Every Month</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Important dates</th>
<th>Significance</th>
<th>Outstanding</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Feb 10(^{th}), 2020</td>
<td>1st EMI Installment Billed</td>
<td>Rs.10472</td>
<td>Total billed amount of Rs 10472 is inclusive of Principal and Interest</td>
</tr>
<tr>
<td>Feb 20(^{th}), 2020</td>
<td>Statement Date</td>
<td>Rs.0</td>
<td>Customer has already paid the overall installment of Rs. 10472 on 18(^{th}) Feb 2020</td>
</tr>
<tr>
<td>Mar 10(^{th}), 2020</td>
<td>2nd EMI Installment Billed</td>
<td>Rs.10472</td>
<td>Total billed amount of Rs 10472 is inclusive of Principal and Interest</td>
</tr>
<tr>
<td>Mar 20(^{th}), 2020</td>
<td>Statement Date</td>
<td>Rs.10472</td>
<td>Payment due date: 7(^{th}) Apr 2020</td>
</tr>
<tr>
<td>Apr 1(^{st}), 2020</td>
<td>Moratorium Activation date</td>
<td>Rs. 10,472</td>
<td>The installment billed on Mar 20(^{th}) 2020 will be put under moratorium</td>
</tr>
</tbody>
</table>
| Apr 7\(^{th}\), 2020 | Payment Due date | Rs. 10,472 | If payment of Rs. 10,472 (last statement outstanding) is not done, 
a. Interest will start to accrue at contracted interest rate on Rs. 10,472 from 10\(^{th}\) March 2020 
b. Customer will not be levied any penal charges during Moratorium Period |
| Apr 10\(^{th}\), 2020 | 3\(^{rd}\) EMI Installment Billed | Rs. 20,944 | Total Outstanding is addition of last statement balance & 3\(^{rd}\) EMI installment, in case no payment received by the customer |
| Apr 20\(^{th}\), 2020 | Moratorium Period Statement Date | Rs. 21,573 EMI Balances: Rs. 20,944 Interest: Rs. 629 | Statement will be generated in the Moratorium Period but balance need not be paid. 
Incase of no payment done by the customer: 
a. Interest will be billed on Rs. 10,472 at contracted interest rate from 10\(^{th}\) March 2020 i.e. (Rs. 498) 
b. Interest will be billed on Rs. 10,472 at contracted interest rate from 10\(^{th}\) Apr 2020 i.e. (Rs. 131) |
| May 10\(^{th}\), 2020 | 4\(^{th}\) EMI installation billed | Rs. 32,045 | Total Outstanding is addition of last statement balance & 4\(^{th}\) EMI installment, in case no payment received by the customer |
| May 20\(^{th}\), 2020 | Moratorium Period Statement Date | Rs. 32,910 Principal: Rs. 32,045 Interest: Rs. 855 | Statement will be generated in the Moratorium Period but balance need not be paid. 
Incase of no payment done by the customer: 
a. Interest will be billed on Rs 21,573 at contracted rate from Apr 21\(^{st}\), 2020 i.e. (Rs. 734) 
b. Interest will be billed on new EMI billed of Rs 10,353 at contracted rate from May 10\(^{th}\), 2020 i.e. (Rs. 131) |
<p>| Jun 10(^{th}), 2020 | 5(^{th}) EMI installment billed | Rs.43,382 | Total Outstanding is addition of last statement balance &amp; 5(^{th}) EMI installment, in case no payment received by the customer |</p>
<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
<th>Principal</th>
<th>Interest</th>
<th>Notice</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jun 20th, 2020</td>
<td>Moratorium End Statement</td>
<td>Rs. 44,670</td>
<td>Rs. 1288</td>
<td>Statement will be generated after the end of the Moratorium Period but balance <strong>needs to be paid by July 8, 2020</strong>. In case of no payment done by the customer till date: a. Interest will be billed on Rs 32,910 at contracted rate from May 21st, 2020 i.e. (Rs. 1157) b. Interest will be billed on new EMI billed of Rs 10,353 at contracted rate from May 10th, 2020 i.e. (Rs. 131)</td>
</tr>
</tbody>
</table>

- Please note that the above table is for illustration purpose ONLY. For your Credit Card account statement date, EMI billing dates, payment date due amount, kindly check your credit card statement.
G. **FAQs for EMI ON DEBIT CARDS**

1. **Do I need to pay my EMI on Debit Card outstanding during the moratorium period?**
   If you have opted for the moratorium on your EMI on Debit Card, you are not required to pay during the moratorium period. However, please note that the moratorium is not a waiver. Interest shall be accrued at standard rate as specified at the time of availing of the EMI on Debit Card.

2. **What would be the interest accrued/charged on my EMI on Debit Card dues?**
   For all EMI transactions, the interest rate specified at the time of availing of EMI would be levied.

3. **Can I make payment if I opt for the moratorium on EMI on Debit Card?**
   Yes, you can make payment against the outstanding amounts during moratorium period. The interest would be levied only for remaining outstanding amount as per applicable terms and conditions.

4. **Will late payment charges be levied during the moratorium period?**
   If you opt for the moratorium on your EMI on Debit Card, no late payment charges will be levied.

5. **Will the interest be charged from due date of payment or purchase date?**
   The interest will be levied as per the applicable terms and conditions.

6. **Will I be charged interest for all purchases/transactions made during the moratorium period?**
   Any unpaid dues in the moratorium period will attract interest charges on the contracted rate if it is not paid within its interest-free (Grace) period which is the payment due date. For understanding of interest-free (Grace) period and calculation of interest charges, kindly refer EMI on Debit Card Most Important Terms and Conditions at

   [https://www.icicibank.com/Personal-Banking/cards/Consumer-Cards/Debit-Card/terms-and-condition.page#toptitle](https://www.icicibank.com/Personal-Banking/cards/Consumer-Cards/Debit-Card/terms-and-condition.page#toptitle)

7. **When do I need to make the payment after the moratorium period is over?**
   The payment for the moratorium period needs to be made as per card statement generated after the end of the moratorium. For eg. If the customer has opted for the moratorium in June, payment needs to be made for the statement that gets generated in July. The amount mentioned in your July 2020 statement would include all previous outstanding against which payment is due, principal amount on transactions done during the moratorium period and interest levied on the EMI transactions.

8. **If I avail of the moratorium facility, how will my EMIs be recovered after the period is over? Will it be a single debit of all the EMIs put together or will my EMIs will be debited monthly as usual?**
   EMIs would continue to be billed as per the original amortization schedule in your statement.
   For example, if your EMI is to be billed on June 16 and you have availed of the moratorium benefit on June 5. In this case, the EMI would still be billed June 16.
payment for these billed transactions will need to be done as per the payment due date statement generated after end of moratorium to avoid any penal late payment or interest charges.

In case on non-payment of statement dues (which includes EMIs billed) by the respective payment due dates, interest charges will be accrued at the contracted interest rate and will be levied at every statement generation in moratorium period which will need to be paid after the end of moratorium. I don’t understand

9. Will my EMI on Debit Card statement be generated during the moratorium period?
Yes, the statements for EMI on Debit Card will be generated during the moratorium period, but no payment needs to be made against the same. Please note that the moratorium is not a waiver. Interest shall continue to accrue on the outstanding portion during the moratorium period.

10. I have set an auto debit on my EMI on Debit Card for payment. Will the auto debit facility be triggered during moratorium period?
Auto debit will not be triggered during the moratorium period if you have opted for the moratorium.

11. Can I close my EMI on Debit Card during the moratorium period?
Yes, you can foreclose the EMI on Debit Card during the moratorium period. A foreclosure fee of 2% will be charged on the outstanding amount plus interest charges of the subsequent month as per the applicable terms and conditions.

12. What is the impact if I do not opt in for EMI on Debit Card moratorium?
If you do not opt for moratorium on your EMI on Debit Card, regular statement would be generated as per your existing billing cycles and all existing terms and conditions shall be applied.

13. Can I apply for the moratorium of multiple months at a time?
No, your request for the moratorium will be valid for a single month only. In case you want to extend the moratorium period; you need to apply for moratorium again in the subsequent month.

Please note, you need to apply for moratorium at least 5 days prior to the due date of your EMI on Debit Card payment to avail it.

For Eg. If you have applied for the moratorium at the beginning of June 2020, you will be in moratorium for the month of June and the statement generated in July month will be payable. In case you want to avail moratorium for July 2020 as well, you will have to apply again at the beginning of July.