

POLICY ON GRIEVANCE REDRESSAL

Our Service Commitments

At DCB Bank, we work with a passion for excellence in service and are committed to providing reasonable and reliable solutions to help customers achieve their financial goals. We consider customer satisfaction as a critical measure of our success.

Objectives

- Customer complaints or any expression of dissatisfaction about a product or service or will be dealt with courteously and within a defined time-frame.
- We shall act in good faith and treat our customers fairly at all times.
- We shall continuously strive to improve our service quality through meaningful analysis of the complaints with a view to enhance customer experience.

Creating Awareness

Customers have full right to lodge a complaint if they are not satisfied with the services provided by the Bank. Customers will be given information regarding the following:

- Process for filing of complaint;
- Process for escalation of complaint to a higher authority in the Bank in case of delayed or unsatisfactory response;
- Alternative remedy in case of dissatisfaction with Bank's response to their complaint, e.g. Approach Ombudsman, take Legal recourse.

Appropriate displays will be put up at branches and on our website giving the above information. All employees of the Bank will be trained to handle customer complaints efficiently and be fully aware of the Bank's policy and process with regard to grievance redressal.

Scope of Complaints:

- All account holders/card holders of the Bank
- Complaints emanating from rural areas
- Those relating to financial assistance to Priority Sector and Government's Poverty Alleviation Programmes
- All account/card holders sourced through the Bank's business Correspondents/outsourced agencies
- Third party products distributed by the Bank

Time Frame for Resolving Complaints

We believe that fair and swift resolution of complaints give us a distinct competitive advantage.

- It is our endeavour to resolve complaints within maximum period 10 working days.
- Should it take more than 7 working days for resolving a complaint, customers will be sent an interim response intimating the expected date of resolution.

Channels and Escalation Mechanism for Complaints

Level 1

- **Customer Care Centre** : Customers may contact our DCB 24 – Hour Customer Care Centre toll free 1800 123 5363 or 1800 209 5363. Non Resident Indian Customers may call +91 22 61271000
- **E-mail** : Customers can e-mail their complaints to customercare@dcbbank.com. Non Resident Indian Customers may email nri@dcbbank.com. Loan customers may write to us on loans@dcbbank.com. Demat customers may write to us on demat@dcbbank.com
- **Branch** : Customers can approach any branch for resolution of their issues. Corporate Banking/SME/MSME customers may additionally speak to their respective RMs regarding their complaints/requests.
- **Internet Banking**: Customers can write to us by logging in to their accounts online.
- **Website** : Customers can also register their complaints at our website www.dcbbank.com by filling up the Complaints Form.
- **Mobile Banking for Liability and Asset customers**: The customers can login to our mobile banking applications
- **Letters** : Customers can write physical letters to DCB Bank Limited, P.O. Box No. 7643, Malad (West), Mumbai 400064.

Level 2

If for any reason, the complainant is not satisfied with the resolution provided by Level 1, customer can escalate the complaint to:

- **Regional Nodal Officer**: The details of our Regional Nodal Officers have been provided on our website www.dcbbank.com
- **Our Senior Management Team**: The details of our Senior Management team have also been provided on our website, www.dcbbank.com

Level 3:

If for any reason, the complainant is not satisfied with the resolution provided by Level 1 & 2, customer can escalate the complaint to:

Principal Nodal Officer on e-mail ID nodal.officer@dcbbank.com or write to:

DCB Bank Limited

6th Floor, Peninsula Business Park, Tower A, Senapati Bapat Marg, Lower Parel, Mumbai-400013.

Tel: +91 22 6618 7099 Fax: +91 22 6658 9971

Level 4

Ombudsman

If the customer is not satisfied with the resolution given by the Bank, within 30 days to the complainants, he / she may approach the **Banking Ombudsman** appointed by Reserve Bank of India under the Banking Ombudsman Scheme, 2006, for resolution of complaints relating to deficiency in banking services.

Redressal of complaints relating to the deficiency of services relating to digital transactions will be ensured within a month. If the complainant is not satisfied with our response, he/she may approach the **Ombudsman for Digital Transactions** appointed by the Reserve Bank of India under Ombudsman scheme for Digital Transactions, 2019 (effective 31st January 2019).

The abovementioned Schemes and List of Offices of Ombudsman is placed on our website and also displayed at our branches.

We shall endeavour to send our response / representation to the Banking Ombudsman within a maximum period of 15 working days from the date of receipt of the complaint.

The contact details of the concerned officials are prominently displayed across branches / banking outlets and on our website.

Internal Ombudsman

Internal Ombudsman (IO) has been appointed at the Corporate Office of the bank. IO is an independent authority and will be referred to in respect of all complaints where the bank does not accept the contention of the complainant fully or partially. The views of the IO will normally be accepted by the Bank. In cases of difference, it will be escalated to the MD & CEO

Voice of Customer

The Bank believes that actively pursuing the Voice of Customer generates genuine business intelligence that enhances an organization's products and services and increases customer loyalty and satisfaction.

Our branches will hold Customer Service Committee meetings every month to seek feedback/suggestions from the customers on our products, services and complaints management.

Customers would also be encouraged to send their feedback / suggestions on e-mail to customercare@dccb.com. Key feedback / suggestions would be placed before the Standing Committee of Customer Service at the Corporate Office.

Role of Customer Service Committees

Customer Service Committee of Board

This sub-committee of the Board is responsible for review of deposit policy, data and analysis of complaints, , periodic survey of customer satisfaction, and any other issues impacting the quality of customer service rendered.

Standing Committee of Customer Service

This committee, chaired by MD & CEO/designate, will evaluate customer feedback/areas of complaints, ensure adherence to the regulatory instructions on customer service , review service improvement projects / initiatives .

Monitoring and Reporting

Complaints shall be monitored to ensure timely resolution / response and also to analyse/ identify the deficient areas that can be improved, like –

- level of customer satisfaction and handling of complaints
- how well the complaint management system is meeting its objectives
- Identification of repeat problems and initiation of to ensure its nonrecurrence.

Information will be shared with Business Unit Heads and the relevant Support Units so that suitable corrective actions are initiated towards improvement in our products and services. Monthly reports will be placed before the Head-Service Excellence, Nodal Officer, and MD & CEO.

In addition, reporting will be done to Standing Committee of Customer Service and Customer Service Committee of the Board.