



GRIEVANCES REDRESSAL MECHANISM

United overseas Bank Ltd, India

Version 5.0

04 March 2020

Grievance Redressal Mechanism of the Bank

- a) The Bank is committed to extend the best possible services to its customers. However, if you are not satisfied with our services and wish to lodge a complaint, please complete the complaint form and send to us.
- b) After examining the matter in detail, we will send you our final response within a period of 14 working days from the date of receipt of your complaint by us. In case the resolution is likely to take longer time, we will inform you of the same through an interim reply.
- c) If the resolution still does not meet your expectations, you can write to the Head- Risk Management by mailing to Vivekkumar.Bajaj@UOBgroup.com
- d) After examining the matter, we will send you our final response within a period of 8 working days from the date of receipt of your complaint by the Head of Risk Management. In case the resolution is likely to take longer time, we will inform you of the same through an interim reply.
- e) Within 30 days of lodging a complaint with us, if you do not get a satisfactory response from us and you wish to pursue other avenues for redressal of grievances, you may approach the Banking Ombudsman appointed by Reserve Bank of India under Banking Ombudsman Scheme. Details of Banking Ombudsman are displayed in the branch notice board. Our staff would explain the procedure in this regard.

Feedback and Suggestions

Please provide feedback on our services. Your suggestions will help us to improve our services. Such suggestions/feedback may be sent to the nodal officer whose address is given below.

*Vivek Kumar Bajaj
Head – Risk Management
3 North Avenue, Maker Maxity
Unit 31, 32 & 37, 3rd Floor
Bandra Kurla Complex, Bandra (East)
Mumbai – 400051*

*Tel: 022 4247 2821
E-mail: Vivekkumar.Bajaj@UOBgroup.com*

The Grievance redressal mechanism would also deal with the issues related to services provided by the outsourced agencies. This aspect has also been mentioned in the local outsourcing policy.

Annual Review:

At a minimum, this policy will be reviewed annually.