

## Customer Grievance Redressal

We understand your complaints are an opportunity for us to learn from our mistakes. We deal with all complaints fairly, with integrity, and with rigorous standards and timescales.

In the present scenario of competitive banking, excellence in customer service is the most important tool for sustained business growth. Customer complaints are part of the business life in any corporate entity. As a service organization, customer service and customer satisfaction are our prime focus. We believe that providing prompt and efficient service is essential not only to attract new customers, but also to retain existing ones. Our Bank has come up with a lot of initiatives that are oriented to providing a better customer service and a better complaints redressal mechanism with a view to “Out serve” customers.

You may refer our Customer Grievance Redressal Policy for details by clicking on the below link.

### **[1. Customer Grievance Redressal Policy](#)**

The Bank has set up an internal escalation matrix for redressal of your grievance which may be accessed by clicking on the below link.

- 1.a. **[Customer Grievance Redressal – Banking, Credit Cards and Micro Finance](#)**
- 1.b. **[Customer Grievance Redressal - International Financial Services Centres Authority Banking Unit \(IBU\)](#)**

RBL Bank assigns significant importance to quick and efficient redressal of Customer Grievances. It has built a robust grievance redressal mechanism that ensures effective and satisfactory redressal of customer complaints.

Bank’s Grievance Redressal Policy aims at minimizing instances that give rise to customer complaints by ensuring proper service delivery and creating a review mechanism to ensure consistent service behavior. Complaints received by the Bank are viewed positively and analyzed for a better understanding and effectively addressing the root causes that give rise to complaints.

The Bank remains committed to service excellence and will continue to place paramount position to satisfactory and timely redressal of customer grievance.