Comprehensive Notice Board

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 articles in 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 acknowledgment to the tenderer after impounding and stamping the note.
6. Please refer to our cheque collection policy for the applicable time frames 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 Schedule of Charges available in the booklet file.

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 Grievance Redressal Manager, details as below:

Mr. Ketan Keni
Grievance Redressal Manager
Office Address: 5th Floor, Vishwaroop IT Park, Sector 30, In Front of Vashi Railway Station, Vashi, New Mumbai - 400703, Maharashtra
Contact No: 033-6826-5302
E-Mail ID: grievanceredressalmanager@bandhanbank.com

3. If you are not satisfied with response received from the above, you may escalate the complaint to the Principal Nodal Officer at Head Office, details as below:

Ms. Radhika Raghavan Principal Nodal Officer Office Address: 2nd Floor, 201-209, A Wing, INS Tower, G Block BKC, Bandra Kurla Complex, Bandra East, Mumbai - 400051, Maharashtra Contact No: 033-6826-5301 E-Mail ID: pno@bandhanbank.com

The customer can approach the Banking Ombudsman in case his grievance is not redressed within 30 days of lodging the complaint.

D. OTHER SERVICES PROVIDED

1. We open 'Basic Savings Bank Deposit Accounts'.
2. We issue Kissan Credit Card Loans (For selected states only)
3. We offer digital payments and services.
4. We offer MSME loans / products.
5. We accept contribution to PM Cares fund.

E. Information available in booklet form (Please approach 'May I Help You' counter):

1. All the items mentioned in (A) to (D) 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, Fair Practice Code/The Code of Bank's Commitment to Customers.