

ICICI Bank Ltd.
Business Continuity Management - Statement

Business Continuity Management (BCM)

ICICI Bank (the Bank) is committed to safeguard the interests of its customers, employees and stakeholders in the event of a disaster or significant disruption that may affect its operations and premises.

The Bank has developed a plan for Business Continuity Management. The plan is designed to facilitate the continuity of the critical business processes in the event of defined disaster scenarios. The scenarios address city wide (wide-area) disruptions too.

The Bank has adopted a three pronged approach while developing the BCM as given below:

- Group specific plans for continuity of business and operations
- Disaster recovery plans for recovery of information technology systems, data backup and networks
- Emergency response procedures addressing the risks of injuries to customers / employees and damage to the Bank's assets

The plan is in line with the guidelines issued by the Reserve Bank of India (RBI) in this regard and is subject to regular review.

Contacting us

If after a significant disruption or a disaster, you cannot contact us through the regular channels please contact our 24 hour call centres. The contact number for the call centre in your city is available from the link given below:

<http://www.icicibank.com/pfsuser/channels/phone/phone.htm>

If you are not able to contact us through our call centre you could visit our web-site at www.icicibank.com and send us / register your service requests.

Disclaimers

ICICI Bank's BCM is developed to address significant disruptions and endeavour to resume business and operations to an acceptable level within a reasonable time in the event of a disaster. Due to the confidential nature of the information contained in the plan, it is not possible to distribute the plan.

The Recovery time objectives (RTOs) have been detailed in the plan. These provide the groups with guidance for prioritising activities whenever necessary. Various external factors beyond our control, could affect the actual RTOs.

The BCM is subject to modification without notice.