



Bandhan Bank Limited  
Regd. Office: DN 32, Sector V, Salt Lake City, Kolkata 700 091 | CIN No.: L67190WB2014PLC204622  
Phone: +91-33-6609 0909, 4045 6456  
Website: www.bandhanbank.com

## Comprehensive Notice Board

(Updated up to \_\_\_\_\_)

(to be filled by the branch)

### A. CUSTOMER SERVICE INFORMATION:

1. We have separately displayed the key interest rates on deposits in the branch.
2. Nomination facility is available on all deposit accounts, safe custody and safe deposit lockers, wherever applicable.
3. We exchange soiled notes and mutilated notes.
4. We accept/exchange coins of all denominations.
5. If a banknote tendered here is found to be counterfeit, we will issue an acknowledgement to the tenderer after impounding and stamping the note.
6. Please refer to our cheque collection policy for the applicable timeframes for collection of local and outstation cheques.
7. We have separately displayed the Bank's MCLR (Marginal Cost of Lending Rate) and its effective date in the branch.

### B. SERVICE CHARGES:

Please refer to the notices under service charges.

### C. GRIEVANCE REDRESSAL:

1. If you have any grievances/complaints, please approach the Branch Head.
2. If your complaint is unresolved at the branch level, you may approach the Cluster Head.
3. If you are not satisfied with response received from the Cluster, you may escalate the complaint to Bandhan Bank Nodal Officer at the Head Office, details as below:

Head - Banking Operations and Customer Service:  
Mr. Nand Kumar Singh  
Office Address: Bandhan Bank Limited, Head  
Office,  
DN-32, Salt Lake City, Kolkata – 700091,  
West Bengal  
Contact No: 033-66090909,  
E-Mail ID: pno@bandhanbank.com

Please approach 'May I Help You' counter for the following information:

1. All the items mentioned in (A) to (C) above.
2. The Citizen's Charter for Currency Exchange facilities.
3. Time norms for common transactions.
4. Design and security features of all the bank notes.
5. Policy documents relating to :
  - Cheque Collection
  - Grievance Redressal Mechanism
  - Collection of Dues and Repossession of Security
  - Compensation
6. The complete service charges, including services rendered free of charge.
7. Fair Practice Code/The Code of Bank's Commitment to Customers.