

**UPDATE YOUR DETAILS**

(Do not complete this form unless you have already spoken to a member of our Customer Service Centre)

Please answer all the questions using CAPITAL LETTERS in black or blue ink

- Please read the 'Important Information' section in this form
- Complete the form, enclose proof of ID and Address and return it to the mentioned address
- Fields marked with (\*) cannot be left blank
- In case of joint accounts, please use separate forms

**SECTION A – Account Details**

 Service Request Number (\*) 

(Quote the number you received from Customer Service Centre)

 ICICI Bank Sort Code 

 ICICI Bank Account Number/User ID 
**SECTION B – Personal Details**

 Title\*  Mr.  Ms.  Miss

 Forename 

 Middle Name 

 Last Name\* 

 Mother's Maiden Name\* 
**Old Details** (\*) (at the time of account opening or last updated details with us)

 Flat/House No 

 Street Name 

 Town/City 

 County 

 Post Code 

 Country 

 Home Telephone No 

 Mobile Number (if applicable) 

 Email Address 
**New Details** (\*)

 Flat/House No 

 Street Name 

 Town/City 

 County 

 Post Code 

 Country 

 Home Telephone No 

 Mobile Number (if applicable) 

 Email Address 
**Confirmation**

I confirm that the above information is accurate.

Signature..... Date (dd/mm/yy).....

## IMPORTANT INFORMATION

- a) **Complete the form with your updated details, enclose certified true copies of your proof of identity and proof of address and return it to:**

ICICI Bank UK PLC  
One Thomas More Square  
London  
E1W 1YN

or take it to your nearest ICICI Bank UK branch (for Current Account customers only)

Once you send us your documents we will verify them and send you a confirmation email with further instructions.

- b) **The following will be accepted as Proof of Identity and Address:**

**Please note:**

- We do not accept colour photocopies of these documents
- We are unable to accept reminder bills, final settlement bills and overdue bills as proof of your address
- All original documents will be sent back to you

**Proof of identity acceptable documents: 1.**

Document	Certified Photocopy/Original	Guidelines
UK Passport	Certified Photocopy	Validity: Six months or more(EU passports will be accepted provided the document is in date)
Non-UK Passport and supporting Visa	Certified Photocopy	Validity: Six months or more
Valid UK photocard driving license	Certified Photocopy	-
UK Provisional photocard driving licence	Certified Photocopy	-
EEA National Identity Card (for non-UK nationals)	Certified Photocopy	For Northern Ireland, this can be the identity card issued by the electoral office
Computerised Photo PAN Card issued by Income Tax Authorities in India	Certified Photocopy	-
Blue Badge	Certified Photocopy	

**Proof of address acceptable documents:**

Document	Certified Photocopy/Original	Guidelines
Gas/Electricity/Phone/Water Bill	Either	Validity: No older than three months. We are unable to accept mobile phone bills.
Latest UK Bank/Building Society statement	Either	Validity: No older than three months. We are unable to accept statements downloaded from the Internet or credit card statement.
Latest UK Bank/ Building Society mortgage statement	Either	No older than 12 months
State pension or benefits book or notification letter	Either	This should confirm the rights to State pension or benefits
Valid UK driving licence	Certified Photocopy	This cannot be submitted as both proof of identity and proof of address. Provisional driving licence is not acceptable.
Council Tax bill	Either	Issued within last 12 months
HMRC tax notification such as tax assessment, notice of coding, notification of National Insurance number	Either	We are unable to accept P45 or P60 forms
Solicitors letter confirming recent house purchase or land registry confirmation	Either	-
Tenancy agreement from a local authority	Either	-
Tenancy agreement on letter headed paper from a registered letting agency	Either	-

**c) You can choose any one of the following individuals to certify your documents (please note the individual must not be retired):**

- an employee of a UK bank or building society
- a practicing chartered accountant
- a Commissioner for Oaths
- a notary public
- an MP/MEP
- a qualified and practicing solicitor or lawyer
- an Embassy Official, Consular Official or High Commissioner

The individual you choose to certify your documents must include the following items on the photocopy of your documents:

- Write: "I confirm that this is a true copy of the original document which I have seen". Where the document has a photographic image, the photocopy must be certified "original seen, copy provides a good likeness to the applicant"
- Write their full name
- Write their position/occupation (their registration number should be included if applicable)
- Write their full business address and phone number
- Include their signature and the date, and
- Affix their business stamp (if they have one)
- An FCA/PRA regulated number or equivalent (if applicable)

**d) Any questions?**

For further information, contact us:

- a. from UK on 0344 412 4444 ( calls to this number use free plan minutes if available, otherwise they cost the same as 01/02 prefix calls)
- b. from overseas on + or 02034785319
- c. email us at [ukservice@icicibank.com](mailto:ukservice@icicibank.com) (for Current Account)
- d. email us at [ukdirect@icicibank.com](mailto:ukdirect@icicibank.com) (for HiSAVE)