

RETAIL SERVICE REQUEST FORM
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To: ICICI Bank Limited, Hong Kong Branch

Customer ID: _____

Customer Name: _____

Account Number (for Account related requests) _____

1. Internet Banking Related Service Requests

- ☐ Request for Regeneration/Reissue of Passwords^{Note1}
- ☐ Request for Unlocking/Activation of User ID^{Note2}
- ☐ Request for Deletion of User ID^{Note3}
- ☐ Request for disabling registration of third-party Payee via Internet Banking^{Note4}
- ☐ Request for enabling registration of third-party Payee via Internet Banking^{Note4}

2. Address change Related Service Requests

- ☐ Request for address update (mention below)^{Note5}: ☐ Permanent ☐ Office ☐ Residential

Permanent Address: _____

Office Address: _____

Residential Address: _____

Please tick which address you would like to update as Communication address in the Bank records

- ☐ Permanent ☐ Office ☐ Residential

(For change of residential or permanent address – address proof copy is required along with the form)

3. Contact Details Related Service Requests

- ☐ Update registered Mobile Number^{Note5} _____
- ☐ Update Telephone Number _____
- ☐ Update registered E-mail ID _____

4. SMS Alert Service Request

- ☐ Request for SMS Alert Service^{Note6} (charges applicable) for all credit/debit transactions above amount _____ currency _____

5. Other Service Requests

- ☐ Register for E-statement/E-advice
- ☐ Change in “Do Not Call” status – I would like to receive marketing and/or promotional materials provided by the Bank with immediate effect -
☐ Yes / No ☐
- ☐ Request for Bank Statement from _____ to _____
- ☐ Request to stop payments of Cheque _____
- ☐ Request for employer detail updation: *Please fill in all the below fields*

Industry: _____ Occupation: _____

Annual Income: _____ Designation: _____

 Employment Status: ☐ Salaried ☐ Self-employed ☐ Others _____

☐ Passport / ☐ HKID updation (Tick whichever is applicable) _____

6. Request to enable/increase funds/release of funds under Money Safe (MS) Protection

☐ Enable*
 ☐ Increase Funds*
 ☐ Release^

Account _____ Currency and Amount _____

Account _____ Currency and Amount _____

Account _____ Currency and Amount _____

Account _____ Currency and Amount _____

*You are reminded to maintain sufficient funds for meeting your daily and other ad hoc needs. Once the branch segregates an amount in your account(s) to be protected under MS, you cannot transfer/withdraw the amount without coming physically to the branch.

^Money Safe release request to be submitted at the Hong Kong branch in person. Amount mentioned above will no longer remain protected under Money Safe once it is released.

Declarations:

1. I/We hereby request ICICI Bank Limited to process my/our service request as indicated above
2. I/We confirm that the information provided above is true, complete and accurate and that the Bank shall not be held liable for any consequences arising from any incorrect information submitted by me/us
3. I/We understand that the Bank reserves the right to request for additional documents or information for processing my/our service request
4. I/We acknowledge that the Bank has the right to reject my request at its discretion if any information is incomplete, incorrect or not in compliance with the applicable laws and regulations
5. I/We understand that my/our service request will be governed by your policy statement relating to Personal Data (Privacy) Ordinance, the General Terms and Conditions Governing Account(s) and Secured Facilities, the Internet Banking Terms and Conditions, the Money Transfer Terms and Conditions, the Money Safe Protection Terms and Conditions and other applicable Terms and Conditions from time to time in force, governing the use of the services and the account(s), as amended from time to time and accessible at <http://www.icicibank.hk> (altogether referred to as 'Terms and Conditions').

Notes:

1. Request for Regeneration/Reissue of Passwords: The password will be generated and dispatched from ICICI Bank Hong Kong to your registered address within 7 working days from the date of request. This would mean that the password will be sent out by the Bank within 7 working days and does not imply that the customer will receive it within 7 working days. The new password will be sent to your communication address as available in the Bank records. Please do not use the old password once the request for re-issue of passwords is placed online. Re-trying with the old password may disable the new password generated. If you have provided your e-mail ID, we will inform you about the closure of your request by e-mail
2. Request for Unlocking/Activation of User ID: Once the User ID has been unlocked, we will inform you about the closure of your request by e-mail (if you have provided your e-mail id)
3. Request for Deletion of User ID: Once your request has been processed by the Bank, the User ID shall be deleted without any further communication to you
4. A third-party Payee for the purpose of this service request refers to a third-party account (i.e. an account not in your exact name, as per the ICICI Bank records) held either with ICICI Bank Limited Hong Kong Branch or with any other bank registered via Internet Banking. Please note that the registration of any Payee will not be on the basis of account number validation.
5. Please note that it is mandatory to submit FATCA/CRS declaration for updating overseas contact/address details
6. For SMS Alert service:
 - a. This service is only available for Hong Kong mobile numbers
 - b. This service is only available for active primary Current Account holders
 - c. SMS alerts will only be sent to your registered mobile number with the Bank
 - d. Customers should advise the Bank immediately in case of any change in their mobile number
 - e. Customers should provide any further information required and demanded by the Bank, from time to time, for providing the SMS alert service
 - f. I agree to be bound by the terms and conditions for the SMS alert service, as contained in the Terms and Conditions.

☐ I/We have read, understood and agree to the Declarations, Notes, [Terms and Conditions](#) and [Schedule of Charges](#).

Signature of Main Applicant

Signature of Joint Applicant 1

Signature of Joint Applicant 2

Signature of Joint Applicant 3

For Branch Use Only

Bank Official Employee ID: _____

Branch Official Signature & Stamp: _____

Request received through: Fax/ E-mail / Post/ Courier/ In person

Call confirmation details: _____