



Keep your valuables  
safe and secure



Safe Deposit Box

For more information:

-  [www.icicibank.co.uk](http://www.icicibank.co.uk)
-  +44 (0) 20 87958320
-  [ukwembley@icicibank.com](mailto:ukwembley@icicibank.com)
-  47, Ealing Road, Wembley,  
Middlesex HA0 4BA



## Summary of Information

### Safe Deposit Box (SDB)

Eligibility and Requirements	<ul style="list-style-type: none"><li>• SDB Holder must have a Personal Current account with ICICI Bank UK Plc.</li><li>• Maximum of three applicants can be holders of SDB.</li><li>• Valid identity proof along with 1 photograph of each holder before allotment of SDB.</li></ul>															
SDB Types	<ul style="list-style-type: none"><li>• Selection from a variety of four different types:</li></ul> <table border="1"><thead><tr><th>Type of Box</th><th>Box Dimensions ( H*W*D) (in mm)</th></tr></thead><tbody><tr><td>Small</td><td>75x335x430</td></tr><tr><td>Small Plus</td><td>100x335x430</td></tr><tr><td>Medium</td><td>175x335x430</td></tr><tr><td>Large</td><td>300x335x430</td></tr></tbody></table>	Type of Box	Box Dimensions ( H*W*D) (in mm)	Small	75x335x430	Small Plus	100x335x430	Medium	175x335x430	Large	300x335x430					
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Rent	<ul style="list-style-type: none"><li>• Rent will be charged on an annual basis and collected upfront from the active bank account based on the selected SDB type.</li><li>• Amount of security deposit collected will be held in your Current Account under Lien and will not accrue any interest. You will also not be able to access these funds.</li><li>• Post completion of the initial contract term, SDB is annually renewed for a 1 year Term and the applicable annual rent will be collected upfront.</li><li>• The annual rent inclusive of VAT and the Security Deposit for the four different SDB types are given below:</li></ul> <table border="1"><thead><tr><th>Type of Box</th><th>Rent (£)</th><th>Security Deposit (£)</th></tr></thead><tbody><tr><td>Small</td><td>£200</td><td>£500</td></tr><tr><td>Small Plus</td><td>£250</td><td>£500</td></tr><tr><td>Medium</td><td>£300</td><td>£750</td></tr><tr><td>Large</td><td>£400</td><td>£1000</td></tr></tbody></table> <ul style="list-style-type: none"><li>• In the event that you wish to reconsider your decision of renting a SDB with us, a cooling off period of 14 days is made available from the date of signing of the Agreement, during which you can cancel the agreement and hand over the keys of the SDB back to the Bank, and the bank will refund you the rent collected.</li><li>• The cooling off period is also applicable for future contract term renewals.</li><li>• No refund of rent will be made on any early closure of SDB before the expiry of the contract term.</li></ul>	Type of Box	Rent (£)	Security Deposit (£)	Small	£200	£500	Small Plus	£250	£500	Medium	£300	£750	Large	£400	£1000
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Access	<ul style="list-style-type: none"><li>• Access will be granted to the holders of SDB during the usual business hours of the branch.</li><li>• Unlimited access of SDB at your convenience during branch opening hours.</li><li>• Two set of unique keys for the SDB and inside cassette will be issued.</li><li>• In case of loss of key the SDB holder will be responsible for the expenses for the replacement of keys.</li></ul>															

Secure Environment	<ul style="list-style-type: none"><li>• The SDB is available in locked vault that is under 24x7 alarmed monitoring.</li><li>• SDB will be provided with a lockable cassette box for additional security.</li><li>• Viewing room available for privacy at the branch to access the contents of the SDB.</li></ul>
Insurance	<ul style="list-style-type: none"><li>• All contents stored in the SDB should be independently insured for their full value before keeping them inside the SDB.</li><li>• SDB should not be considered as an alternative to insuring them.</li></ul>
Items allowed for storage	<ul style="list-style-type: none"><li>• Items that belong to the holder/s can be stored in the Safe Deposit Box like jewellery, important documents and other valuables.</li><li>• There are certain items which you must not keep in SDB such as cash, chemicals, knives and plants or any property the possession of which is prohibited by law or regulation, or which may become a nuisance to us or any other customer – please see Terms and Conditions in the SDB Agreement and Application for more details.</li></ul>

This document summarises the important features of SDB. It should be read carefully together with the Terms and Conditions specified in the Safe Deposit Agreement and Application. If there is anything you do not understand please ask any ICICI Bank UK Plc Customer Service Representative.

### Key questions

1. Who regulates us?  
ICICI Bank UK PLC (Company Number: 04663024) is authorized by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority (Registration Number: 223268). Its registered office is One Thomas More Square, London E1W 1YN.

2. What should you do if you have a complaint?  
If you want to make a complaint please contact us at: Customer Relations, ICICI Bank UK, 2nd Floor, One Thomas More Square, London E1W 1YN.

Or

Call our Customer Service Centre on 0344 412 4444 (calls to this number use free plan minutes if available, otherwise they cost the same as 01/02 prefix calls).

Or

Email us at [ukcustomerrelations@icicibank.com](mailto:ukcustomerrelations@icicibank.com)

We will then arrange for a member of our complaints team to investigate and respond to you accordingly.

3. Important information about Financial Service Compensation Scheme.

For Safe Deposit Box, the Holder/s will not be eligible to claim under the Financial Services Compensation Scheme for the contents of the SDB.

For your own benefit, please ensure you have read the Terms and Conditions in the SDB Agreement and Application.

**Please contact us for any queries you may have, or if you do not understand any of the Terms and Conditions.**