

IndusInd Bank

Standing Committee on Customer Service

We are pleased to announce the formation of a Standing Committee on Customer Service (SCCS) to support broad-based improvements in customer services in relation to various banking services.

Our MD Mr. Romesh Sobti chairs the committee. Besides senior functionaries of the Bank a few eminent customers of our Bank also represent the committee.

The role of the Committee would be as under:

Ensuring timely and effective implementation of RBI's instructions. To collect necessary feed back to determine that the action taken by various departments of our Bank is in tune with the spirit and intent of such instructions.

Review the practice and procedures prevalent in our Bank and take corrective action on an ongoing basis.

Suggest innovative measures for enhancing the quality of customer service and improving the level of customer satisfaction by introduction / simplification of procedures / practices / products, for all categories of clientele.

We request all our customers to extend full support in enhancing the quality of our customer service.

If at any stage you are not satisfied with the service given to you, please do not hesitate to contact us. Your first point of contact for redressal of any complaint will be our Branch Managers who are fully capable of redressing customer grievances satisfactorily. If you do not receive a reply within 5 working days from the Branch Manager, or if you are not satisfied with the reply received you can write to our Vice President, Banking Operations at **boc@indusind.com**.

Feed back / suggestions in any matter related to customer service may be sent to **boc@indusind.com** for attention of this committee.