

दिल्ली DELHI

S 789841

MEMORANDUM OF UNDERSTANDING

This Memorandum of Understanding (MOU) is made on 9th April 2012 between President of India acting through the Ministry of Defence, Indian Coastal Guard Headquarters through **Commandant Rajveer Singh**, Director- Administration having its Head Quarters at National Stadium Complex New Delhi 110 011 (hereinafter called the **Indian Coastal Guard** which expression shall unless the context otherwise requires include its successors/legal heirs/administrators/Executors and permitted assigns).

AND

ICICI Bank Ltd., a Banking Company incorporated under the and carrying on the business of banking under the Banking Regulation Act 1949, having its registered office at ICICI Bank Towers, Bandra Kurla Complex (East), Mumbai 400051, (hereinafter called **ICICI Bank** which expression shall unless the context otherwise requires include its successors and assigns in business) through **Vishnu Kant**, Joint General Manager, ICICI Bank.



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ICICI Bank Ltd. and Indian Coastal Guard are collectively referred to as the "the Parties" and individually as "Party".

Whereas

The Indian Coastal Guard in its efforts to simplify and streamline the salary disbursement procedure and to make available modern banking facilities to its personnel has decided to accept the proposal submitted by ICICI Bank.

And ICICI Bank possessing technologically advanced infrastructural facilities is agreeable to providing banking services as detailed herein below to the Indian Coastal Guard personnel operating their salary accounts with the Bank.

Now therefore this Memorandum of Understanding witnesseth as under:

Both Parties have agreed as follows:-

Definitions

In this MOU, unless the context or meaning thereof otherwise requires the following words/expressions/terms shall have the meaning assigned to them, respectively hereafter:

"Affiliate of ICICI Bank" means and includes:

- (a) any company which is the holding company or subsidiary of ICICI Bank, or
- (b) a person under the control of or under common control with ICICI Bank, or
- (c) any person, in more than 26% of the voting securities of which ICICI Bank has a direct or beneficial interest or control.

For the purpose of the definition of "Affiliate of ICICI Bank", "control" includes the power to direct the management and policies of an entity, directly or indirectly, whether through the ownership of voting capital, by contract or otherwise.

Anywhere Banking means that the Personnel will be entitled to access their bank accounts from any branch of ICICI Bank located in Indian territory.

"Bank working day" means any day on which the banks in Mumbai and in the relevant specific location or other location are open for purposes of business.

"Effective date means the date on which this Memorandum of Understanding has been executed".

"Indian Coastal Guard Personnel" shall mean all personnel employed with the Indian Coastal Guard having salary accounts with ICICI Bank.

Paying Authority means Indian Coastal Guard.

1. Period of MOU

This MOU shall be operative initially for a period of 3 years w.e.f. 9th day of April 2012 which may be extended for a further period of 3 years or as mutually agreed by both the Parties in writing.



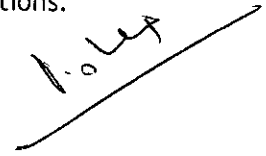
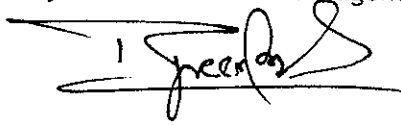
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2. Credit of Salary

- a.) ICICI Bank intends to credit into Defence Salary Account of all Indian Costal Guard personnel who may be holding their accounts in the various branches at various stations of the Bank, their salary by last working day of the month or on dates communicated in writing by the Paying Authority. The salary cheque (s) as well as the Defence Salary Account/salary details are to be furnished by the Paying Authority three working days before the date of actual disbursement of salary as per the medium and format acceptable to the bank. ICICI Bank will arrange timely clearance of the cheque (s) and ensure that the salary is credited to respective accounts and is available for withdrawal on the scheduled date of disbursement of salary.
- b.) Sundry Payments during the Month. All other sundry payments during the month are also to be remitted to individual Defence Salary Account holders as per details provided by Paying Authority. For all non salary payments money will be transferred to respective accounts within 24 hours/one working day of realization of cheque. For postings done by Paying Authority through Corporate Internet Banking the transactions will be carried out as scheduled at the time of upload. In case of failed transaction(s), details of the accounts along with amount where money could not be transferred will be intimated in writing to the Paying Authority within 2 working days. ICICI Bank will not charge any commission or service charges either from the Indian Costal Guard or the Indian Costal Guard Personnel individuals for the services rendered at as per clauses 2 a) and /or 2 b) above mentioned herein above.
- c.) Indian Costal Guard does not undertake any liability for loans given by ICICI Bank to Indian Costal Guard Personnel in their individual capacities. The Indian Costal Guard will not be impleaded in any claim, action, lawsuit which an account holder may file against ICICI Bank or vice versa i.e. which ICICI Bank may file against the account holder. However, Indian Costal Guard shall provide information about defaulters as regards heir current postal address maintained in the records subject to denial due to exigencies of service/ security considerations.

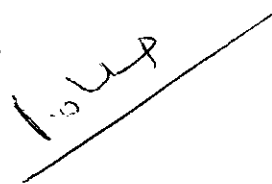
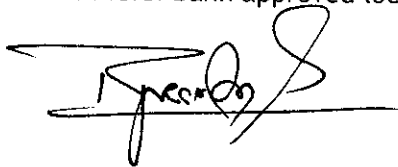


3. Facilities to Account holders

ICICI Bank intends to provide following facilities/services to Indian Coastal Guard personnel drawing their salary through any of its branches:

- ◆ Usage of the ICICI Bank ATM network free of charge.
- ◆ Usage of other banks' ATMs free of cost- subject to RBI regulations as applicable from time to time.
- ◆ Anywhere Banking services.
- ◆ Savings Account Portability facility.
- ◆ Free International Debit Card.
- ◆ Free Add-on Debit Card for Joint Account holders.
- ◆ Free facility for setting up of Standing Instructions.
- ◆ Instant credit of outstation cheques up to Rs. 15,000/-.
- ◆ Preferential allotment of safe deposit lockers, subject to availability.
- ◆ 24X7 Customer Care, Internet Banking and Mobile Banking facility.
- ◆ All other facilities being provided to Bank's normal customers operating salary accounts, subject to the discretion of the bank.

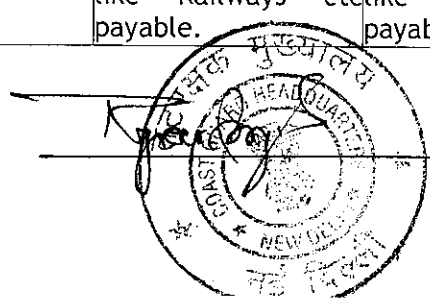
*Property should be in ICICI Bank approved locations.



4. Other facilities will be as under depending upon the grade of the Indian Coastal Guard personnel.

DEFENCE SALARY ACCOUNT BY ICICI Bank

Eligibility	PBOR^	Assistant Commandant Deputy Commandant	Commandant (JG) Commandant	Deputy General General	Inspector Director
Minimum Balance Required	NIL	NIL	NIL	NIL	NIL
Lifetime Unique Account Number	Available	Available	Available	Available	Available
Saving Account Portability facility	Yes	Yes	Yes	Yes	Yes
ATM cum Debit Card	Free	Free	Free	Free	Free
	International Silver Debit Card	International Gold Debit Card	International Titanium Debit Card	International Platinum Debit Card	
	Unlimited number of transactions	Unlimited number of transactions	Unlimited number of transactions	Unlimited number of transactions	
	No annual maintenance charges	No annual maintenance charges	No annual maintenance charges	No annual maintenance charges	
	Free Add-on card	Free Add-on card	Free Add-on card	Free Add-on card	
	Rs 25,000 limit for Point of Sale/Merchant Establishments	Rs 50,000 limit for Point of Sale/Merchant Establishments	Rs 1.5 lacs limit for Point of Sale/Merchant Establishments	Rs 2 lacs limit for Point of Sale/Merchant Establishments	
	Waiver of 2.5% fuel surcharge*	Waiver of 2.5% fuel surcharge*	Waiver of 2.5% fuel surcharge*	Waiver of 2.5% fuel surcharge	
	Rs 50000 Air Accident Insurance cover	Rs 1 lac Personal Accident Insurance cover	Rs 5 lac Personal Accident Insurance cover	Rs 10 lac Personal Accident Insurance cover	
Transactions at ATM	Any number of transactions subject to a maximum limit of Rs. 25,000/- per day	Any number of transactions subject to a maximum limit of Rs. 50,000/- per day	Any number of transactions subject to a maximum limit of Rs. 1,00,000/- per day	Any number of transactions subject to a maximum limit of Rs. 1,00,000/- per day	
	Special offer for Indian armed forces: Unlimited free transactions at all other banks' ATMs, subject to RBI regulations as applicable from time to time.	Special offer for Indian armed forces: Unlimited free transactions at all other banks' ATMs, subject to RBI regulations as applicable from time to time.	Special offer for Indian armed forces: Unlimited free transactions at all other banks' ATMs, subject to RBI regulations as applicable from time to time.	Special offer for Indian armed forces: Unlimited free transactions at all other banks' ATMs, subject to RBI regulations as applicable from time to time.	
Internet Banking	Free facility offered from ICICI Bank. Charges applicable to third party sites like Railways etc payable.	Free facility offered from ICICI Bank. Charges applicable to third party sites like Railways etc payable.	Free facility offered from ICICI Bank. Charges applicable to third party sites like Railways etc payable.	Free facility offered from ICICI Bank. Charges applicable to third party sites like Railways etc payable.	



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Programmes				
Pension Account****	Yes	Yes	Yes	Yes
New Pension System	Yes	Yes	Yes	Yes
Benefits to Unit Account	Yes	Yes	Yes	Yes
Interest concession on Home Loan #	50 bps lower than variable Home Loan Market Card Rate	50 bps lower than variable Home Loan Market Card Rate	50 bps lower than variable Home Loan Market Card Rate	50 bps lower than variable Home Loan Market Card Rate
Processing Charges on Home Loans	0.25%	0.25%	0.25%	0.25%
Up to 80% funding of cost of property **	Yes	Yes	Yes	Yes
Free accidental insurance on Home loan	Yes	Yes	Yes	Yes

^PBOR includes Naviks, Uttam Naviks, Pradhan Naviks, Adhikari, Uttam Adhikari, Pradhan Adhikari, Yantrik, Uttam Yantrik, Pradhan Yantrik, Sahayak Engineer, Uttam Sahayak Engineer, Pradhan Sahayak Engineer

* On HPCL Petrol pump with ICICI Bank terminals

** Subject to eligibility criteria

*** Subject to maximum LTV of 85% and credit policy of the bank as decided from time to time.

**** Pension Offering are given in Annexure II.

For additional benefits under ICICI Bank Defence Salary Accounts, refer to Annexure I & II
For Wealth Management Services - Refer to para 6.



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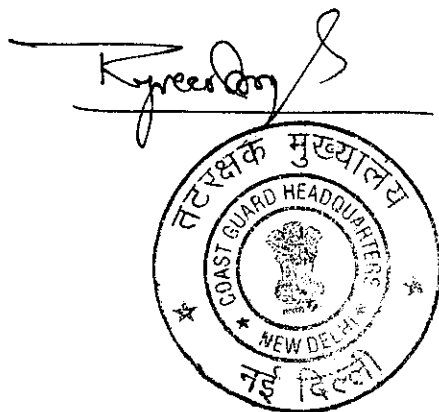


Annexure I

The additional Features offered to the Defence Salary Account are as given below:

Eligibility	PBOR^	Assistant Commandant- Deputy Commandant	Commandant (JG) Commandant	Deputy Inspector General Director General
Free Bill Pay	Yes	Yes	Yes	Yes
Standing Instructions Facility	Yes	Yes	Yes	Yes
Free Physical Statements	Quarterly	Quarterly	Quarterly	Monthly
Free SMS Alerts	Yes	Yes	Yes	Yes
Priority Services at Branches	No	Yes	Yes	Yes
Priority Processing for Phone Banking	No	Yes	Yes	Yes
Free Internet Banking	Yes	Yes	Yes	Yes
Free Mobile Banking	Yes	Yes	Yes	Yes
Free Phone Banking	Yes	Yes	Yes	Yes
Access to Wealth Lounge at branches	No	No	No	Yes
Preferential rates on purchase of Foreign Exchange services	No	No	No	Yes
Free Travel Card	No	Yes	Yes	Yes
No Commission on Traveller's Cheque	No	Yes	Yes	Yes
Rewards Program on Debit Card Dedicated Relationship Manager	Available No	Available No	Available No	Available Yes
Invitation to Wealth Management seminars	No	No	No	Yes
Offers on Debit Card**	Yes	Yes	Yes	Yes
Offers on Credit Card**	Yes	Yes	Yes	Yes

** As available on www.icicibank.com



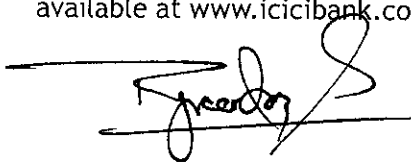
5. International Debit cum ATM Card

ICICI Bank agrees to issue a free International Debit cum ATM card to all Defence salary account holders.

ICICI Bank International Debit Card will have the following features:

1. **Zero Lost Card Liability***. The Indian Coastal Guard personnel will be protected against loss due to fraudulent use of a lost Debit Card.
2. **Purchase Protection***. In case of theft/damage of the goods purchased on the Debit Card, insurance upto the limit as given below is available and up to 15 days from the date of purchase.
3. **Personal Accident Cover***. In the unfortunate event of loss of life in a mishap, free insurance cover for the accident leading to loss of life is available to International Debit Card holders up to the limit specified below subject to the nominee's submission of proper claim as prescribed by the Insurance Company with whom ICICI Bank has a tie-up, the tie-up being subject to annual review and renewal. The Insurance Company, after receipt of the application of the nominee, will initiate the process of claim settlement. All the correspondence related to claim will be directly taken up with the claimant/nominee without involving Bank. All the settlement/ disputes will be between the claimant and the insurance company and the Bank will not be a party to such disputes. The claim settlement will be entirely the responsibility of the Insurance Company and Bank will have no liability towards any claim/dispute.
4. **Air Accident Cover***. In the unfortunate event of loss of life in a air mishap, free insurance cover for the accident leading to loss of life is available to International Debit Card holders up to the limit specified below subject to the nominee's submission of proper claim as prescribed by the Insurance Company with whom ICICI Bank has a tie-up, the tie-up being subject to annual review and renewal. Air accident benefit is available for a fare paying passenger applicable only when air tickets are purchased through ICICI Bank Debit Card. The Insurance Company, after receipt of the application of the nominee, will initiate the process of claim settlement. All the correspondence related to claim will be directly taken up with the claimant/nominee without involving ICICI Bank. All the settlement/ disputes will be between the claimant and the insurance company and ICICI Bank will not be a party to such disputes. The claim settlement will be entirely the responsibility of the Insurance Company and Bank will have no liability towards any claim/dispute.

*Covers are applicable only on active ICICI Bank debit cards which have been used for a minimum purchase of Rs. 199/- at merchant outlet or websites in the last 30 days prior to the date of loss. The event should be reported within 15 days of its occurrence. The terms and conditions as applicable is available at www.icicibank.com



1.04.17



Details of the Insurance covers available are given below:

Debit Card	Silver card	Gold card	Titanium card	Platinum card
Purchase Protection	Yes, Rs.25000	Yes, Rs.50000	Yes, Rs.1 lac	Yes, Rs. 2 lac
Personal Accident Insurance	No	Yes, Rs.1 lac	Yes, Rs.1 lac	Yes, Rs. 10 lac
Personal Accident Insurance	Air Yes, Rs.50000	Yes, Rs.10 lac	Yes, Rs.15 lac	Yes, Rs. 20 lac

6. ICICI Bank Wealth Management Relationship

Apart from the above-mentioned facilities, ICICI Bank Wealth Management customers, will be given additional facilities as mentioned under:

- Higher daily ATM cash withdrawal limit of Rs 1 lac.
- Higher daily POS spend limit of Rs 2 lac.
- Fuel surcharge waiver at HPCL pumps.
- Personalized Embossed Card.
- Priority Services at Branches.
- Priority servicing on Phone Banking.
- Preferential rate on purchase of Foreign Exchange.

7. Recall of Salary Disbursed

In exceptional circumstances, the Indian Costal Guard may recall the salary erroneously disbursed to deserters or delinquent personnel. Upon written request of the Indian Costal Guard communicating specific details of personnel, bank account number with ICICI Bank, period and amount, and further subject to availability of funds in the specified account and subject to the total amount of the last salary credit, the Bank will comply with the request, if provided within 3 working days from the date of disbursement of the last salary, and refund the amount by a Bank Draft to the Indian Costal Guard for crediting into their account. ICICI bank will not be liable or held accountable for any consequential or related action arising from the act of refund of amount to the Indian Costal Guard .

Pending refund of the amount recalled, ICICI Bank will mark a debit freeze hold on the required amount(s) so notified by the Indian Costal Guard in the concerned salary account with ICICI Bank to prevent fraudulent withdrawals from it.

The above will not apply for salary accounts with other banks.



8. Confidentiality

Either Party shall treat as confidential all information obtained as a result of entering into or performing the obligations under this MOU but shall be bound to disclose the same if needed by operation of law or by judicial authorities or by regulatory authorities.

9. Complaint Redressal and Review Mechanism

The Parties shall structure a Complaint Redressal Mechanism to address the issues faced by the Indian Coastal Guard Personnel with respect to the operation of their salary accounts held with ICICI Bank. The detailed structure and the manner of operation of the Complaint Redressal Mechanism shall be as mutually decided by the Parties.

10. Termination

This MOU may be terminated with immediate effect by either Party giving notice of termination to the other Party (the "Defaulting Party") provided

If the Defaulting Party has committed a material breach of any term of this MOU and has failed to remedy such breach (if capable of remedy) within thirty (30) days after notice from the other Party to do so.

or

If the Defaulting Party repeatedly commits the same breach of any of the terms of MOU then the contract may be terminated without any further notice.

or

If the defaulting Party shall cease to carry on its business or substantially the whole of its business.

or

If there is a material adverse change in any applicable law affecting Banks generally.

In the event of termination of the MOU before its term, the disbursement of salaries to the Individual account holders may continue to be done up to a period of three months from the date of termination through the same salary account on the same terms and conditions as stipulated in this MOU.



11. Miscellaneous:

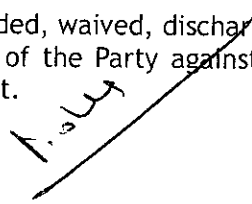
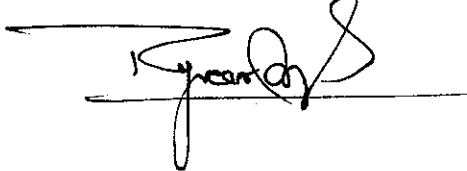
- a) ICICI Bank will consider the installation of ATMs, and setting up of branches at locations that are mutually convenient. The Indian Costal Guard on its part will make efforts to provide space for setting up ATMs and Branches which are suitable for the Bank's requirements. The space if available will be provided on rent as mutually agreed by both the Parties.
- b) As regards Know Your Customer (KYC) norms, a certificate/letter issued/Account Opening form countersigned by the Commanding Officer / authorised signatory from the individual's unit, certifying his identity and present address will be acceptable to the Bank.
- c) Salary Relationship Managers will be a contact point for Defence Banking related issues and will also be undertaking the marketing of Defence Salary Accounts. This should be facilitated by the Indian Costal Guard in terms of allowing distribution of publicity material, making presentations, etc as per mutual convenience.
- d) Special facilities will also be extended to pensioners of Indian Costal Guard in case they choose to draw their pension through ICICI Bank. ICICI Bank on its part will arrange to make pension disbursements in compliance with instructions issued by Government of India from time to time, according to due priority. Complaints from individual pensioners may be addressed to the Complaint Redressal and Review Mechanism mentioned at Para 9 above.

12. Publicity

- a) ICICI Bank may publish / market about its services extended to Indian Costal Guard personnel under this MOU and / or promote its business objectives from time to time.
- b) For the purposes mention above, Indian Costal Guard shall grant ICICI BANK the right to use their trademarks, trade names, service marks, logos, brands, copyright, designs or any other intellectual property, ("Indian Costal Guard's Permitted Intellectual Property"), during the tenure of this Agreement, without any prior written approval of the Indian Costal Guard .
- c) Indian Costal Guard recognizes the proprietary rights of ICICI BANK and their Affiliates rights in their trademarks, trade names, service marks, logos, brands, copyright, designs or any other intellectual property ("ICICI Bank's Intellectual Property"). Indian Costal Guard shall ensure that the ICICI Bank's Intellectual Property is not used by Indian Costal Guard for any purpose including but not limited to venture, marketing activity, promotional activity except by prior written consent of ICICI Bank.

13. Amendment

Any provisions of this MOU may be amended, waived, discharged or terminated (in each case) only by a written request signed by or on behalf of the Party against whom enforcement of the amendment, waiver, discharge or termination is sought.

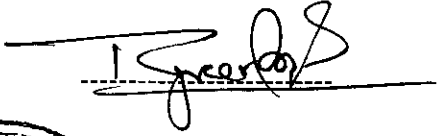


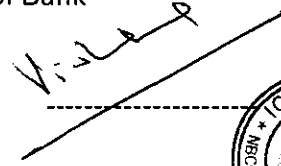
14. Notices

Each notice, demand or other communication to be given or made hereunder shall, except as otherwise provided herein, be given or made in writing and may be sent by one Party to the other Party by Registered Post, telex, facsimile or hand to the address or numbers mentioned above or such other address and numbers as one Party may inform the other in writing from time to time.

Signed on behalf of Indian Costal Guard
Indian Costal Guard Head Quarters

Signed on behalf of
ICICI Bank





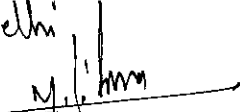


(Authorized Signatory)
Commandant Rajveer Singh
Director - Administration

(Authorized Signatory)
Vishnu kant
Joint General Manager

Date: 09 Apr 2012

Place: Delhi

Witness 

Name: M SRIVASTAVA, COMDT

Signature:

Witness Raman Wale

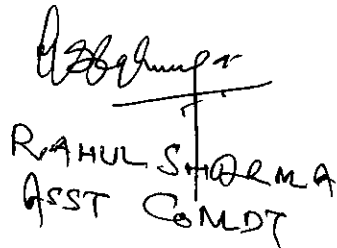
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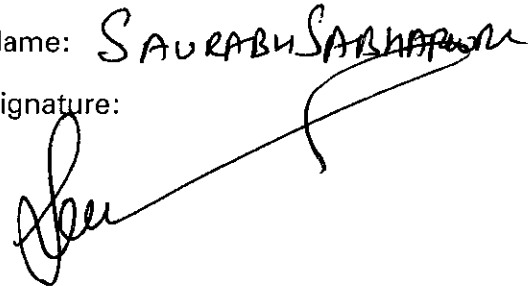
Signature:


RAHUL SHARMA
ASST COMDT

Witness

Name:

Signature:


SAURABH SANHWAL

Annexure II

Pension Account

In our endeavor to provide complete financial solutions to every retiring individual, we offer a special Pension Account. This tailor-made account will help retirees in investing through a range of financial products that are designed to ensure a comfortable lifestyle even when he/she stops earning regularly.

ICICI Bank offers a basket of special product features for the Pension account:

- Life Long Zero Balance Account with Portability facility
- Free Anywhere banking
- Free Multi-city Cheque book
- Monthly statements
- Free International Debit Card with Insurance cover
- Higher withdrawal & spend limit on Debit Card
- Free International Debit Card for joint account holder
- Free Demand Draft / Pay Order upto Rs.5 lacs per annum
- Free NEFT / RTGS
- Free Bill Payment facility
- Discount on locker charges
- Preferential Rate on Foreign Exchange
- Discount on Purchase of Pure Gold
- 24X7 Customer Care, Internet Banking and Mobile Banking facility
- and many more

We intend to organize Monthly Retirement Planning seminars for defence personnel at all locations where we are present. These seminars will help them in planning the post retirement life better through structured financial planning and investment services.

