

Terms & Conditions governing the appointment of Broker/ Service Provider

1. The Broker shall cover all the deposit schemes of ICICI Home Finance Company Limited (ICICI HFC) as are in force and will be introduced from time to time. All the deposits shall be collected by the Broker unless expressly excluded by ICICI HFC. (ICICI HFC and Broker hereinafter shall collectively be referred to as "Parties").
2. The broker shall carry out all the instructions and directions issued by ICICI HFC or persons duly authorized by ICICI HFC from time to time and promptly correspond with ICICI HFC in all matters referred to the Broker.
3. The payment of brokerage shall be done on pre-defined frequency and subject to the submission of proper invoice. The payment of commission shall be subjected to deduction as per the applicable taxes under the Income Tax Act, 1961 or other applicable laws
4. Broker will be eligible for Brokerage /sub-brokerage on the business procured at the rates prevailing on that day and as may be decided by ICICI HFC from time to time. Such Brokerage /sub-brokerage rates will be subject to revision at the sole discretion of ICICI HFC
5. The broker is not entitled to any commission, if he/she is the 1st deposit holder in the FD application form.
6. If the Depositor pre-closes the FD before the date of maturity (other than death claim), then the Brokerage may be recovered by ICICI HFC, at the discretion of ICICI HFC.
7. The broker is not authorized to receive money or cash on behalf of ICICI HFC and issue any receipt.
8. The Broker agrees to give correct information along with the broker code number as mentioned in the application form. Broker shall not be paid any commission in the absence of the broker code number or incompletely filled form.
9. The Broker acknowledges and agrees all the information provided by ICICI HFC to the broker is sensitive and confidential in nature and Broker shall insure that neither the Broker nor any of its personnel will do any act for violating the same.
10. The Broker agrees not to hold itself out to be an employee of ICICI HFC. The Parties agree that, in offering the services, the Parties shall act only on a principal to principal basis and not as an agent of the other Party. Nothing in these terms and conditions constitutes an agency, partnership or joint venture between ICICI HFC and the Broker.
11. ICICI HFC shall at all times be entitled to monitor and assess the performance of the Broker, ICICI HFC also reserves the rights to conduct audits on the Broker whether by its internal or external auditors and to obtain copies of any audit or review reports and finding made on the Broker.
12. The Broker shall have no right to enter into any agreement or arrangement for and/or on behalf of ICICI HFC or to represent to any person, firm or corporation that it has such right or authority, without the prior written consent of ICICI HFC.
13. Broker shall take prior approval/consent of the ICICI HFC before hiring any sub-contractor or any sub-broker.
14. The Broker recognizes the right of NHB/RBI to inspect/cause an inspection to be made of the Broker and its books or accounts by one or more of its officers or employees or other persons.
15. ICICI HFC reserves the right to amend or terminate, repudiate or revoke and modify the terms and conditions at its sole discretion.
16. ICICI HFC reserves the right to terminate the empanelment of Broker on its sole discretion in writing, without assigning any reasons.
17. The Broker shall, at its own expense, indemnify, defend and hold harmless ICICI HFC from and against any and all the liabilities, whether direct or indirect, suffered or incurred due to non-performance, inadequate performance, or breach of any terms and conditions contained herein.
18. The Broker also agrees to indemnify ICICI HFC fully and against any claims & demands by any local, state or central authorities, judgement or decree of the court, litigation/arbitration by any third party, taxes, duties and/or penalties for causing any loss to any person, firm or corporation on account of the actions of the Broker.
19. Parties shall be governed by Indian Laws and court of Mumbai shall have exclusive jurisdiction in respect of matters and disputes arising from this document.

Date:

D	D	M	M	Y	Y	Y	Y
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Place:

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Stamp & Signature

Self Declaration

(Self-Declaration to be obtained on the letter head of the service provider/plain paper)

Date:

To,
ICICI Home Finance Company Ltd

Subject: Declaration for compliance

Dear Sir/Madam,

I/We _____, in respect of the
_____ activity carried out by me/us on behalf of the ICICI Home Finance Co. Ltd.,
hereby confirm as under:

1. I/We am/are not a subsidiary of ICICI Home Finance Co. Ltd. (The Company) and am/are not owned or controlled by any director or officer/employee of the Company or their relatives having the same meaning as assigned under Section 2(77) of the Companies Act, 2013. (*)
2. No Chairman / Managing Director or director or a relative/near relation, as specified by RBI, of a Chairman / Managing Director or director of a banking company (including ICICI Bank and its subsidiaries) or mutual funds/venture capital funds or a relative/near relation, as specified by RBI, of a senior officer of ICICI Bank, as specified by RBI, is: a partner of my/ our concern, or a trustee, member, director, manager, employee of my/ our concern, or of my/ our subsidiary, or my/ our holding company, or a guarantor on my/ our behalf, or holds substantial interest in my/ our concern or my/ our subsidiary or holding company.

For the purpose of this clause the terms "relative", "near relation" & "senior officer" shall have the same meaning described to them under the RBI master circular on Loans and Advances dated July 1, 2015, para 2.2.1.8 and shall include any amendments made thereto.

3. There is no outstanding litigation or criminal conviction against me/us.
4. All the applicable laws, rules, regulations of RBI/NHB/SEBI/other statutory authorities including maintaining confidentiality and security of customer information are being complied with by me/us.
5. There are no cases of any regulatory or compliance breaches including breaches of any confidentiality or security of customer information against me/us.
6. Report on self-due diligence conducted on my/our employees – I/We confirm that the names, addresses, contact numbers and educational background of each employee is available in my/our records and appropriate background checks have been undertaken and are ensured for the employees. (*)
7. Strong security controls have been implemented to maintain confidentiality, integrity and availability for the information shared by/to the Company and/or for the transactions processed on behalf of the Company

or its customers. The controls address the risks (but not limited to) enlisted below as per industry best practices:

- All risks pertaining to the Company or its customer's data and/or transactions are being mitigated by the Service Provider;
- Data leakage is being prevented through appropriate preventive and detective controls;
- Data is not being misused during or after the retention period approved by the Company;
- Risk emanating from conducting sensitive/financial transactions without appropriate review/checker mechanism is being mitigated;
- Risk of unauthorised access or modification of data/transaction from within or external network is being mitigated including the communication channel with the Company;
- Any data shared by the Company with me/ us for the purposes of Service Provider Agreement shall not be retained by me/ us for any period longer than the retention period as approved by the Company. Such data shall be purged as per the instructions of the Company. In the event of termination of the Service Provider Agreement for any reason whatsoever, I/ We agree to purge such data within [_____] days from the date of termination unless otherwise requested by the Company, proof of which shall be given to the Company

I/We confirm that the aforesaid declarations are true and correct since the date of execution of the Agreement. I/We hereby undertake to update the Company of any change in position with respect to the declarations provided herein above.

Name of the Service Provider

Stamp and Signature of the Service Provider

Date:

(*Note – please delete paragraph if not applicable as an individual service provider)

Due Diligence for Empanelment of New Service provider

PARAMETERS	DETAILS OF VENDOR		
1 Name of the Service Provider	Affix a photograph here		
2 Father's / Husband's name (For Sole Proprietorship or Individual DMA/DSA/ Individual vendor)			
3 Date of Birth/ Incorporation (DD/MM/YYYY)			
4 Present Occupation (For Sole Proprietorship or Individual /DSA)			
5 Languages Known (For Sole Proprietorship or Individual DMA/DSA)			
6 Contact Details: · Office Telephone · Email id of the Service Provider			
7 Bank Account details: ·Account number ·Type of account ·Name of Branch ·Address of Branch			
8 Type of Entity (Please tick at relevant option)	☐ Individual ☐ Proprietor ☐ Partnership ☐ Public Limited Co ☐ Private Limited Co ☐ Others (please specify) _____		
9 Names, address and contact nos.(Mobile numbers & Residence) of proprietor/ partners/directors:	Proprietorship		
10 Educational background of the service provider (documents to be obtained.)	Qualification	Name of Institution	
11 Number of years the service provider is in operation (Experience)			
12 List of other HFCs/Banks to whom services provided and the type of services provided	HFC/Bank	Location	Nature of Services Provided
13 Market Feedback on the Service Provider			
14 Is any training imparted to the employees of the Service Provider? (If yes, please attach the training records such as attendance sheet, emails)	☐ Yes ☐ No		
15 If the answer to the above question is a "No", what other arrangements are made by the service provider in this respect			

16	If the reply is YES to the above question, pls detail out the training process imparted by the Service Provider to its employees.	☐ Yes ☐ No
17	The financial strength of the service provider is (tick the correct option)	☐ Excellent ☐ Good ☐ Poor
18	Data Security requirements: · Whether data sharing is only through SFTP mode (secure mode) · Is there a dependency on the system/application provided by the service provider for processing our Company's data/processes? · Is the service provider's system compatible with that of the Company's? · Whether confidentiality of the Company's data /records is maintained by the service provider?	
19	Whether the service provider is following the regulatory norms as applicable for the activity. (self-declaration by the service provider is obtained for the same)	Please obtain self-declaration from the broker/ service provider.
20	Whether the service provider is a subsidiary of the Company and whether it is owned or controlled by any director or key managerial personnel or approver of the outsourcing arrangement of the Company or their relatives, officer /employee of the Company or their relatives having the same meaning as assigned under Section 2(77) of the Companies Act 2013. If yes, then data in KMP to be checked and approval from Finance team to be obtained via Email	Please obtain self-declaration from the broker/ service provider.
21	Is there any Complaint, outstanding or potential litigation or any criminal conviction against the service provider in the past? (self-declaration by the service provider is obtained for the same)	Please obtain self-declaration from the broker/ service provider.
22	Whether the service provider involved in the activity, is servicing many HFC's in the industry	<u>(If answer is "Yes", please provide controls to be executed to limit/mitigate "single service provider" risks)</u>
23	Whether the Service provider is having proper BCP in place?	<u>If answer is "No", please provide controls as to how the back-up would be ensured)</u>

24	<u>Due Diligence of employees:</u> Whether service provider has executed due diligence of it's employees and sub-contractors. (The service provider is expected to furnish report that names, addresses, contact numbers and educational background check is also ensured for its employees)	
25	<u>KYC Documents:</u> Address proof (indicate details of documents obtained of the entity/ individual as well as proprietor, partners and directors as per entity category)	
26	Whether the following have been performed during due diligence: RCU Field investigation / background check Name screening	☐ Yes
27	Additional parameters applicable for evaluation of IT service providers are mentioned in the table below. The same shall be considered by IT team	☐ Yes

Approved by (Subgroup / unit / function head not below the rank of Chief Manager/ Regional Manager/ Zonal Manager)	Signature of the approver: Name of the approver: Employee ID of the approver: Designation of the approver
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LIST OF DOCUMENTS TO BE SUBMITTED FOR KYC COMPLIANCE

Please find below list of Officially Valid Document (OVD) acceptable for identity and address proof

SR.	CATEGORY	LIST OF DOCUMENTS
1	Individuals Legal name and any other names used (<u>Any one for identity proof and any one for current address proof</u>)	Identity Proof - Passport - Driving License issued by Regional Transport Authority - Voter ID - Job card issued by NREGA signed by State Government Officer - Letter from National Population Register - Proof of possession of complete Aadhaar number Latest IT Returns Bank Statement for last six months Current Address proof - Passport - Driving License issued by Regional Transport Authority - Voter ID - Job card issued by NREGA signed by State Government Officer - Letter from National Population Register - Proof of possession of complete Aadhaar number PAN or Form 60 as per policy <u>Deemed OVD:</u> When OVD does not have updated address, client can submit any one of the below alternatives for the limited purpose of address proof: - Utility bill which is not more than two months old of any service provider (electricity, telephone, post-paid mobile phone, piped gas, water bill); - Property or Municipal tax receipt; - Pension or family pension payment orders (PPOs) issued to retired employees by Government Departments or Public Sector Undertakings, if they contain the address - Letter of allotment of accommodation from employer issued by State Government or Central Government Departments, statutory or regulatory bodies, public sector undertakings, scheduled commercial banks, financial institutions and listed companies and leave and licence agreements with such employers allotting official accommodation.
2	Corporates/ Company	- Certificate of incorporation - Memorandum and Articles of Association (Common seal is not mandatory however in case a company does not have a common seal, to authorize any person for execution of any deed or documents, the authorization shall be made by two directors or by a director and the Company Secretary) - Permanent Account Number of the company - A resolution from the Board of Directors and power of attorney granted to its managers, officers or employees to transact on its behalf. (As per OVD / Deemed OVD list above for individuals) - KYC Documents along with photograph relating to beneficial owner, authorised signatory / POA holder, as the case may be, holding an attorney to transact on the company's behalf. - In addition to the existing requirement of obtaining the list of directors, list of MD / CEO and any other person holding senior management position in the company will also have to be obtained. - Latest Income Tax Return Acknowledgment copy or latest Income Tax assessment order - Bank statement for last six months - Address proof of the registered office and the principal place of its business (If registered & principal address is same only 1 from below list is required, proof for registered and principal address if different both address proofs will be required from below mentioned list) - Certificate of Incorporation (if it has address), or any form mentioning address filed

		- with any Government Authority along with Receipt for filing. - Utility bill for Electricity, Telephone, Water Tax, Property Tax, Gas connection. At the time of submission by the customer, the same should not be more than two months' old - Copy of Agreement for premises with last paid utility bill not more than two months old in name of owner of premises. - Any Certificate/License issued by local Municipality/Government bodies mentioning address - Latest Annual Report for Government entities and listed companies. - MCA site print screen can be accepted as registered or communication address proof for entities. In case it is accepted for communication address it should be supported with a visit report. The same should be certified as True Copy by any Director/ /Whole-time Company Secretary. - IT Registration Certificate such as 12AA/80G certificate.
3	Partnership firm / Limited Liability	- Registration Certificate - Partnership Deed / LLP - Permanent Account Number of partnership firm - KYC Documents along with photograph relating to beneficial owner, authorised signatory / POA holder, as the case may be, holding an attorney to transact on its behalf - The names of all the partners - Latest Income Tax Return Acknowledgment copy or latest Income Tax assessment order - Bank statement for last six months - Address proof of the registered office and the principal place of its business (If registered & principal address is same only 1 from below list is required, proof for registered and principal address if different both address proofs will be required from below mentioned list) - Certificate of Incorporation (if it has address), or any form mentioning address filed with any Government Authority along with Receipt for filing. - Utility bill for Electricity, Telephone, Water Tax, Property Tax, Gas connection. At the time of submission by the customer, the same should not be more than two months' old - Copy of Agreement for premises with last paid utility bill not more than two months old in name of owner of premises. - Any Certificate/License issued by local Municipality/Government bodies mentioning address - MCA site print screen can be accepted as registered or communication address proof for LLP. In case it is accepted for communication address it should be supported with a visit report. The same should be certified as True Copy by any Partner / Designated Partner - IT Registration Certificate such as 12AA/80G certificate
4	Trust & Institutions	- Registration certificate - Trust deed - Permanent Account Number or Form No.60 of the trust - KYC Documents along with photograph relating to beneficial owner, authorised signatory / POA holder, as the case may be, holding an attorney to transact on its behalf - The names of the beneficiaries, trustees, settlor, protector, if any and authors of the trust - list of trustees along with status (Active/Nominee/Dormant)and Kyc documents for those discharging the role as trustee and authorised to transact on behalf of the trust. - Latest Income Tax Return Acknowledgment copy or latest Income Tax assessment order - Bank statement for last six months - Proof of registered & communication address (If registered & principal address is same only 1 from below list is required, proof for registered and principal address if different both address proofs will be required from below mentioned list) - Utility bill for Electricity, Telephone, Water Tax, Property Tax, Gas connection. At the time of submission by the customer, the same should not be more than two months' old - Copy of Agreement for premises with last paid utility bill not more than two months old in name of owner of premises. - Any Certificate/License issued by local Municipality/Government bodies mentioning address

5	Hindu Undivided Family (HUF)	· Full KYC documents of Karta (as per individual) including PAN and photograph · PAN of HUF · List of copassengers attested by the Karta · Latest Income Tax Return Acknowledgment copy or latest Income Tax assessment order · Bank statement for last six months
6	Unincorporated Association or Body of Individuals (Unregistered trusts/partnership firms shall be included under the term 'unincorporated association'. Term 'body of individuals' includes societies.)	· Resolution of the managing body of such association or body of individuals · Permanent Account Number or Form No. 60 of the unincorporated association or a body of individuals · Power of attorney granted to transact on its behalf · KYC Documents along with photograph relating to beneficial owner, beneficial owner, authorised signatory / POA holder, as the case may be, holding an attorney to transact on its behalf · Constitution document to establish the legal existence of such an association or body of individuals. · Latest Income Tax Return Acknowledgment copy or latest Income Tax assessment order · Bank statement for last six months · Proof of registered & communication address (If registered & principal address is same only 1 from below list is required, proof for registered and principal address if different both address proofs will be required from below mentioned list) - o Utility bill for Electricity, Telephone, Water Tax, Property Tax, Gas connection. At the time of submission by the customer, the same should not be more than two months' old - o Copy of Agreement for premises with last paid utility bill not more than two months old in name of owner of premises. - o Any Certificate/License issued by local Municipality/Government bodies mentioning address
7	Sole Proprietary Firm (any two of the following documents there of as a proof of business/ activity in the name of the proprietary firm shall also be obtained)	· OVD of the individual (proprietor) · Registration certificate including Udyam Registration Certificate (URC) issued by the Government · Certificate/licence issued by the municipal authorities under Shop and Establishment Act · Sales and income tax returns · CST/VAT/ GST certificate · Certificate/registration document issued by Sales Tax/Service Tax/Professional Tax authorities · IEC (Importer Exporter Code) issued to the proprietary concern by the office of DGFT or Licence/certificate of practice issued in the name of the proprietary concern by any professional body incorporated under a statute · Complete Income Tax Return (not just the acknowledgement) in the name of the sole proprietor where the firm's income is reflected, duly authenticated/acknowledged by the Income Tax authorities · Bank Statements for last six months · Utility bills such as electricity, water, landline telephone bills, etc