

**PT BANK MAYBANK INDONESIA TBK  
MUMBAI - INDIA**

**GRIEVANCE REDRESSAL POLICY**

**Aug 2018**

**Ver.1.2018**

**DOCUMENT VERSION CONTROL**

<b>Version</b>	:	<b>1.2018</b>
<b>Approval Date</b>	:	<b>29-Aug-2018</b>
<b>Last Update</b>	:	<b>March 2016</b>
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## **1. Introduction**

Maybank Indonesia, Mumbai branch believes that providing prompt and efficient service is essential not only to attract new customers, but also to retain existing ones. This policy document aims at minimizing instances of customer complaints and grievances through proper service delivery and review mechanism and to ensure prompt redressal of customer complaints and grievances. The review mechanism should help in identifying shortcomings in product features and service delivery. The bank's policy on grievance redressal follows the under noted principles.

- a) Bank will handle all complaints efficiently, fairly and in a time bound manner
- b) Customers are fully informed of avenues to escalate their complaints/grievances within the organization and their rights to alternative remedy, if they are not fully satisfied with the response of the bank to their complaints.

Maybank Indonesia, Mumbai has an effective and structured system to ensure redressal sought is just and fair and is permissible within the given frame-work of rules and regulations. The policy document is available in the branch and on the banks website. The concerned employees are made aware about the Complaint Handling process.

## **2. The customer complaint arises due to:**

- (a)** The attitudinal aspects in dealing with customers
- (b)** Inadequacy of the functions/arrangements made available to the customers or gaps in standards of services expected and actual services rendered.

The customer has full right to register his complaint if he is not satisfied with the services provided by the bank. He / She can give his complaint in writing, orally or over telephone. If customer's complaint is not resolved within given time or if he is not satisfied with the solution provided by the bank, he can approach Banking Ombudsman with his complaint or other legal avenues available for grievance redressal.

## **2. Internal Machinery to monitor and review Customer service/grievances**

### **2.1 Customer Service Committee**

Bank has constituted a Branch level Customer Service Committee headed by Head of Operations & IT. The Committee meets at least once a month to study complaints/ suggestions, cases of delay, difficulties faced / reported by customers / members of the Committee and evolve ways and means of improving customer service.

The Committee acts as a forum to enable customers meet and interact with the senior officials of the Bank with the following objectives:

- (a) Collect customer feedback on services provided by the Bank
- (b) Reduce information gap between customers and Bank
- (c) Most importantly build trust amongst customers

The branch level committees may provide inputs / suggestions to the Standing Committee on Customer Service.

### **2.2 Standing Committee on Customer Service**

The Standing Committee on Customer Service is convened once in a quarter and they take feedback from the monthly customer service committee. The committee would evaluate feed-back on quality of customer service received from various quarters. The committee would also review comments/feed-back on customer service and implementation of various RBI guidelines.

### **2.3. Nodal Officer and other designated officials to handle complaints and grievances**

Head of Operations & IT is the Nodal Officer of the bank who is responsible for the implementation of customer service and complaint handling for the entire bank. The name and contact details of nodal officer has been displayed on branch notice board and on bank's website.

The Nodal officer before communicating his decision/ or partial relief, will refer to the Head – Global Banking of the bank for his final views. If the customer is still not satisfied he has the option to go to Banking Ombudsman with his complaint or other avenues available for grievance redressal. Address of the Ombudsman is available on the Bank's Notice Board.

### **3. Mandatory display requirements**

The bank mandatorily provides the following information:

- (a) Appropriate arrangement for receiving complaints and suggestions.
- (b) The name, address and contact number of Nodal Officer(s).
- (c) Contact details of Banking Ombudsman of the area.
- (d) Code of bank's commitments to customers/Fair Practice code.

### **4. Resolution of Grievances**

Head Operations & IT is responsible for the resolution of complaints/grievances in respect of customer service by the branch. He would be responsible for ensuring closure of all complaints received at the branches. It is his foremost duty to see that the complaint should be resolved completely to the customer's satisfaction and if the customer is not satisfied, then he should be provided with alternate avenues to escalate the issue. If he feels that it is not possible at his level to solve the problem he can refer the case to Head of Global Banking for guidance.

### **5. Time frame**

Any Complaint received by the bank is seen in the right perspective because they indirectly reveal a weak spot in the working of the bank. Complaint received will be analysed from all possible angles and will be addressed within 7 working days of receipt of complaint and will be appropriately communicated to customer. Complaints received which would require some time for examination of issues involved will be acknowledged accordingly.

### **6. Interaction with customers**

The bank recognizes that customer's expectation/requirement/grievances can be better appreciated through personal interaction with customers by bank's staff and take valuable feedback thereby sending a message to the customers that the bank cares for them and values their feedback/suggestions for improvement in customer service. Such interactions will help the customers appreciate banking services better. Bank treats feedback from customers as valuable input for revising its product and services to meet customer satisfaction. It would be the responsibility of the Nodal Officer to ensure that the customer complaints/grievances are handled smoothly and efficiently at all levels.

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