



RESTRICTED

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## GRIEVANCE REDRESSAL POLICY - INDIA BRANCH

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1.0

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## SUMMARY OF CHANGES

Version	Date	Summary of Changes	Documented by	Major Revision Description
1.0	Jan 2025	Yearly review	Ganesh Chaudhari	



This policy is reviewed and approved by:

No	Working Unit	Name
1.	General Manager and Country Head - India	Mohit Varma
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3.	CRO - India	Swati Bhave
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7.	Head - Operations	Rahul Sanghvi
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9.	Head - Corporate Banking	Bharat Pania
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**REFERENCE DOCUMENT****Commented [IJF1]: Please complete**

NO.	DOCUMENT
1.	The Reserve Bank - Integrated Ombudsman Scheme, 2021

**DEFINITION****Commented [IJF2]: Please complete**

NO	TERM	DEFINITION
1	KYC	<b>Know Your Customer</b>
2	RBI	<b>Reserve Bank of India</b>
3		

## **I. PRELIMINARY**

### **1. Introduction**

PT Bank Maybank Indonesia TBK, India 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.

### **2. Purpose**

India Branch 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.

### **3. Scope and Application**

This policy is applicable to all employees of MBI India in connection with their activities with respect to the adherence of the points mentioned in this document.

### **4. Approval**

This procedure is approved by Head of Working Unit.

### **5. Owner**

Owner of this policy is Corporate Secretary.

Proposed by MBI India and Global Banking - International Operation

## II. GENERAL REQUIREMENTS

- The objective of the Policy is to minimize customer complaints and grievances through a proper delivery and review mechanism.
- To ensure prompt redressal of customer complaints and grievances.
- To ensure quick and efficient response to customer expectations through a robust review Mechanism.
- To ensure Root Cause Analysis of complaints received with the aim to minimize/eradicate grievances by bringing necessary changes in the process and systems.
- To keep customers informed of the channels available to escalate their Grievances/complaints within the bank and their rights to alternate remedies if they are not fully satisfied with the response of the Bank.

## III. SPECIFIC REQUIREMENT

### 1. The customer complaint arises

- The attitudinal aspects in dealing with customers
- 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

#### A. Customer Service Committee

Bank has constituted a Branch level Customer Service Committee headed by Head of Operations, MBI, India. 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.

#### B. 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.

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

Head of Operations, MBI, India 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 onbank'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 website and 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, MBI, India 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, MBI, India.

#### 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. Also for such complaints detailed written explanation and further action plan will be communicated to customers in writing.

#### 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.

#### IV. EFFECTIVE ISSUE DATE

This policy is hereby conveyed, so that it can be implemented and effective from the date of issue.