

Date: 15th July 2020

Sub: Intimation regarding inactivity at the Point of Sale Terminal ('POS Terminal') installed at your establishment

Dear Customer,

Greetings from ICICI Merchant services!

This is with reference to the POS Terminal installed at your establishment. It has been observed that no card transactions have been processed through the said POS Terminal for the last 150 days.

We would like to understand the issues you may be facing with the POS Terminal / Terminal accessories, due to which you may not have been able to accept cards at the said POS Terminal. In case of any POS Terminal fault or service issues, please do contact us at our 24 x 7 Customer Care Number: **1800-266-6545/ 1800-102-1671** or email us on merchantcare@icicims.com, we are happy to address your issues.

In the event that you wish to discontinue our services, you may call our Customer Service number **1800-266-6545/1800-102-1671** to book a service call for the collection/de-installation of the POS Terminal. Upon de-installation, you are requested to keep the acknowledgement of collection/ de-installation of the POS Terminal (that our service provider will provide to you at the time the POS Terminal is collected) for a period of 18 months there from, following which you may destroy these documents.

We look forward to hear from you within 7 days of the print date of this letter (i.e. on or before **22nd July 2020**). Please note that in the event we do not receive any communication from you within the stipulated timeframe, we will proceed to deactivate the POS Terminal and discontinue our services. Further we will be constrained to write-off the value of the POS Terminal in our books and will levy terminal recovery charge & cancellation fees as per the terms of the Merchant Processing Agreement ("Agreement"), i.e. the cost of the equipment or the fair market value of the POS Terminal had it been returned to ICICI Merchant Services in appropriate condition. This in no event shall be less than Rs. 9000/- for the standard PSTN POS terminal, Rs. 4500/- for a MPOS terminal, Rs. 8000/- for a Mini GPRS POS terminal, Rs. 15000/- for a GPRS POS terminal and Rs. 20000/- for an Android POS terminal.

Further, please note that in the event that the POS Terminal/equipment is returned to us but is damaged, then appropriate charges shall be levied on you in accordance with the terms of the Agreement.

In exceptional cases, the aforesaid terminal recovery charges may be reversed upon due receipt of the POS Terminal along with accessories in good working condition except reasonable wear and tear, but the following conditions/charges shall be applicable:

- No service tax shall be refunded for any reversals of terminal recovery charges;
- A terminal pick up charge of Rs. 250 per POS Terminal shall be deducted from the refund;
- For each month of delay post the deactivation of services date, you shall be liable to pay a charge of Rs. 600 (calculated on a pro-rata basis), which charge shall be deducted from any amounts to be refunded to you.
- Please note that cancellation fees of 3500/- will be charged for all terminals installed after 1st May'19.

Looking forward to a fulfilling relationship and more opportunities to be of service to you.

Note: This is a computer-generated letter and does not require any signature.