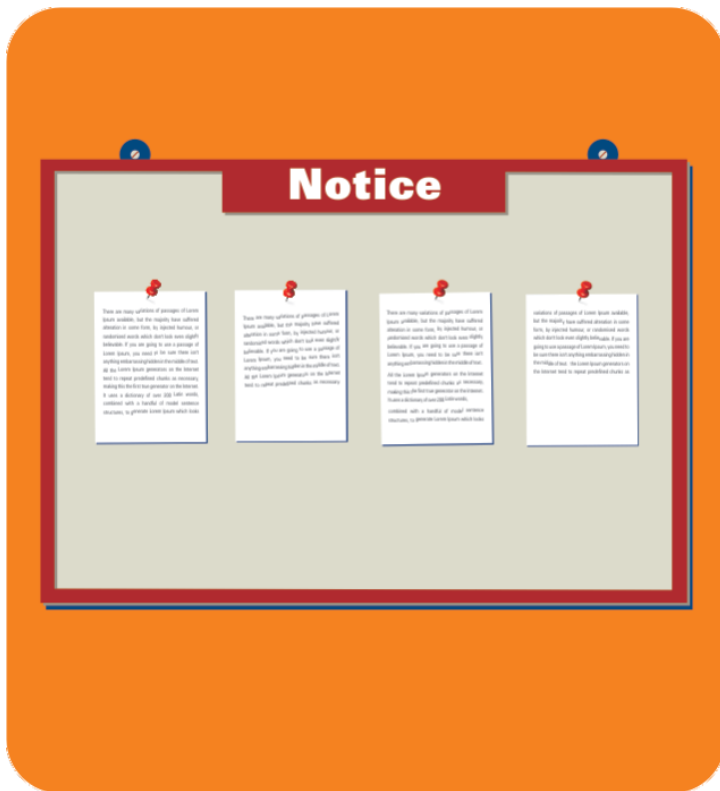


ICICI BANK CUSTOMER EDUCATION SERIES

A TIMES BUSINESS ASSOCIATE COMMUNICATION

Be Informed!

In a continuously evolving banking industry, banks strive to make their products and processes transparent and keep their customers informed. The channels of information and communication for you are:



Branch notice boards and tariff guides provide all relevant guidelines and information.



Branch-customer meets usually held on a monthly basis to register your views and suggestions.



Complaint box and register are available for you to put up all your concerns/issues.



Contact numbers of senior management for escalations are displayed at branches.



Write to the local ombudsman if you are not satisfied with the resolution of your issue.



Interact with your branch! Know your bank and help the bank know you!



Banks hold monthly customer engagement programmes on a designated day every month. This forum is a window for customers to offer feedback, suggestions and even raise grievances, if any.

Contact your branch for details of this monthly **Branch-Customer** meet.

Tip of the day

Read the schedule of charges that are available in branches / bank website for complete awareness of the tariff applicable.

We welcome your questions, suggestions and feedback on this column. Please use the 'Email Us' link at www.icicibank.com or send us an SMS at 53030. Please include your full name, address and phone number. Your comments may be edited for clarity and space.

BE AN INFORMED CONSUMER. Watch this space every Wednesday.