

ICICI Bank Ltd.
Business Continuity Management (BCM) – Statement

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 BCM plan to ensure continuity of critical services to customers and availability of critical systems during significant disruptions under defined disaster scenarios. In the event of a disaster, ICICI Bank endeavours to resume business and operations to an acceptable level within a reasonable time as per the Recovery Time Objectives (RTOs) detailed in the plan. The RTO provides guidance for prioritising activities/systems whenever necessary.

The BCM plans are periodically reviewed and maintained to incorporate changes in the organisation or environment and these are subject to modification based on the reviews, situations, circumstances, etc. The efficacy of the BCM plans are established through periodic BCM tests including evacuation drills. The plan is in line with the guidelines issued by the Reserve Bank of India (RBI) in this regard and is subject to audit and regulatory reviews. There can be various external factors beyond our control, which could affect the actual RTOs.

Due to the internal and confidential nature of the information contained in the plan, it is not possible to distribute the plan, externally.

Contacting us

If after a significant disruption or a disaster, your access to funds, transactions or regular channels is affected, please contact us through our Customer Care. The Customer Care numbers are published on our website and printed on our cheque books and also on the rear side of the ATM/Credit/Debit Card.

If you are not able to contact us through Customer Care, you could visit our website at www.icicibank.com and send us/register your Service Requests.