

To ICICI Bank

I confirm that the activities / checks mentioned below will be conducted by Avenues India Pvt Ltd.

A) For confirmed fraud cases

- Where services/products are utilized/sent – enter all the details in the negative database.
- Where services/products are yet to be utilized/sent – cancel the transaction and refund the entire transaction amount to the card account. Also, enter all the details in negative database.

B) For suspect transactions sent to / received from ICICI Bank

- Review the transactions and check with negative database.
- Take appropriate action on the transaction.
- Update ICICI Bank on action taken.

We undertake to carry the following checks on a daily/weekly basis.

Recommendatory Checks

Card Velocity Check	✓ Yes	<input type="checkbox"/> No
High Amount Check	✓ Yes	<input type="checkbox"/> No
IP Velocity Check	✓ Yes	<input type="checkbox"/> No
E-mail ID Check	✓ Yes	<input type="checkbox"/> No
Mobile Number Check	✓ Yes	<input type="checkbox"/> No
Landline Number Check	✓ Yes	<input type="checkbox"/> No
BIN Velocity Check	✓ Yes	<input type="checkbox"/> No

We are / were tied up with _____ payment gateway. For the following reasons, we are shifting to / availing of additional, ICICI payment gateway. (If applicable)

- 1.
- 2.

We will inform ICICI Bank of any additions / change in the nature of our business.

We further undertake to disclose or adhere to the following:

We will mention clearly the delivery cost and other charges (if any) at the time of a customer making the payment online. (This will also be included in our Terms & Conditions).

The process of registration will be mandatory for all our customers.

Parameters/rule checks in the transaction monitoring system at our end:

1. Mail
2. Call

The details of the checks / rules are as follows:

- Mail Customers giving details of order placed by him and confirm the same.
- Call and confirm the details of order placed by the customer.

(Signature)

Name:

Designation of authorized signatory:

NOTE:

The above text needs to be on the merchant's letterhead and needs to be signed by the authorized signatory along with the company / firm seal.