

Use of Un-parliamentary language by the Clients

At RBL Bank, the client is at the 'centre of everything we do. Delivering 'Service beyond Excellence' is our service vision and hence every client's experience is of paramount importance to us. We endeavour to treat all our clients at all touch points in every interaction with politeness, courtesy and respect.

There are times when the bank is required to take actions which may not be to the client's satisfaction, including but not limited to, conveying our decision or message relating to system downtime, policy related or service related issues on any product or offering or providing resolution on their queries & concerns. We always endeavour to provide our clients with high level of service & satisfaction. In keeping with our ethos and values including professionalism and respect, the bank may consider adverse note of any clients resorting to provocative and un-parliamentary language or rude and disruptive behaviour stretching our tolerance, causing distress and impacting morale and efficiency of our employees serving the clients. While we acknowledge the primacy that a client of a service industry commands, in cases where the clients are offensive in their interaction with the bank, the bank reserves the right to request such clients to close all their relationships with the bank. In such cases, the clients will be required to pay all the dues outstanding, if any within such time frame as may be specified by the bank.