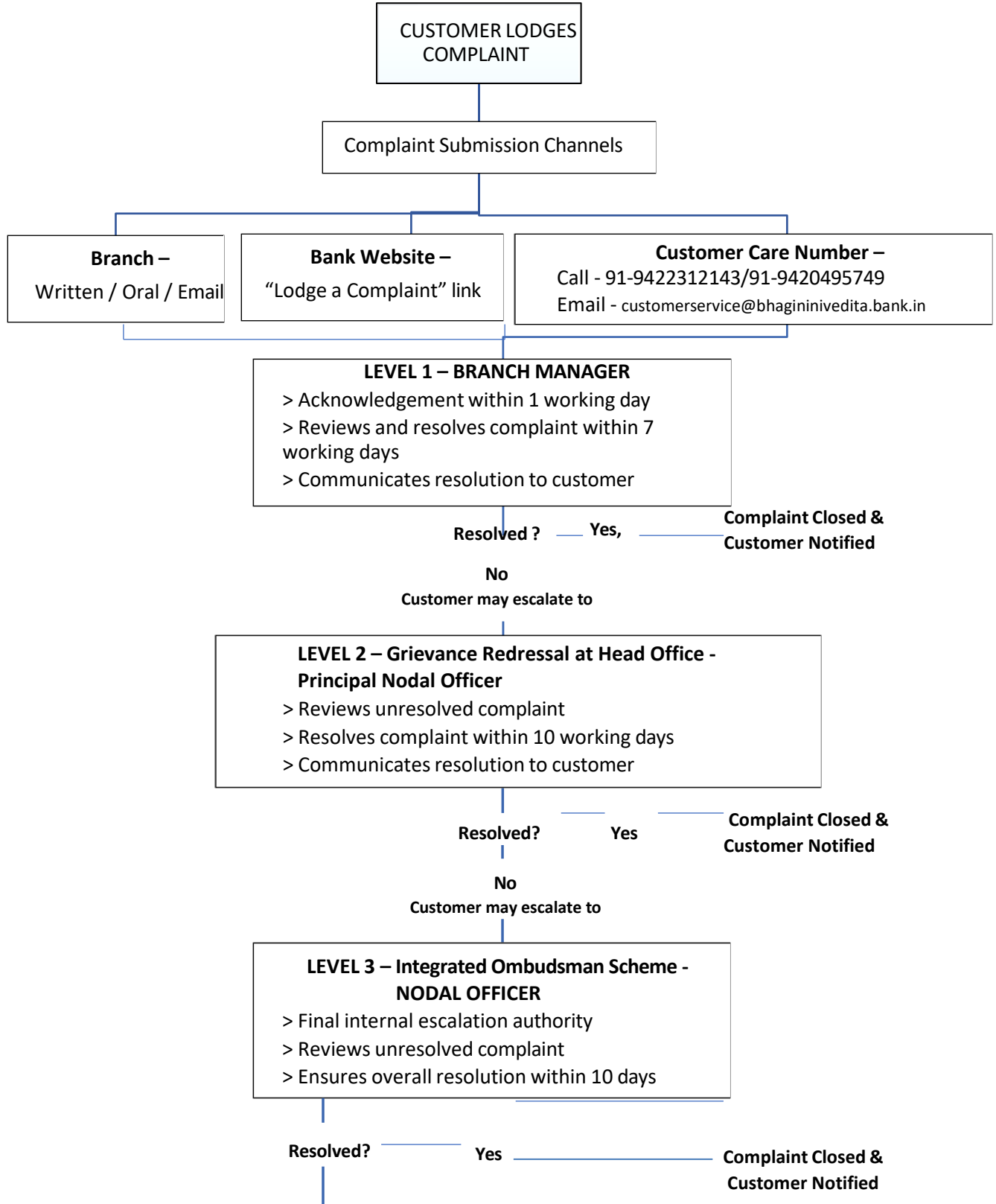


**Procedure for lodging a Complaint
Flowchart for Customer Complaints**



No
Customer may escalate to

Level 4 - Board of Director
>Final Resolution of Complaint
>Ensure overall resolution within 30 days

Resolved? — Yes — **Complaint Closed &
Customer Notified**

No

Customer may escalate to

RBI Integrated Ombudsman Scheme
Portal - <https://cms.rbi.org.in>
Email - crpc@rbi.org.in
Helpline-14448