IndusInd Bank

GRIEVANCE REDRESSAL POLICY

INTRODUCTION

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 of any corporate entity. The Bank believes that providing prompt and efficient service is essential not only to new customers, but also to retain existing customers. The staff at Bank's branches not only aims to satisfy the Customers but to delight them with our services. However, some instances of complaints still arise. The policy has been designed to deal with all such matters.

OBJECTIVE OF THE POLICY

This policy document aims to minimize the instances of Customer complaints and grievances through proper service delivery and review mechanism and to ensure prompt redressal of Customer's complaints and grievances. The review mechanism would help in identifying shortcomings in product features and service delivery to satisfy the customer. The policy entails adherence to the provisions prescribed by Reserve Bank of India (RBI), Banking Codes and Standards Board of India (BCSBI), Insurance Regulatory and Development Authority of India (IRDAI), Securities Exchange Board of India, Pensions Fund Regulatory and development Authority from time to time.

PRINCIPLES OF THE POLICY

The Bank's policy on grievance redressal follows the under noted principles:

a) Bank will handle all complaints efficiently, fairly and in a time bound manner.
b) Customers are fully informed of avenues to escalate their complaints/grievances within the organization and their rights to alternative remedy, if they are not fully satisfied with the response of the bank to their complaints.

Bank has structured a meaningful and effective mechanism for redressal of complaints and same has been put in place. It ensures that the redressal is fair and complaint is redressed within the given framework of rules and regulation. The policy document is available at all branches, and the employees are aware about the complaint handling process. The policy is also hosted on our website.

1. The Customer complaint arises due to:

a. The attitudinal aspects in dealing with Customers
b. Inadequacy of the functions/arrangements made available to the Customers or gaps in standards of services expected and actual services rendered.

The Customer has full right to register his complaint if he/she is not satisfied with the services provided by the bank. He/She can give his/her complaint in writing, orally or over telephone. If Customer's complaint is not resolved within the given time or if he/she is not satisfied with the solution provided by the bank, he/she can approach Banking Ombudsman with his/her complaint or other legal avenues available for grievance redressal.

2. Internal Machinery to monitor and review Customer service/grievance

2.1 Customer Service Committee of the Board (CSCB)

The Customer Service Committee of the Board (CSCB) is responsible for improved Customer Service being rendered to the customer, both as a depositor and also as a borrower in the Bank. This Sub-Committee of the Board has already formulated a Comprehensive Deposit Policy incorporating the issues such as the treatment of death of a depositor for operations of his/her account, the product approval process, etc. The Committee proposes annual survey of depositor satisfaction and the tri-enniel audit of such services. The Committee also examines any other issues having a bearing on the quality of Customer Service rendered. This Committee also reviews the functioning of Standing Committee on Customer Service (SCCS).

2.2 Standing Committee on Customer Service (SCCS)

The functions of the committee are as follows:

- Ensuring timely and effective compliance of the RBI instructions on Customer Service.
- Review of Complaints Trend, Identify Root Causes Analysis & Remedial Actions.
- To review the suggestions / feed backs from customers at the Branch Level Customer Service Committee (BLCSC) at branches.
- A brief report on the performance of SCCS indicating the areas reviewed procedures / practices identified and simplified / introduced may be submitted periodically to the CSCB.

Meetings of Standing Committee on Customer Service maybe chaired by the MD/ED, attended by Senior Management of the Bank and Customer Representatives.

2.3 Branch Level Customer Service Committee (BLCSC)

Bank to constitute Branch Level Customer Service Committee headed by Branch head. The Committee may meet at least once a month to study complaints / suggestions, cases of delay, difficulties faced / reported by customers / members of the Committee and evolve ways and means of improving customer service.

The Committee acts as a forum to enable customers meet and interact with the senior officials of the Bank with the following objectives:

(a) Collect customer feedback on services provided by the Bank
(b) Reduce information gap between customers and Bank
(c) Most importantly build trust amongst customers

The branch level committees may also submit quarterly reports giving inputs / suggestions to the Standing Committee on Customer Service thus enabling the Standing Committee to examine them and provide relevant feedback to the Customer Service Committee of the Board for necessary policy / procedural action.

2.4 Principal Nodal Officer and Internal Ombudsman designated to handle complaints and grievances

Bank has appointed the following Senior Executive as the Principal Nodal Officer, who is responsible for the implementation of Customer Service and complaint handling for the entire bank:

Ms. D. Sidhwa (Executive Vice President & Principal Nodal Officer)
IndusInd Bank Ltd, OPUS Center, 47, Central Road,
Opp. Tunga Paradise Hotel MIDC, Andheri (East), Mumbai 400093.
Tel. No. (022) 6155 3705. Email ID: pno@indusind.com

To strengthen the Grievance Redressal Mechanism, Bank has appointed a retired senior banker from another bank as the Internal Ombudsman, who is responsible to examine the Complaints.

All unresolved cases will be referred to Internal Ombudsman for further examination before sending the final response to the complainant.

3. Displays

Bank has made appropriate arrangements for receiving complaints and suggestions and has displayed the following at all the branches:

- Complaint Redressal Mechanism and Complaint Book
- Name, address and contact number of the Regional Nodal Officers & Principal Nodal Officer at Corporate Office.
- Contact details of Banking Ombudsman of the area
- Code of Bank's Commitments to Customers
- Fair Practice code

4. Resolution of Grievances

4.1 For Banking and Digital Customers:

Branch Manager is responsible for the resolution of complaints/grievances in respect of customer's service by the branch. He would be responsible for ensuring closure of all complaints received at the branch. It is his foremost duty to ensure that the complaint is resolved completely to the customer's satisfaction and if the customer is not satisfied, then he should be provided with alternate option to escalate the complaint. If the Branch Manager feels that it is not possible at his level to solve the complaint, he should refer the case to Nodal Officer Regional Operations Head (ROH) or Zonal Operations Head (ZOH) for guidance. Similarly, if ROH or ZOH finds that they are not able to solve the complaint, such cases should be referred to the Principal Nodal Officer.

4.2 For Stored Value Card (Prepaid Card) customers:

Banking and non-Banking customers are issued Stored Value Cards (Prepaid Card). Branch / Contact Centre are responsible for the resolution of complaints/grievances in respect of such Cards. If Branch / Contact Centre is unable to resolve the complaint within the stipulated time frame of 10 calendar days or to the customer's satisfaction the case should be referred to the Nodal Officer for review. Similarly, if Nodal Officer finds that he/she is unable to resolve the complaint such cases should be referred to the Principal Nodal Officer.

4.3 For Credit Card Customers:

For Credit Card Customers Cards Services Cell is responsible for the resolution of complaints/grievances in respect of Credit Cards. If Cards Services Cell is unable to resolve the complaint within the stipulated time frame of 10 calendar days or to the customer's satisfaction the case should be referred to the Nodal Officer for review. Similarly, if Nodal Officer finds that he/she is not able to resolve the complaint such cases should be referred to the Principal Nodal Officer.

4.4 For Micro Finance Customers (including Bharat Financial Inclusion Limited (BFIL) & Other Business Correspondent customers):

Micro Finance customers can lodge complaint with Bank's Contact Centre. The details of the officials / Contact Centre of respective BC's are available in the Loan Pass book / Centre meeting Register and on the notice board at each BC branch.

In case customers do not receive a response from Bank's Contact Centre within 10 calendar days, they may contact Grievance Redressal Office at Bank. Similarly, if Grievance Redressal Office, finds that he/she is not able to resolve the complaint, such cases should be referred to the Nodal Officer of the Bank. At any of these stages the customer may be provided with the contact details of the next level escalation handling authority for directly resolving the complaint / grievance.

4.5 For Third Party Products:

The Bank is distributing/referring third party products to its customers. Apart from direct grievances from customer, grievances received through various regulatory bodies including Reserve Bank of India, Office of Banking Ombudsman, Insurance Regulatory & Development Authority of India and Government of India shall be handled centrally under the Grievance Redressal Cell of the Bank. Customer Grievances received through our third-party product provider will also be handled under the Grievances redressal Cell of the Bank.

For insurance-related complaints, a final response will be provided within 14 calendar days. If the customer is not satisfied with the resolution, they may approach the Insurance Ombudsman having jurisdiction over their State. For further details, please refer to the CIO website at https://cioins.co.in/Ombudsman for the list of Ombudsmen or escalate the matter through IRDAI Bima Bharosa, as detailed below.

Insurance Regulatory and Development Authority of India (IRDAI),
Consumer Affairs Department - Grievance Redressal Cell.
Sy.No.115/1, Financial District, Nanakramguda, Gachibowli,
Hyderabad - 500 032
Online Portal: https://bimabharosa.irdai.gov.in
Email: complaints@irdai.gov.in
Toll-Free: 155255 / 1800 4254 732

The policy is in line with the provisions of the **IRDAI Protection of Policyholders' Interests Regulations, 2024**. Accordingly, the grievance redressal channels of the Bank shall be available for resolving issues related to the third-party products (including Insurance, Mutual Funds, NPS, etc) distribution undertaken by the bank.

5. Acknowledgment, Time frames and Escalations: Acknowledgement will be given for all complaints received.

5.1 Banking Customer / Stored Value Card Customers / Third Party Products / Digital Customers:

Level 1:

Customers can lodge complaint at Branch / Contact Centre as under:

- Register at Branch through complaint register
- Contact the Branch Manager, details available on the website or at the branches.
- Call Contact Center on following nos: 1860 267 7777(India) / +91 22 68577777 / 022 4220 7777 (International)
- Send email to Contact Centre at reachus@indusind.com
- NRI customers may E -Mail us at nri@indusind.com
- Social Media channel like Face book, Twitter & LinkedIn
- Alternatively, Lodge complaint through the Bank's link as given below
  https://www.indusind.com/in/en/personal/grievance-redress al.html

Level 2:

In case, Branch / Contact Centre are unable to resolve the issue within 10 calendar days, Customers can escalate the complaint to the Regional Heads through Nodal Officer as given under:

- Email to nodal.officer@indusind.com
  Or
- **Write to Mr. A Sharma (Senior Vice President) at**
  IndusInd Bank Ltd, OPUS Center 47, Central Road, Opp. Tunga Paradise Hotel MIDC
  Andheri (East), Mumbai 400093
  Or
- Escalate the complaint through Bank's link as given below
  https://www.indusind.com/in/en/personal/grievance-redress al.html

Level 3:

In case Customer doesn't receive a response from Nodal Officer within 10 calendar days, Customers may escalate the complaint with **Principal Nodal Officer** details, details as given below:

- **Write to: Ms. D. Sidhwa (Executive Vice President & Principal Nodal Officer)**
  IndusInd Bank Ltd, OPUS Center, 47, Central Road,
  Opp. Tunga Paradise Hotel MIDC, Andheri (East), Mumbai 400093.
  Tel. No. (022) 6155 3705
  Email ID: pno@indusind.com
  Or
- Escalate the complaint through Bank's link as given below
  https://www.indusind.com/in/en/personal/grievance-redress al.html

5.2 Credit Card Customers:

Level 1:

Credit Card Customers can login their complaint relating to Credit cards, Mis-selling and Harassment calls as under:

- Call Contact Center on following nos.: 1860 267 7777 / 022 4220 7777 (Outside India)
- Email at premium.care@indusind.com .

Or

- **Write to the Bank's Credit Card Unit at:**
  IndusInd Bank Ltd. (Credit Cards division)
  PO Box 9421, Chakala, MIDC,
  Andheri (E), Mumbai – 400 093.

Or

- Register at the Branch through the complaint register / Contact the Branch Manager
- Social Media channel like Face book, Twitter & LinkedIn
- Alternatively, Lodge complaint through the Bank's link as given below
  https://www.indusind.com/in/en/personal/grievance-redress al.html

All the complaints related to Credit Cards will be handled by our Cards Services Cell. If a complaint has been received, our Card Services Cell will endeavour to send a response within 10 calendar days from the date of receipt of complaint.

Level 2:

In case, customers do not receive a response within 10 calendar days, they may escalate Nodal Officer as given under:

- Email at nodal.officer@indusind.com

Or

- **Write to Mr. A Sharma (Senior Vice President) at**
  IndusInd Bank Ltd, OPUS Center 47, Central Road, Opp. Tunga Paradise Hotel MIDC
  Andheri (East), Mumbai 400093 Or
- Escalate the complaint through Bank's link as given below
  https://www.indusind.com/in/en/personal/grievance-redress al.html

Level 3:

In case Customer doesn't receive a response from Nodal Officer within 10 calendar days, Customers may escalate the complaint with **Principal Nodal Officer,** details as given below:

- **Ms. D. Sidhwa (Executive Vice President & Principal Nodal Officer),**
  IndusInd Bank Ltd, OPUS Center, 47, Central Road,
  Opp. Tunga Paradise Hotel MIDC, Andheri (East), Mumbai 400093.
  Tel. No. (022) 6155 3705
  Email ID: pno@indusind.com

Or

- Escalate the complaint through Bank's link as given below
  https://www.indusind.com/in/en/personal/grievance-redress al.html

5.3 Micro Finance Customers:

5.3.1 Bharat Financial Inclusion Limited (BFIL) Customers:

Level 1:

Customers can lodge complaint with Bank's Contact Center. The contact details of the officials/Contact Centre are available in the Loan Passbook / on the notice board at each branch, as under:

- Contact Centre on no's: 1800-572-6000 / 1800-599-10000 / 1800-300-10000
- Email ID: bccustomerservice@indusind.com

Or

- **Write To:**
  IndusInd Bank Ltd, Raheja Commerzone. 10th & 11th Floor, Plot No. 16/A/ 1 & 2,
  Knowledge City, Raidurg, Serilingampally Mandal,
  K V Rangareddy District, Hyderabad, Telangana, Pin code – 500 081.
  Or
- Social Media channel like Face book, Twitter & LinkedIn
- Alternatively, Lodge complaint through the Bank's link as given below
  https://www.indusind.com/in/en/personal/grievance-redress al.html

Level 2:

In case customers do not receive a response from Bank's Contact Centre within 10 calendar days, they may escalate to Nodal Officer at Bank as given under:

- E-mail to: nodal.officer@indusind.com.
  Or
- **Write to: Mr. A Sharma (Senior Vice President) at**
  IndusInd Bank Ltd, Raheja Commerzone. 10th & 11th Floor, Plot No. 16/A/ 1 & 2,
  Knowledge City, Raidurg, Serilingampally Mandal,
  K V Rangareddy District, Hyderabad, Telangana, Pin code – 500 081.
  Or
- Escalate the complaint through Bank's link as given below
  https://www.indusind.com/in/en/personal/grievance-redress al.html

Level 3:

In case Customer doesn't receive a response from Nodal Officer at Bank within 10 calendar days, Customers may escalate the complaint with **Principal Nodal Officer,** details as given below:

- **Write to: Ms D. Sidhwa (Executive Vice President & Principal Nodal Officer)**
  IndusInd Bank Ltd, OPUS Center, 47, Central Road,
  Opp. Tunga Paradise Hotel MIDC, Andheri (East), Mumbai 400093
  Tel. No. (022) 6155 3705
  Email ID: pno@indusind.com
  Or
  Escalate the complaint through Bank's link as given below
  https://www.indusind.com/in/en/personal/grievance-redress al.html

5.3.2 Other Business Correspondent (BC) customers:

Level 1:

Micro Finance customers can lodge complaint with Bank's Contact Centre. The details of the officials / Contact Centre of respective BC's are available in the Loan Pass book / Centre meeting Register and on the notice board at each BC branch.

- Contact Centre Toll free no -1800 266 9945.
- E-mail To: bccustomerservice@indusind.com
  Or
- **Write to:**
  IndusInd Bank Ltd,
  Raheja Commerzone. 10th & 11th Floor, Plot No. 16/A/ 1 & 2,
  Knowledge City, Raidurg, Serilingampally Mandal,
  K V Rangareddy District, Hyderabad,Telangana, Pin code – 500 081.
  Ph. No: 040-3935 6472
  Or
- Social Media channel like Face book, Twitter & LinkedIn
- Alternatively, Lodge complaint through the Bank's link as given below
  https://www.indusind.com/in/en/personal/grievance-redress al.html

Level 2:

In case customers do not receive a response from Bank's Contact Centre within 10 calendar days, customers may escalate to Nodal Officer at Bank as given under:

- E-mail To: nodal.officer@indusind.com

  Or

- **Write to: Mr. A Sharma (Senior Vice President) at**
  IndusInd Bank Ltd, Raheja Commerzone. 10th & 11th Floor, Plot No. 16/A/ 1 & 2,
  Knowledge City, Raidurg, Serilingampally Mandal,
  K V Rangareddy District, Hyderabad, Telangana, Pin code – 500 081.

  Or

- Escalate the complaint through Bank's link as given below
  https://www.indusind.com/in/en/personal/grievance-redress al.html

Level 3:

In case Customer doesn't receive a response from Nodal Officer within 10 calendar days, Customers may escalate the complaint with **Principal Nodal Officer,** details as given below:

- **Write to: Ms D. Sidhwa (Executive Vice President & Principal Nodal Officer)**
  IndusInd Bank Ltd, OPUS Center, 47, Central Road,
  Opp. Tunga Paradise Hotel MIDC, Andheri (East), Mumbai 400093
  Tel. No. (022) 6155 3705
  Email ID: pno@indusind.com
  Or
  Escalate the complaint through Bank's link as given below
  https://www.indusind.com/in/en/personal/grievance-redress al.html

Further in addition to the above channels of escalation, you can also call on the toll number 18002660447 to register your complaint.

Environmental and Social Impact of our Product & Services:

- You may login your complaint, if any, relating to Environmental and Social issues, regarding services provided by our Bank.
- Register at Branch through complaint register - Contact the Branch Manager, details available on the website or at the branches.
- Call Contact Centre on following Nos: 18002660447/ 1860 267 7777/022 4220 7777 (Outside India) Or Send email to Contact Centre at reachus@indusind.com.
- In case, Branch / Contact Centre are unable to resolve the issue within 10 calendar days, please escalate the same to the Regional Heads through Nodal Officer as under:
  email id - nodal.officer@indusind.com
  or
  Write to Mr. A Sharma (Senior Vice President) at
  IndusInd Bank Ltd, OPUS Center 47, Central Road, Opp. Tunga Paradise Hotel MIDC,
  Andheri (East), Mumbai 400093.

Nodal Officer

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

All unresolved cases will be referred to Internal Ombudsman for further examination before sending the final response to the complainant.

Internal Ombudsman (IO)

Bank will internally escalate all cases that are rejected/ partially rejected to Internal Ombudsman (IO) for his independent review.

The final response to customer for such cases will be sent by the Bank only after examination by IO and the fact that the response has IO concurrence will be mentioned in the response to customer.

If the complaint is not resolved within 30 days from the lodgement of the complaint or if the complainant is not satisfied with the response, he/she can approach the office of the Banking Ombudsman, appointed by Reserve Bank of India.

RESERVE BANK – INTEGRATED OMBUDSMAN SCHEME, 2026

We have displayed on our website and in all our branches a Notice explaining that we are covered under the Integrated Ombudsman Scheme, 2026 of the Reserve Bank of India. The contact details of Regional Manager, Bank's Nodal Officer and Banking Ombudsman are prominently displayed on the notice board at branch. A copy of the Scheme is available at the Branches and availability of the Scheme is also displayed at the Branch Notice Board. The Scheme is also displayed on Bank's website. If a complainant has any matter that he/she would like to report to the Banking Ombudsman, he / she may contact the Branch Head for details. Please mention your full name, address and other contact particulars in the complaint letter.

Contact details of the Central BO Office:
Address: Centralised Receipt and Processing Centre (CRPC),
Reserve Bank of India, 4th Floor, Sector 17, Chandigarh – 160017
Online Portal: https://cms.rbi.org.in

In case complainants have any queries on RB-IOS or desire information relating to their complaints lodged through the above methods, can reach the **Contact Centre of RBI at toll-free #14448 (currently available from 9:30 am to 5:15 pm on working days)** in Hindi, English and nine regional languages (Bengali, Gujarati, Kannada, Odia, Malayalam, Marathi, Punjabi, Tamil and Telugu).

6. Interaction with Customers

The bank recognizes that Customer's expectation/requirement/grievances can be better appreciated through personal interaction with Customers by bank's staff. Structured Customer meets are held at all the branches once in a month and their feedback/suggestions for improvement in Customer Service are received. The feedback from Customers is used as a valuable input for revising product and services to meet Customer requirements.

7. Sensitizing operating staff on handling complaints

Staff at the branches has been properly trained for handling complaints. They always deal with the Customers with an open mind and win their confidence with a smile on the face. Nodal Officer ensures that internal machinery for handling complaints/grievances operates smoothly and efficiently at all levels. Nodal Officer gives feedback on training needs of staff at various levels to the HR Dept.

8. Grievances related to services provided by Outsourced Agencies of the bank:

The grievance redressal channels of the bank shall be available to deal with issues relating to services provided by Outsourced Agencies. These issues can be logged by any of the front-end channels. The bank will ensure customer issues are resolved expeditiously and effectively.

9. Policy Review Frequency:

The Policies will be reviewed once in two years or in case of any modifications arising due to legislative/regulatory changes, to the Policies from time to time till the next review.

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