

# IndusInd Bank

## Redressal of Customer Grievances related to the restructuring of the Personal Loan/Credit Card

### For Personal Loan Customers

You may register your complaint related to the restructure of your Personal Loan through the following channels:

Call the Contact Centre on the following numbers - [1860 267 7777](tel:18602677777) / [022 4220 7777](tel:02242207777) (Outside India)

Email to – [loan.restructuring@indusind.com](mailto:loan.restructuring@indusind.com)

If the Contact Centre is unable to resolve the issue within 7 working days, please write to the Regional Heads through **Head - Customer Care** as under:

Mr. Dickson Baptista

Head - Customer Care

701/801 Solitaire Corporate Park 167, Chakala Andheri (East), Mumbai-400 093

Call Us on [1860 267 7777](tel:18602677777)

[Click Here](#) to email Head-Customer Care

If you are not satisfied with the response received from the Escalation - Head -Customer care , you may escalate your concern to the **Principal Nodal Officer** in the following ways. Write to (Do not forget to quote your interaction reference number and first point of contact with the bank.)

Ms. Anita Verghese

Executive Vice President & Principal Nodal Officer

IndusInd Bank Ltd.

701/801 Solitaire Corporate Park,

167, Guru Hargovindji Marg,

Andheri-Ghatkopar Link Road,

ChakalaAndheri (East), Mumbai - 400 093

Call Us on [\(022\) 6641 2200](tel:02266412200) , [6641 2319](tel:66412319)

[Click Here](#) to email Nodal Office

For details on our detailed Grievance Redressal Policy, please visit

<https://www.indusind.com/in/en/personal/grievance-redressal.html>

### For Credit Card Customers

You may register your complaint related to the restructure of your Personal Loan through the following channels:

Call the Contact Centre on the following numbers - 1860 267 7777 / 022 4220 7777 (Outside India)

Email to – [creditcard.restructuring@indusind.com](mailto:creditcard.restructuring@indusind.com)

## **IndusInd Bank**

If the Contact Centre is unable to resolve the issue within 7 working days, please write to the Regional Heads through **Head - Customer Care** as under:

Mr. Pratap Pillai

Head - Cards Services

701/801 Solitaire Corporate Park 167, Chakala Andheri (East), Mumbai-400 093

Call Us on **1860 267 7777**

[Click Here](#) to email Head-Card Services

If you are not satisfied with the response received from the Escalation - Head -Customer care , you may escalate your concern to the **Principal Nodal Officer** in the following ways. Write to (Do not forget to quote your interaction reference number and first point of contact with the bank.)

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