

Customer Grievance Redressal Process – Credit Cards

While initiating any correspondence relating to Credit Cards, please provide the following information to facilitate expeditious redressal of your concerns-

1. Your Full Name
2. Your account details, if you are an existing Customer
3. Your Contact Details (address, telephone number and e-mail)

Customer Grievance Redressal Escalation Matrix:

1) First Level Customer Grievance Redressal Forum:

Customer Service - Please call our 24-Hrs helpline number or write to us and we'll be glad to assist.

Channel	For RBL Cards	For BFL Super Cards
24-Hrs Helpline	022 6232 7777	022 711 90 900
E-mail address	cardservices@rblbank.com	Supercardservice@rblbank.com
Letter	Manager - Credit Cards Service, RBL Bank Limited, Cards Operating Centre - COC, JMD Megapolis, Unit No 306-311 - 3rd Floor, Sohna Road, Sector 48, Gurgaon, Haryana 122018	

We will respond to you within 10 days of receiving your communication, depending on the nature of your concern and the time required for resolution.

2) Second Level Customer Grievance Redressal Forum:

In case you do not get a response from us in 10 days, or are not satisfied with the resolution provided, you may email or write to Head – Credit Cards Service at-

Email address	headcardservice@rblbank.com
Letter	Head - Cards Services, RBL Bank Limited, Cards Operating Centre - COC, JMD Megapolis, Unit No 306-311 - 3rd Floor, Sohna Road, Sector 48, Gurgaon, Haryana 122018

Please quote the reference number provided to you in your earlier interaction along with your account number/ credit card number to help us understand and address your concerns.

3) Third Level Customer Grievance Redressal Forum:

In case you do not receive a response from Head - Card Services within 10 working days, or are not satisfied with the resolution provided, you may call/write to Mr. Vikas Nigam Principal Nodal Officer, at the address/email/contact nos. provided:

Contact number	022 7143 2700
Email address	principalnodalofficer@rblbank.com
Letter	RBL Bank Ltd, Unit No. 306-311, 3rd Floor, JMD Megapolis, Sector – 48, Sohna Road, Gurugram – 122018, Haryana

Our Principal Nodal Officer will endeavour to resolve the issue to the complainant's satisfaction within 10 working days. In case, the complaint needs more time to be examined, the complaint shall be acknowledged by explaining the need for more time to respond.

4) Reserve Bank Integrated Ombudsman

If the reply from Nodal Officer fails to address your grievance OR if you have not received any response from the Nodal Officer in 10 days, you may write to the **Reserve Bank Integrated Ombudsman** under the provisions of Reserve Bank Integrated Ombudsman Scheme, 2021 (RBIOS,2021).

Please [click here](#) for the contact details of the **Reserve Bank Integrated Ombudsman**

You can also submit your complaint under RBIOS,2021 through electronic or physical mode to the Centralised Receipt and Processing Centre (CRPC), Reserve Bank of India, 4th Floor, Sector 17, Chandigarh 160017; Toll Free No. – 14448; Email ID – crpc@rbi.org.in