

ICICI BANK CUSTOMER EDUCATION SERIES

A TIMES BUSINESS ASSOCIATE COMMUNICATION

Don't let your banking details fall into wrong hands

Consider these scenarios: An SMS on your account balance is sent to someone else's mobile number. An e-mail with your credit card statement lands in a colleague's inbox.

Here are some of the benefits you will NOT MISS when you update your contact details with your bank regularly:

- ✓ Timely SMS and e-mail alerts on every transaction made on your accounts.
- ✓ The ability of 24x7 tracking of your banking and credit-card transactions.
- ✓ Timely receipt of your credit-card/bank-account statements so that you can keep track of your transactions.
- ✓ Receipt of cheque books, statements, debit/credit cards at the right address.
- ✓ Notice of due dates of payment of your credit-card bills.
- ✓ Notice of promotional offers and discounts for purchases with your debit/credit card.



Make sure that your latest contact details are always available with your bank. Whenever there is a change, call your bank's Customer Care, visit your branch or visit your bank's website and inform them.

The process to update your contact details may vary from bank to bank.



SMS ALERTS

Register for SMS alerts to keep track of your banking transactions.

Beware! It could be a fraud.

Your bank will NEVER send you an e-mail asking you to enter your Online Banking details.



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.

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