

Complaint Redressal Flow Chart

1. Level 1: Customer care. Lodge Complaint (Initial Contact) - Expected resolution: 15 days

- **Email :** Write a email to inuobmumbaibranch@uobgroup.com with complaint details
- **Call:** 022- 62672 800
- **Branch:** Visit the branch and speak / submit written complaint with the Branch officials/Relationship Manager.
- **Complaint/Suggestion Box :** Drop the complaint in Complaint/Suggestion Box.
- **Result:** Complaint registered and initial acknowledgement sent via email.



2. Level 2: Nodal Officer (If no response in 15 days or unsatisfied)

- **Contact:** Ms. Anjali Agarwal
- **Email:** anjali.agarwal@uobgroup.com
- **Address:** 3 North Avenue, Maker Maxity, Unit 31, 32 & 37, 3rd Floor Bandra Kurla Complex, Bandra (East) Mumbai 400051



3. Level 3: Banking Ombudsman - Regulatory Body (If not resolved or unsatisfied within 30 days)

- If the final response from the bank is unsatisfactory, or if there is no response within 30 days, customers can approach the RBI Banking Ombudsman via a centralized Chandigarh center or the online CMS portal.