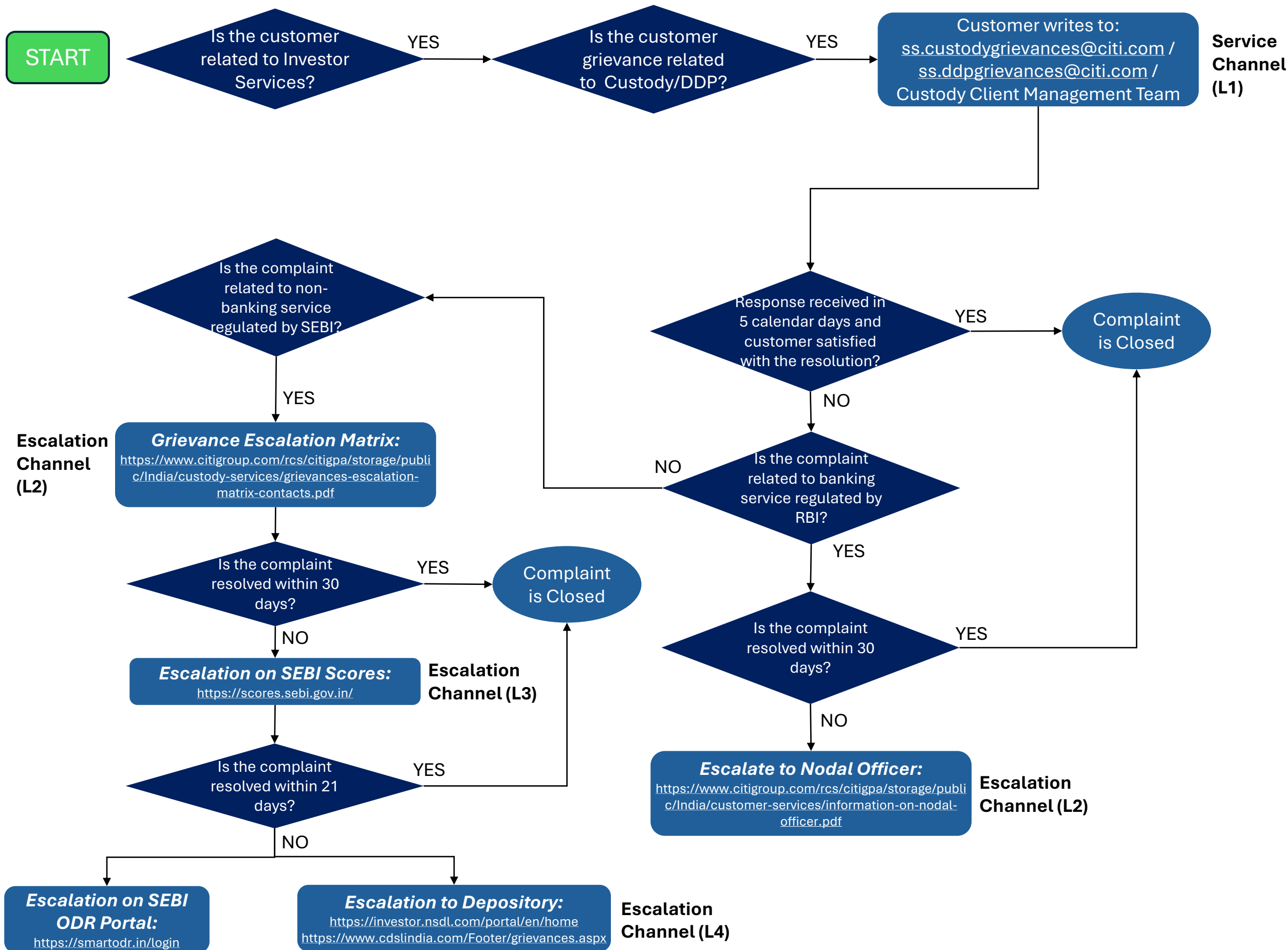


Complaint Management Flow – Investor Services Business



If you are not satisfied with our grievance redressal or if the complaint is not resolved at the bank level within a month, you may approach the Banking Ombudsman. The complaint may be lodged online through the portal designed for the purpose <https://cms.rbi.org.in> or at their Centralized Receipt and processing center, Reserve Bank of India, Central Vista, Sector 17, Chandigarh – 160 017”