



September 16, 2023

BSE Limited
Phiroze Jeejeebhoy Towers
Dalal Street
Mumbai 400 001

National Stock Exchange of India Limited
Exchange Plaza, 5th floor
Plot No. C/1, G Block
Bandra-Kurla Complex
Bandra (East), Mumbai 400 051

Dear Sir,

Sub: Information for Investors – Newspaper Publication

Please note that an advertisement was published in Financial Express (all editions) and Business Standard (all editions) newspapers today i.e. on September 16, 2023 informing the Investors of ICICI Bank Limited regarding online resolution of disputes mechanism through the Online Dispute Resolution (ODR) Portal pursuant to SEBI circulars dated July 31, 2023 and August 4, 2023. The copy of the advertisement published in Financial Express (Mumbai edition) is enclosed herewith.

Please take the same on record.

Yours sincerely,
For ICICI Bank Limited

Rinku Maniar
Head - Stakeholders Management & Governance

Encl: As above

ICICI Bank Limited
ICICI Bank Towers
Bandra-Kurla Complex
Mumbai 400 051, India.

Tel.: (91-22) 2653 1414
Fax: (91-22) 2653 1122
Website www.icicibank.com
CIN.: L65190GJ1994PLC021012

Regd. Office: ICICI Bank Tower,
Near Chakli Circle,
Old Padra Road
Vadodara 390007, India

**ICICI Bank Limited**

CIN: L65190GJ1994PLC021012

Registered Office: ICICI Bank Tower, Near Chakli Circle, Old Padra Road, Vadodara 390 007, Gujarat, **Phone:** 0265-6722286**Corporate Office:** ICICI Bank Towers, Bandra-Kurla Complex, Mumbai 400 051, Maharashtra, **Phone:** 022-26538900, **Fax:** 022-26531228**Website:** www.icicibank.com, **Email:** companysecretary@icicibank.com**INFORMATION FOR INVESTORS**

This is to inform the Investors of ICICI Bank Limited (the Bank) that the Securities and Exchange Board of India (SEBI), vide circular no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 dated July 31, 2023 and circular no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/135 dated August 4, 2023, has issued the guidelines regarding online resolution of disputes in the Indian Securities Market. The said circulars can be accessed on the website of the Bank as well as SEBI.

The SEBI circular *inter-alia* provides that an Investor shall first take up his/her/their grievance with the listed entity. If the grievance is not redressed satisfactorily, the Investor may, escalate the same through the SEBI SCORES Portal. If the Investor is still not satisfied with the outcome, he/she/they can initiate dispute resolution through the Online Dispute Resolution (ODR) Portal. The web-link to access the ODR Portal is <https://smartodr.in/login>. The dispute resolution through the ODR Portal cannot be initiated for matters which are pending before any arbitral process, court, tribunal or consumer forum or are non-arbitrable in terms of Indian law.

For ICICI Bank Limited**Sd/-****Prachiti Lalingkar
Company Secretary****Place: Mumbai****Date: September 15, 2023**