



## Schedule of Charges (SOC)

All charges mentioned herein are applicable to merchants availing our POS terminal/Payment Gateway.

Type of Charges	Amount/%	Applicable
<ul style="list-style-type: none"> <li>• Credit Card, Debit Card and Prepaid Card Pricing</li> <li>• Terminal Installation Charges/Rentals</li> <li>• Annual Membership Fee</li> <li>• Payment Gateway Transaction Fee</li> <li>• One-Time Setup Fee</li> <li>• eComm/Commerce Connect Transaction Fee/Integration Fee</li> <li>• MSF Transaction Charges</li> </ul>	As per terms of agreement	Per transaction/per terminal
Physical Payment Advice	INR 299/-	Monthly charge for daily statement
	INR 149/-	Monthly charge for weekly statement
	INR 99/-	Monthly charge for monthly statement
Email Payment Advice	INR 50/-	Monthly charge per statement
Chargeback Management Fee	INR 500/-	Per instance
System Utilization and System Services Fee	INR 1/-	Per transaction
SMS Notification	INR 10/-	Per month
Late Settlement Fee	0.5% or INR 500/-, whichever is higher	For all transactions settled after 48 hours
Chip Card Fallback Fee	INR 50/-	Per fallback transaction
EMV	Fee on chip based transactions: 0.1%	
Cancellation Fee	INR 3500/- for GPRS terminal INR 5500/- for Android terminal	For cancellation within 36 months of setup
Terminal Repair Fee	GPRS/Android terminal: INR 499/- or actual cost of repair (whichever is higher)  POS terminal: INR 499/-  Mobile POS terminal: Flat INR 4,500/- for replacement	In the event of terminal breakdown requiring parts/terminal replacement
Terminal Recovery Charge	INR 15,000/- for GPRS terminal INR 9,000/- for PSTN terminal INR 20,000/- for Android terminal	For zero transactions on the terminal for a continuous period of 45-days
Low Output Management Fee (per POS terminal)	INR 599/- INR 399/- INR 299/- INR 199/- NIL	Monthly charge if monthly business < INR 15,000/- Monthly charge if monthly business between INR 15,001/- and INR 25,000/- Monthly charge if monthly business between INR 25,001/- and INR 50,000/- Monthly charge if monthly business between INR 50,001/- and INR 100,000/- Monthly charge if monthly business is above INR 100,000/-
Low Output Management Fee (per Mobile POS terminal)	INR 250/- INR 150/- INR 125/- INR 75/-	Monthly charge if monthly business < INR 9,000/- Monthly charge if monthly business between INR 9,001/- and INR 15,000/- Monthly charge if monthly business between INR 15,001/- and INR 30,000/- Monthly charge if monthly business between INR 30,001/- and INR 60,000/-
Low Output Management Fees (eComm)	INR 500/-	Monthly charge if monthly business < INR 200,000/-
Annual Maintenance Fee	INR 1199/- per terminal	Levied annually post 3 months of terminal installation
Application Processing Fee (Non-refundable)	INR 1000/-	Per application

## Most Important Terms and Conditions

Terms used in capital letters but not defined herein shall have the same meaning as given to them in the General Terms and/or other Transaction Documents. The Most Important Terms and Conditions (MITCs) mentioned hereinbelow are to be read and understood in conjunction with the Merchant Processing Application Form as executed by you in favour of ICICI Bank Limited ("ICICI") and ICICI Merchant Services Pvt. Ltd. ("ICICI Merchant Services") ("Application") and the Transaction Documents, which is comprised of the Application, the Privacy Statement and Consent, the General Terms (which includes the Ecom Terms and the Other Payment Method (OPM) Terms) and the Operating Guide ("Transaction Documents") for receiving payment processing facilities and services ("Services"). The General Terms including the Privacy Statement and Consent and the Operating Guide are given on the link [\[firstdata.com/downloads/icici\\_ms/pdfs/TandC.pdf\]](https://firstdata.com/downloads/icici_ms/pdfs/TandC.pdf). In the event of a conflict between any of these MITCs and the Transaction Documents, the Transaction Documents shall prevail.

- 1. Transaction Procedures:** You must follow all procedures and requirements relating to Card transactions set out in the Transaction Documents, including complying with the Operating Guide and applicable Card Scheme Rules, as amended from time to time.
- 2. Transaction Records:** You must provide ICICI Merchant Services with your records, and all information and assistance that ICICI Merchant Services may reasonably require, relating to any Card transactions when ICICI Merchant Services requests them.
- 3. Compliance of Data Security Standards:** You shall comply with provisions contained in Payment Card Industry – Data Security Standards ("PCI -DSS"), PA DSS and PCI PED, as published on [paymentcardindustry.com](https://www.paymentcardindustry.com). As part of PCI DSS obligations among other things, you shall not store card authentication information (Track 2, CVV, PIN and PIN Block) and shall also eliminate/minimize storage of Valid Card information (Name, Expiry date) in electronic or paper form and if absolutely necessary store the same in encrypted form, after notifying to ICICI and ICICI Merchant Service. In addition, you shall carry out quarterly vulnerability scans as prescribed by PCI Security Standards Council ("PCI SSC") in Approved Scan Vendor scan procedures, and send scan reports to ICICI. As per regulations issued by Visa/Mastercard/Amex /Discover/ JCB, the High Risk Merchants and Merchants carrying on transactions above the limits, decided by PCI SSC will have to get their controls validated through an external audit by a Qualified Security Assessor.
- 4. Fees:** (a) You must pay ICICI Merchant Services the fees along with applicable indirect taxes including service tax for the Services as set out in the Application, as well as any additional fees or pricing set out in the Transaction Documents. Those fees are payable when the Services are provided. However, ICICI will, at the direction of ICICI Merchant Services deduct those amounts from the amounts payable to you under the Transaction Documents and you provide your express consent and authorisation to ICICI to honor such directions given by ICICI Merchant Services to ICICI. You agree that the fees for Services may be adjusted by ICICI Merchant Services upon 15 days' notice, provided that in case of revision to fees pursuant to regulatory or Card Scheme changes or impositions any such fee revision shall be effective forthwith upon notice. Fees and other amounts paid by you to ICICI Merchant Services for services provided by ICICI Merchant Services, will be paid along with applicable indirect taxes including service tax and this arrangement will be independent of ICICI. Any communication received by You from ICICI Merchant Services related to pricing shall be binding on You.
- 5. Chargebacks and Other Liabilities:** You must compensate and indemnify us, that is, ICICI or ICICI Merchant Services jointly and/or severally for any actions, claims, costs, loss, damages expenses or liability made against or suffered or incurred by any one or more of us either directly or indirectly arising out of: (i) a Card transaction between you and any Cardholder; (ii) all Card transactions you submit that are charged back; (iii) your failure to produce a clear, legible and valid Card transaction record requested by us within the applicable time limits; (iv) you or any of your Employees processing a transaction with wrong transaction information; (v) any error, negligence, wilful misconduct or fraud by you or your Employees; (vi) any dispute over goods or services between you and a Cardholder; (vii) any warranty or representation whatsoever in relation to any goods or services supplied by you; (viii) your failure to comply with any of your obligations under the terms of the Transaction Documents; (ix) Any fines or penalties imposed by the Card Schemes in connection with your use of the Services; (x) any losses suffered by either of us as a result of that one of us indemnifying the other for your failures to meet your obligations under the terms of the Transaction Documents.

ICICI and its Affiliate shall have the paramount right of combination and set-off and lien irrespective of any other lien or charge present as well as future on the deposits of any kind and nature (including fixed deposits) held/ balances lying in any account that You hold with ICICI towards the satisfaction of Your liability under the terms of the Transaction Documents. ICICI are entitled without any notice to you to settle any indebtedness whatsoever owed by you to ICICI and/or its Affiliate, hereunder or under any other document relating to the Services, by adjusting, setting-off any deposit(s) and/or transferring monies lying to the balance of any account(s) held by you with ICICI and/or its Affiliate.

- 6. Debits and set off:** ICICI shall itself or at the instruction of ICICI Merchant Services as relevant may reserve the right to: (a) debit your Settlement Account and/or (b) deduct and set off from settlement funds due to you; and/or (c) invoice/raise a debit note to recover from you separately, for any amounts then due from you to us, arising out of or in relation to the terms of the Transaction Documents.

- 7. Interest:** ICICI shall also charge interest at the rate, which is 18% per annum or such other charges as notified to you on amounts outstanding to us from you and where there were insufficient funds in your account to satisfy the above amounts.

- 8. Security:** ICICI Merchant Services and /or ICICI may from time to time request security from you or a guarantor to secure performance of your obligations under the Transaction Documents. You agree to do all things necessary to put in place enforceable security as requested by ICICI Merchant Services and/or ICICI as laid down under the Transaction Documents.

- 9. Financial and Other Information:** Upon request, you will provide us with such copies of financial accounts and other such documentation or information concerning your business as we request to assist us with our continuing evaluation of your financial and credit status. Further, You must advise Us immediately of any change in circumstances affecting your business including any Insolvency Event, Change in Control or change in business name, business address, legal status or other business details.

- 10. Your Information:** (a) You authorise us to obtain from third parties financial and credit information relating to you, your directors, officers and principals in connection with our determination whether to accept the Transaction Documents and our continuing evaluation of the financial and credit worthiness of you, your directors, officer and principals. (b) We will handle any information we collect about you, your directors, officers and principals in accordance with Privacy Laws, our privacy collection statements and privacy policies. We will implement all data security measures required by such laws and policies. (c) You, your directors, officers and principals acknowledge that information that is collected about you, your directors, officers and principals or held by us may be shared between ICICI Merchant Services and ICICI (and our respective related bodies corporate which may be located inside or outside India) in connection with the terms of the Transaction Documents and in accordance with our privacy collection statements and privacy policies, and consent to such sharing of information. (d) You authorise us to share information from your Application between ICICI and ICICI Merchant Services and our respective related entities, service providers, persons under a duty of confidentiality to us, and also with the third-party, affiliates and Associations (which may be located overseas) as relevant to the transaction. (e) You authorise us to share any information about you, your directors, officers and principals with any court, tribunal, regulatory, supervisory, governmental or quasi-governmental authority which has jurisdiction over us or our related entities (which may be located inside or outside of India). (f) You irrevocably authorise us to discharge and/or release to the relevant Card Schemes all or any of the documents (including but not limited to the form and the content of the Transaction Documents), figures, codes, data and information of whatsoever nature which from time to time or at any time you disclose or release to us and/or we may have access to under or by virtue of your participation in the Card Schemes, any transaction contemplated in this Transaction Documents and/or in relation to or in connection with the Transaction Documents; and/or which an Card Schemes may lawfully require us to provide to it from time to time or at any time.

- 11. Return of Equipment:** Upon termination/expiration of the arrangement pursuant to the Transaction Documents, You are obligated to return the terminal/Supplied Equipment to ICICI Merchant Services. For each item of Supplied Equipment that you fail to return to ICICI Merchant Services in accordance with the terms of the Transaction Documents, You agree that ICICI Merchant Services shall be entitled to debit Terminal Recovery Charges as mentioned in the Transaction Documents. You also agree that ICICI Merchant Services may retrieve the Supplied Equipment from You and You authorise ICICI Merchant Services to access your premises for that purpose.

- 12. No Transaction Charges to be levied on Cardholders:** Pursuant to Circular Nos: CEPD.CO.PRS. O.3732/13.01.001/2017-18 from the Reserve Bank of India, 'On the extra charges levied by merchants on customers making payments through debit cards', You agree that You will not levy any transaction charges on debit card transactions done by Cardholders at POS terminals. In this regard You also agree that You will display appropriate stickers/signage stating "No extra charges levied on Debit Card usage at POS".

Card for the purposes of this Application is defined as A Credit Card or Debit Card or Other Payment Method as specified on the Application and as amended from time to time and an Other Payment Method (or OPM) means the services offered by ICICI Merchant Services to provide Merchant with the ability to accept payments through other and newer form factors/payment methods such as prepaid, net banking, UPI, QR code, wallet or similar account, and so on.