

## **APNO KI BAAT**

Dear Valued Customer,

We, at RBL Bank, believe that our customers are at the centre of our business.

In our journey to keep improving our service quality, we require continuous feedback about your experience with us.

Apno Ki Baat, our customer engagement program at branches, is a monthly meeting with our customers, where we discuss your concerns and accept your feedback on our products & services.

**Apno Ki Baat is conducted at each of our branches on  
2<sup>nd</sup> Friday of every month at 4.00 p.m.**

(On the previous working day, if the 2<sup>nd</sup> Friday is a holiday)

We invite you to participate in this meeting & provide your valuable inputs to us.

Looking forward to your arrival at **Apno Ki Baat**.

For RBL Bank

Branch Manager