

## SERVICE REQUEST FORM

Please tick the appropriate boxes  
For joint accounts, please use separate forms (if applicable)

Date:

### CUSTOMER DETAILS

To: ICICI Bank UK PLC, (Branch)

Customer Name (s)

Account number

Customer ID

### 1. CHANGE MY CONTACT DETAILS

**Residential / Mailing Address:** *(Please complete only if there is a change in your address)*

House No:

Street Name:

Town:

Postal Code:

Country:

**Employer Address:** *(Please complete only if there is a change in your address)*

Employer Name:

House No:

Street Name:

Town:

Postal Code:

Country:

*Note: Address details updated in our records will be reflected in your internet banking logged-in section in 48 hrs. Both your communication and permanent address will be updated to a single residential address in our records.*

### Telephone Number (Landline):

New Home Phone Number:

New Work Phone Number:

- Telephone details updated in our records will be reflected in your internet banking logged-in section in 48 hrs.

**New Mobile Number:**

- Please mention only mobile numbers with ISD dialing code. An One Time Password / Unique Reference Numbers would be communicated to the Mobile number mentioned in the above field.

- We also de-register the SMS alerts on the existing Mobile number.

Please register my New Mobile number for SMS alert registration

- Mobile phone details updated in our records will be reflected in your internet banking logged-in section in 48 hrs.

**New Email ID:**

- Email ID details updated in our records will be reflected in your internet banking logged-in section in 48 hrs

## 2. DEBIT CARD

Debit Card No

Debit card not received

Debit card damaged

Debit card lost – hotlist it

Debit card PIN regeneration

Re-issue of debit card  Lost  Damaged  Other reason \_\_\_\_\_

## 3. CHEQUEBOOK

Re-issue a cheque book

Request for cheque book already given and still not received

Cheque book not received

Re-issue of Personalised GIRO Credit Slip

- *One Cheque book contains 10 cheque leaves. If you have more than 5 unused cheque leaves, £10 will be charged towards Stop payment of those unused cheque leaves.*

## 4. BANK STATEMENT

Not received from  to

Statement required from  to

Extra statement, please debit my account no.  with £5 (charges for this service).

## 5. INTERNET BANKING

Password not received

Password disabled

Password received but not legible

- *Re-issuance of Internet banking passwords through post attracts a charge of £2 however if done online it is free of charge*

## 6. UNFREEZE OF ACCOUNT (Only to be used for Salary Relationship Accounts)

Kindly unfreeze my account

Kindly de-hotlist my Debit Card

Debit Card No

## CONFIRMATION

I/ We confirm that the above information is accurate. *(Both account holders to sign, wherever applicable)*

Primary account holder name

Secondary account holder name

Primary account holder signature

Secondary account holder signature