

NOTICE

Redressal of Customer Grievances

For Banking Customers

You may login your complaint relating to services provided by our Bank or our outsourced agency as under:

- Register at Branch through complaint register
- Contact the Branch Manager
- Call Contact Center on 1860 267 7777 / 022 4220 7777 (Outside India)

Send email to Contact Centre at reachus@indusind.com

NRI customers may E-Mail us at nri@indusind.com

Exclusive customers may E-mail us at exclusive@indusind.com

In case, Branch / Contact Centre are unable to resolve the issue within 7 working days, please escalate the same to the Regional Heads through Head - Customer Care as under:

- Email to customercare@indusind.com
- Write to Head - Customer Care at

Mr. Dickson Baptista

Head - Customer Care

OPUS Center

47, Central Road, Opp. Tunga Paradise Hotel MIDC

Andheri (East)

Mumbai 400093

For Stored Value Card (Prepaid Card) customers

You may login your complaint relating to services provided by our Bank or our outsourced agency as under:

- Register at Branch through complaint register
- Contact the Branch Manager
- Call Contact Center on following nos. **1860 267 7777** (India) / **+91 22 61553100** (International)

- Send email to Contact Centre at reachus@indusind.com

In case, Branch / Contact Centre are unable to resolve the issue within 7 working days, please escalate the same to the Regional Heads through Head - Customer Care as under:

- Email to customercare@indusind.com
- Write to Head - Customer Care at

Mr. Dickson Baptista

Head - Customer Care

OPUS Center,

47, Central Road, Opp. Tunga Paradise Hotel MIDC,

Andheri (East), Mumbai 400093

For Credit Card Customers

You may login your complaint relating to Credit Cards as under:

- Call Contact Center on 1860 267 7777 / 022 4220 7777 (Outside India)
- Email us at premium.care@indusind.com
- Write to the Bank's Credit Card Unit at:

IndusInd Bank Ltd. (Credit Cards division)
PO Box 9421, Chakala, MIDC,
Andheri (E), Mumbai – 400 093

- Register at the Branch through the complaint register
- Contact the Branch Manager

All the complaints related to Credit Cards will be handled by our Cards Services Cell. If a complaint has been received, our Card Services Cell will endeavor to send you a response within 7 working days from the date of receipt of complaint.

In case, you do not receive a response within 7 working days, you may escalate to Head - Cards Services:

- Email us at head.cardservices@indusind.com OR
- Write to:

Mr. Pratap Pillai

Head - Cards Services,
OPUS Center,
47, Central Road, Opp. Tunga Paradise Hotel MIDC,
Andheri (East), Mumbai 400093

In case you do not receive a response from Head - Card Services or Head - Customer Care within 7 days, you may call/write to the Nodal Officer at the address/email/contact nos. provided below:

Mr. Vikas Nigam

Senior Vice President & Principal Nodal Officer

IndusInd Bank Ltd. 2nd Floor, Building No.7,
Solitaire Corporate Park Chakala,
Andheri (E), Mumbai- 400093

E-mail: nodal.officer@indusind.com

Tel. No.: (022) 6641 2267

Fax: (022) 6641 2318

Our Nodal Officer will endeavor to resolve the issue to the complainant's satisfaction within 7 working days. In case, the complaint needs more time to examine, the complaint shall be acknowledged by explaining the need for more time to respond.

If the complaint is not resolved within one month from the lodgment of the complaint or if the complainant is not satisfied with the response, he/she can approach Office of the Banking Ombudsman, appointed by Reserve Bank of India.

We have displayed on our website and in all our branches a notice explaining that we are covered under the Banking Ombudsman Scheme 2006 of the Reserve Bank of India. The salient features of the Banking Ombudsman Scheme are displayed in the branch notice boards and the scheme itself is available at branch and displayed on our website. If a complainant has any matter that he/she would like to report to the Banking Ombudsman, he / she may contact the Branch Head for details. To know about this scheme in detail, you may log on to www.rbi.org.in.

Further under The Consumer Protection Act, 1986 you may file a complaint under Consumer Protection Councils at the Central and State levels, whose main objects will be to promote and protect the rights of the consumers.

To provide simple, speedy and inexpensive redressal of consumer grievances, the act envisages a three- tier quasi-judicial machinery at the national, state and district levels.

- National Consumer Disputes Redressal Commission - known as 'national commission'.
- Consumer Disputes Redressal Commissions known as 'state commission'.
- Consumer Disputes Redressal Forums- known as 'district forum'.

The provisions of this act are in addition to and not in derogation of the provisions of any other law for the time being in force.

To know further about Consumer Protection Act, 1986, you may log on to www.ncdrc.nic.in